

No. 715 /

Dated: 15.03.2021

**QUOTATION CALL NOTICE**

Sealed quotations are hereby invited from the intending OCAC Empanelled local Agencies/Firms for submission of price offer to take up AMC of Computer systems, Lap top, different types of printers, scanners, UPS & Net working systems (LAN) installed in SCSTRTI, Bhubaneswar list enclosed. The interested firms are to send their quotations in Two different envelopes to the undersigned or drop their quotation in the drop box along with all the required documents listed in Annexure "A" within the working hours so as to reach the undersigned on or before **30.03.2021 by 1.00 PM** which will be opened on the same day **at 4.30 PM** in presence of the intending bidders or their authorized representatives. The undersigned will not be responsible for late/non-receipt of the quotations sent by post/courier. The quotations must be complete in all respect and the envelope containing quotation on AMC of computer systems shall be super scribed as "Quotation for AMC and Net working systems (LAN) the envelope containing price bid shall be super scribed as Quotation for AMC and LAN. Both the envelopes to be addressed to the Director of SCSTRTI, CRP Square, Bhubaneswar, Odisha

The details of AMC on the IT items installed at various buildings & halls of this institute are mentioned in Annexure-B and are available in the **Govt. Of Odisha website www.odisha.gov.in, website of www.scstrti.in**. Any information with regard to this can also be obtained from the office of SCSTRTI, Bhubaneswar on personal contact during any working day between 10.30 am to 5.00 pm before submission of the bid

The quotations shall be comprehensive in nature and should be submitted in proper format as at Annexure "C". The bidders are advised to visit and inspect the site of works and its surrounding to obtain all information on own responsibility which may be necessary for preparing the bid. Incomplete or conditional tender is liable to be rejected. The authority reserves the right to accept /reject any or all the tenders without assigning any reasons thereof.

Sd/-

**Advisor-cum-Director  
& Spl. Secy.to Govt.**

**Memo No. 716 Dated : 15.03.2021**

Copy to Notice Board of ST / SC Development Department / SCSTRTI Bhubaneswar for information.

Sd/-

**Asst. Director (Admn.)**

**Memo No. 717 Dated : 15.03.2021**

Copy forwarded to the Head Portal Group Secretariat IT Centre, Bhubaneswar / M/s Luminous Infoways Pvt. Ltd. for which circulation of the notice through Govt. Website & the website of SCSTRTI, Bhubaneswar.

Sd/-

**Asst. Director (Admn.)**

## Annexure-A

Terms and Conditions for the AMC of Computer systems, different types of printers, scanners, UPS & other computer peripherals and existing LAN systems. The quotation should be enclosed with signed copy of the Following documents:

- The bidding Firm/Company should have a office Bhubaneswar local area
- Submit GST registration number.
- Submit up-to-date copy of GST deposit payment receipt.
- Submit Government-e-Marketing (GeM) registration certificate.
- The shall possess experience of minimum 8 years above in the similar field having AMC in Government offices/ PSU especially in and around Bhubaneswar.
- Submit ISO Certificate No.9001:2015 and ISO 20000-1:2011
- Submit OCAC Empanelment letter
- The Firms shall have its own qualified Maintenance engineer.
- The work should not be given to any other sub-contractor in any case.
- The quoted price/rate should be unit price and exclusive of all applicable taxes..
- The AMC quoted rate must be comprehensive in nature which will cover all computer peripherals and existing LAN systems
- Submit Balance Sheet/Audited Statement for the past three years.
- The release of payment will be made on the quarterly basis (at the end of each quarter) on the production of 'Satisfactory Service Certificate' in the prescribed format from all the Sectional Head of the SCSTRTI wherein those peripherals have been installed and covered under the AMC.
- Even if no call is made by the office, the firm is required to undertake preventive maintenance by checking all the computer peripherals and existing LAN systems. at least once every month and servicing in every three months and confirm that the computer peripherals are in the best of the working conditions. A record of such preventive maintenance carried out should be submitted on each occasion before the authorized officer.
- All service request/calls for repair work must be attended within 24 hours of the complaint being lodged with the AMC Provider. If the AMC Provider firm failed to attend the calls within 24 hours, this office reserves the right to get the work done by other firms and deduct such expenses from the AMC charges. In the Case of exceptional and repeated delays, poor services, fault, break down, etc, this office reserves the right to deduct such costs as deemed to be necessary by way of damages and may also cancel the AMC unilaterally.
- Details of computer peripherals and existing LAN systems to be covered under AMC along with the location of installation are given in Annexure "B".
- However, new computer system purchased from time to time after expiry of warranty period shall also be taken up for maintenance on the same terms & conditions during the AMC period.
- Merely submission of Quotation does not entitle the firm to forward its claim for awarding the AMC even if it has quoted the lowest rates. The AMC will be awarded to the eligible firm only after all the formalities as per the terms and conditions are complied with and valid documents are produced to the satisfaction of this office.
- The firms must have a similar experience of successfully undertaking the AMC of computer peripherals and existing LAN systems in a Government Organization/Semi – Government Organization/PSUs. List of such Clients and Quantum of AMC handled must be enclosed with the document bid.
- The bidder must ensure that the conditions laid down for submission of offers detailed herein are correctly and completely fulfilled. The offer found to be deficient in any respect shall summarily be rejected. Similarly, conditional offers and offers with terms and conditions inconsistent with those contained in this document shall be rejected.
- The offer should also include quotation fee (Non-refundable) of **Rs.1000/- (One Thousand only)** in shape of Bank Draft drawn in favor of the **Director, SCSTRTI. pay bill at Bhubaneswar**

- **A EMD deposit of Rs.10,000/- (Rupees Ten Thousand only)** in shape of Bank Draft will have to be deposited by the firm to whom the AMC is awarded before signing of the Annual Maintenance Contract for which no interest will be paid. This amount will be refunded on completion of the AMC term. The Security Deposit will be forfeited if any of the condition of the contract is contravened and action deemed proper may be taken against the contractor.
- The selected firm has to sign a separate AMC agreement with this office and shall be binding upon the every clauses of agreement. AMC will be for a period of one year commencing from the date of the agreement comes into force. This can be cancelled unilaterally by this office whenever the service is not found to be satisfactory or up to the mark.
- In case of payment related dispute the same may be settled by both the parties/Director and the AMC holder.
- In case of any violation of the terms and conditions the contract will be terminated with issue of a month's notice in writing.
- An Undertaking to the effect that the applicant has never been blacklisted.

Date:

Place:

Signature of the bidder

## Annexure-B

The details of AMC of IT items installed at various buildings & halls of this institute are mentioned below.

Total Nos of IT items		
SL NO	IT ITEMS	Total item
1	SERVER	1
2	ALL IN ONE	2
3	DESKTOP	56
4	LAPTOP	6
5	MFP PRINTER	4
6	MONO PRINTER	19
7	COLOUR PRINTER	1
8	SCANNER	6
9	UPS	60
10	UPS 1100KV	1
11	LAN SYSTEM	48 (Port)
12	LED 65" Display	1

Date

Place:

Signature of the bidder

### Annexure-C

The quotations shall be comprehensive in nature and should be submitted in proper format. The quoted price/rate should be unit price and total exclusive of all applicable taxes..

#### Price offer comprehensive in nature

SL NO	ITEMS	Total item	Unit price	Total Price
1	SERVER	1		
2	ALL IN ONE	2		
3	DESKTOP	40		
4	LAPTOP	6		
5	MFP PRINTER	4		
6	MONO PRINTER	19		
7	COLOUR PRINTER	1		
8	SCANNER	5		
9	UPS	44		
10	UPS 1100KV	1		
11	LAN SYSTEM	48 (port)		
12	LED 65" Display	1		
Total				Rs.

Date:

Place:

Signature of the bidder

