

**Policy Guidelines for Annual  
Maintenance Contract for LAN  
Hardware & Associated System.**

Government of Gujarat,  
**Science & Technology Department,**  
**G. R. No. LAN-2004-927-DST,**  
Sachivalaya, Gandhinagar.  
**Dated: 30<sup>th</sup> July, 2004.**

**READ: -**

- (1) GR No. MSK-2000-163-ITD of Information Technology Division, General Administration Department dated 05/06/2000.

**PREAMBLE: -**

The Policy guidelines for Annual Maintenance Contract was under consideration of the State Government for various LAN Hardware & Associated System.

**RESOLUTION:-**

The State Government is pleased to announce the following policy guidelines for Annual Maintenance Contract through an open bidding as per the bidders eligibility criteria as given below:

**A. Bidders' Eligibility Criteria**

1. Turnover: The bidder should have a total sum of turnover of Rs. 5 Crores (min.) in the last three financial years.
2. The bidder must have at least five service centers with one service center in Ahmedabd/Gandhinagar. The bidder must have one office in Gujarat.
3. The bidder must have at least 25 customer reference sites of computer hardware maintenance in Gujarat.

**B. Procedure**

- Bidders will do a site visit before quoting the price.
- Dept. / Government organization to decide on continuing with the vendor after one year.
- All the eligible bidders quote the price for a total inventory, item-wise.
- The overall L1 vendor will be awarded the contract.
- 24 hrs. response time. Break down call time 48 hrs.
- Resident engineer for 150 machines.
- Penalty on defaulting the service norms – 0.5% of the contract value per week of non-responsive event.

- Spares availability/standby arrangement- Standby to be replaced with original and functionally equivalent within 15 working business days.
- Contract renewal period – 2 years.
- PBG – 50% of the order value on rotation valid for one year.
- Payment – 25% advance upon furnishing the PBG, 75 % at the end of year upon renewal of the PBG for second year.
- GIL will also be a part of the tender committee of the Government Depts. / Government Organization for AMC. GIL will charge 10% of the contract value of AMC.
- Departments / Government organization will select the vendor with the help of GIL.
- Departments / Government organization to decide the scope in consultation with GIL for special nature of maintenance contract such as Facility Management.

This issues with the concurrence of Finance Departments note dated 13.07.2004 on this departments file No. LAN -2004-927 -DST.

By order and in the name of Governor of Gujarat,

**Vagmin Buch**  
**Joint Secretary (S&T),**  
**Science & Technology Department**

To,

The Secretary to the Governor, Raj Bhavan, Gandhinagar.

The Principal Secretary to the Chief Minister.

The Personal Secretaries to all Ministers.

The Personal Secretary to the Leader of Opposition Party in Gujarat Legislative Assembly, Gandhinagar.

Managing Director, Gujarat Informatics Ltd., Gandhinagar.

National Informatics Center, Block No.13, New Sachivalaya, Gandhinagar.

All Secretariat Department.

The Secretary, Gujarat Vigilance Commission, Gandhinagar.

The Secretary, Gujarat Public Service Commission, Ahmedabad.

The Secretary, Gujarat Legislature Secretariat, Gandhinagar.

The Registrar, Gujarat High Court, Ahmedabad.

The Secretary, Gujarat Civil Services Tribunal, Gandhinagar.

All Heads of Department.

All Heads of Office.

All Collectors.

All D.D.Os.

The Accountant General, (A&E), Gujarat, Post Box No.220, Rajkot.

The Accountant General (A&E), Gujarat, Ahmedabad branch, Ahmedabad.

The Accountant General(Audit) -1, Gujarat, M.S.Building, Ahmedabad.

The Director of Accounts & Treasuries, Gandhinagar.

All Treasury Officer.

Al Pay & Accounts Officers, Ahmedabad/Gandhinagar.

Resident Audit Officer, Ahmedabad/Gandhinagar.

Select file, S& T Deptt.