



# Government College of Engineering

Station Road, Osmanpura, Aurangabad – 431 005

Phone : (0240) 2366101, 2366110,111  
E-Mail – principalgeca@yahoo.com

Fax : (0240) 2332835  
Web – http://www.geca.ac.in

No. GECA/Data Center/2019-20/785

Date: 11 FEB 2020

To,  
GECA Notice Board / GECA WEBSITE

**Sub: - Quotation for the Network Maintenance Service Agreement**

Dear Sir,  
You are requested to send yours competitive quotations for the following Service.

**Terms and Conditions:**

1. The rates quoted should be valid for one year from the date of acceptance of contract with terms and conditions.
2. Applicant should be. Minimum 5 years experience in networking (Manage L2, L3 Switches).
3. Proof of registration with sales tax, company pan, company registration certificate are essential. And copies of the proof should be submitted.
4. The company should have local office within a radius of 10 kms from our college. Proof of the same should be submitted.
5. The company should not be black listed by any PSU Banks/Govt. organizations. Self declaration should be submitted by the authorized official of the company.
6. The quotation should sign each and every paper of the quotation document.
7. The tenderer shall submit the income tax returns for the last 3 financial year.
8. Detailed specifications of the articles you intend to supply should be given. If not according to the specification, laid down here under.
9. Quotation should be valid for Twelve months.
10. No advance shall be paid and No part payment shall be made.
11. The service should be provided by you 7 days from the date of order.
12. The Payment will be release on quarterly basis (03 months) subject to satisfactory performance Report from the Dean Networking department
13. **Bid Security / Earnest Money Deposit (EMD):**
  - (a) The Service provider is required to submit Earnest Money Deposit (EMD) of Rs.50000/- . The EMD should be in the form of Demand Draft issued from any Nationalized Bank / Scheduled Bank drawn in favor of Principal, Govt. College of Engineering, Aurangabad Payable at Aurangabad
  - (b) The Service provider found without EMD as above, shall be summarily rejected.
  - (c) The earnest money shall be refunded to the unsuccessful Service provider after finalization Of the contract. It shall be refunded to the successful Service provider on receipt of the Performance security deposit.
  - (d) No interest shall be paid on the EMD.
14. One service engineer should appointed full time for maintenance purpose. Service provider will Not be given any relaxation in this matter any damage or loss caused by maintenance persons to The institute in whatever form would be recovered from the Service provider.
15. Any damage or loss caused by maintenance persons to the institute in whatever form would be Recovered from the Service provider.
16. Quotations should be in sealed cover and subscribed as "**Quotation for Computer Department**" due on: 26 -02-2020, at 5 P.M.
17. Service does not to the specifications or it is not found satisfactory, your service/order will be Cancelled immediately
18. Quotations not complying with the above conditions and incomplete one will not be Considered.
19. Right to reject any or all the quotations rights with the undersigned.

Sr. NO.	Specification	Period of Agreement	Rate	Remark
01	<p><b><u>Network Maintenance Service Agreement to Include –</u></b></p> <p>01. Technical support for existing work.</p> <p>02. Urgent and immediate troubleshooting for problems in all active and passive components including switches, firewall and network</p> <p>03. Managing cyberoam 500 ING</p> <p>04. Managing 48 L2 Switches in network</p> <p>05. Manage 02 L3 Switches</p> <p>06. Manage WI-FI Network.</p> <p>07. Manage And Maintain NPTEL Video Server in Data Center.</p> <p>08. 1500 nodes in the network.</p> <p>09. Managing WLAN Network. With 30 Wi-Fi router and access point.</p> <p>10. Manage server 2012r2 with Active Directory (users 2300)</p> <p>11. Manage Video server in Data Center.</p> <p>12. Lan connectivity will be maintained.</p> <p>13. Manage QEEE Server.</p> <p>14. The Service Engineers should maintain Log Registers for all calls Attended Pending issues/preventive maintenance records and details.</p> <p>15. Network connectivity (download and upload speeds tests).</p> <p>16. Administrative password rotation.</p> <p>17. Provide 24 Hours network helpdesk</p> <p>18. Respond and Resolve Network Helpdesk queries which includes</p> <ol style="list-style-type: none"> <li>Troubleshooting</li> <li>Configuration</li> <li>Up gradation</li> <li>Operational efficiency</li> </ol> <p>19. Preventive maintenance of network</p> <p>20. Routine maintenance of network</p> <p>21. Facilitate with OE vendors for equipment repairing</p> <p>22. Facilitate with OE vendors for equipment procurement</p> <p>23. Facilitate with insurance service providers for insurance claims Related to equipment, if insurance agreement exists.</p> <p>24. Routine equipment inventory check</p> <p>25. The Contract proposed is of Non comprehensive nature. (Hardware Device and Material Charges Extra)</p> <p>26. Facilitate with certification agencies for checking / inspection / certification of the network for within the norms</p> <p>27. In case of switch failure the stand by switch should be provided till the purchase of new switch by client</p> <p>28. managing Antivirus server users with 650 clients.</p> <p><b><u>29. Service should be provided for 24*7 (Hours * days)</u></b></p>	12 Months	Rate Per Month For One Service Engineers/ Technician	

Yours faithfully

Principal  
Govt. College of Engineering,  
Aurangabad