

# GOA STATE POLLUTION CONTROL BOARD

गोंय राज्य प्रदुशण नियंत्रण मंडळ

(An ISO 9001-2008 Certified Board)

Phone Nos : 91-832-2438567, 2438528  
2438563, 2438550

Tel / Fax No. : 0832-2438528



Email id's :

Member Secretary, GSPCB - ms-gspcb.goa@nic.in  
Environment Engineer, GSPCB - ee-gspcb.goa@nic.in  
Scientist, GSPCB - scientist-gspcb.goa@nic.in  
Asst. Env Engineer, GSPCB - aee-gspcb.goa@nic.in  
Asst. Law Officer, GSPCB - alo-gspcb.goa@nic.in

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## QUOTATION NOTICE

**Sub:** Comprehensive Annual Maintenance Contract for Computers & peripherals and Laptops.

The Goa State Pollution Control Board invites sealed quotations from established firms to provide Annual Maintenance Contract for Computers & peripherals and Laptops. In this regard you are required to submit your quote as per the specifications, terms and conditions specified here under:-

Sr. No.	Items and Descriptions / Specifications	Quantity	Unit Rate (Rs.)	Total Price (Rs.)
1.	Desktop Computers and Peripherals Make :- DELL / HP Intel Core i5	84		
2.	Laptops Make :- DELL / HP Intel Core i5 / Core i3	20		
<b>Sub Total</b>				
<b>Service Tax @ 14 %</b>				
<b>Total</b>				

Terms and conditions of the Quotation and Annual Maintenance Contract.

1. The last date for receipt of sealed quotations is ~~02/11~~/2015 upto 3.30 P.M.
2. The Quotation should be submitted in sealed envelopes super scribed as "Annual Maintenance Contract for Computers & peripherals and Laptops".
3. The rates quoted should be inclusive of all Taxes. The quotes which are conditional will not be accepted.

4. The contract would be comprehensive covering both preventive as well as corrective maintenance of IT Infrastructure i.e. including replacement of all spare parts. The contract shall also covers software repairs.
5. The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by GSPCB, based on the performance of the service provider.
6. The firm shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
7. No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
8. The firm shall carry out 2 preventive maintenance of the systems half yearly and system breakdown repairs.
9. The response time for any reported fault shall be by the next business day and the resolution time shall be 3 days. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
10. The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance.
11. The AMC Vendor shall maintain adequate stock of spare parts for smooth execution of AMC Contract.
12. The AMC Vendor shall check all the equipment before taking the AMC Contract and those equipments which are not working will be first repaired on approval of the Board and then taken under AMC, The cost of the repairs will be borne separately by the Board.
13. Under corrective maintenance, any defects in the IT Infrastructure shall be rectified, and all defective components of IT Infrastructure necessary for normal operation/ except Consumables such as tapes, ribbons, toners, cartridges, UPS Batteries etc., are to be replaced with the respective OEM products/parts of equivalent or higher make/configurations, free of cost to the Board. If the respective OEM products/ parts are not available for any reason, the AMC Vendor shall replace the defective products/parts with similar or higher make/configurations. However problems caused by electric failure/surge, lighting, floods, physical damage, etc., shall not be covered under AMC.
14. Preventive Maintenance activity shall include updation of Service packs, drivers & Operating System patches, physical cleaning & testing of equipments, carrying out system diagnostic tests & taking remedial action, point-to-point connectivity test etc. At least one preventive maintenance activity shall be scheduled per quarter during the maintenance period.

15. The AMC Vendor shall maintain the entire IT Infrastructure under the AMC Contract in proper working condition throughout the Contract period to provide consistent AMC support to the Board.
16. The repair/replacement of defective products/parts shall be carried out at the office premises of the Board only, and not to the repair centers. If the fault is of serious nature and requires the support of the repair centre, thereby necessitating shifting of the equipment, then the shifting/transportation, installation, re-installation, and loading of the software packages shall be carried out at no additional cost to the Department/Organization and with prior approval of Board.
17. If the faulty equipment is required to be carried out of the office premises of the Department/Organization, which may affect the business process of the Department/Organization., then equivalent standby equipment has to be provided until the original equipment has been repaired and brought back and installed successfully.
18. There shall be at least 90% uptime on all working days in respect of IT Infrastructure covered under AMC, except for Servers and active networking equipments which shall have 99% uptime. The uptime shall be computed on calendar month basis in a non-cumulative manner.
19. Any activity, as a part of AMC, that requires stopping of services or shutdown of equipments shall be carried out in consultation with the Board after necessary intimation, and this activity shall be taken up only during the non-working hours or on holidays in order to reduce non-availability of services.
20. The down-time penalty charges if not rectified within the stipulated time shall be as follows

<b>Response Time</b>	<b>Period</b>	<b>Penalty that shall be levied by the Board to the AMC Vendor</b>
	<b>Above 24 Hrs &amp; below 48 Hrs</b>	<b>Warning</b>
	<b>Above 48 Hrs &amp; up-to 1 Week</b>	<b>1 % of the equipment AMC cost per day</b>
	<b>Above 1 Week</b>	<b>Board may get the same rectified from outside &amp; the cost towards rectification will be borne by AMC Vendor</b>

21. In case of failure of the AMC Vendor in rectifying the faults within stipulated period as defined in the SLA, the downtime shall be recorded in the Health Card, The SDA shall validate the downtime against the committed service levels and the downtime penalty charges as defined shall be deducted from the subsequent installment of AMC charges to the AMC Vendor and passed to the respective Board.
22. The AMC Vendor shall not sub-contract the AMC to any Organization, person, firm or its franchisee. If, at any time, it comes to the notice that such sub-letting has been done, the

Board at its discretion, may terminate the contract without referring the matter further to the AMC Vendor, and such Vendor shall be liable for blacklisting.

23. The Health Card shall be maintained by AMC Vendor in the Board for all IT Infrastructure covered under AMC. The AMC Vendor shall record therein each incident of IT Infrastructure malfunction, date/time of commencement of downtime and successful completion of the repair/maintenance work, nature of repair work performed on the IT Infrastructure along with description of the malfunction and the root cause thereof.
24. It shall be responsibility of the AMC Vendor to keep IT Infrastructure in working condition. If the services of the AMC Vendor are found unsatisfactory during the AMC period or if the AMC Vendor fails to carry out any of its obligations/duties mentioned as per the agreement, the SDA may terminate the contract by giving one month's notice to the AMC Vendor in writing.



Levinson J Martins  
(Member Secretary)

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