

**ODISHA COMPUTER APPLICATION CENTRE**

Technical Directorate of E & I.T. Department, Government of Odisha

Our ref : OCAC-TM-01/2012/ 350 , Dt. 15.2.2016

From

Sri Satyabrata Ray, OAS-I(SB)  
General Manager (Admn)

To

Additional Chief Secretaries,  
Principal Secretaries,  
Commissioner-cum-Secretaries,  
All Departments.

The Special Secretary, GA Department.  
The Secretary, Works Department / MSME Department.  
All Directors / All RDCs / All Collectors.

**Sub: *Empanelment of service agencies for AMC Services (Annual Maintenance Contract) of computer Hardware, peripherals, networking equipment and UPS for different Government departments and its subordinate offices under Government of Odisha.***

Sir,

In inviting a reference to the above cited subject, I am directed to say that after careful consideration, Government has approved 9 nos. of Service Agencies alongwith rates and terms & conditions incorporated in Service Level Agreement for AMC services of Computer Hardware, Peripherals, Networking equipment and UPS being used in all Government Departments and its subordinate offices under Govt. of Odisha as enclosed at Annexure.-1 to Annexure-3. The same is uploaded in website of OCAC ([www.ocac.in](http://www.ocac.in)) as well as Govt. portal ([www.odisha.gov.in](http://www.odisha.gov.in)) for reference. You may select any of these agencies for your maintenance contract at the rates and terms & conditions as approved. This empanement will remain valid for two years with effect from dt. 15.02.16.

Yours faithfully,

  
General Manager (Admn.).

- C.C 1. Dy. Secretary to Govt., E & IT Deptt. for kind information.  
2. State IT portal for uploading in Government website.  
3. OCAC web site.  
4. All empanelled service agencies for information and necessary action.

## EMANELLED SERVICE AGENCIES FOR AMC SERVICES

SL	NAME OF SERVICING AGENCIES	CATEGORY OF SERVICES
1	M/s Manor Computer & Communication (P) Ltd. 121, 1st. Floor, Opposite to Sahid nagar Police outpost, Sahid nagar, BBSR-751007. Tele no.-0674-6547570/6444315	Computer HW & peripherals, Networking component and UPS.
2	In2IT Technologies Corporate Office-Plot no-A/23, Sector-B,C.I.Estate, BBSR-751024, Tel.no.-0674-6555033.	Computer HW & peripherals, Networking component and UPS.
3	M/s E Square System & Technologies, 507, 2nd floor, Sahid nagar, BBSR-751007, Tel.no.-0674-2548481.	Computer HW & peripherals, Networking component and UPS (except Line interactive UPS- 500/ 600/ 650 VA with battery, Line Interactive UPS- 1/1.5KVA with battery and Line Interactive UPS- 2 KVA with battery).
4	M/s HCL Services Ltd. A/9, Ashok Nagar, BBSR-751009, Tel.No.-0674-2535353 Cell: 9937285640.	Computer HW & peripherals, Networking component and UPS.
5	M/s GMG Systems (P) Ltd. Plot no.-1967, West Bindusagar Road, Old Town, Bhubaneswar-751002, Tele no.-0674-2431007 Cell: 9437015586, 9437045586	Computer HW (except Computer Server-purchase value above 2 Lacs - up to Rs 3 Lacs), peripherals, Networking component and UPS.
6	M/s Portal Infotech, 618, Sabar Sahilane, Rasulgarh, BBSR-751010, Tel.no.0674-2580022, Mob.-9437034221	Computer HW (except Computer Server-purchase value above 2 Lacs - up to Rs 3 Lacs), peripherals, Networking component and UPS.
7	Sonatech Infosolutions (P) Ltd. HIG-4/3, 1st floor, H.B.Colony, C.S.Pur, BBSR-751016 Tel.phone no.-0674-6031122	Computer HW & peripherals, Networking component and UPS.
8	LinNet Systems Plot no. 7A, Unit-III, Kharvela Nagar, BBSR-751001, Mob. no.- 9938655386	Computer HW & peripherals, Networking component and UPS.
9	M/s Soyam Power Solution 61, Goutam nagar, BBSR-751014 Tel.no. 0674-2432592.	UPS

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## AMC COST

SL	ITEM Name	Annual Maintenance Contract cost including spares & labour in % (on basic price of purchased value) per year excluding tax if any.
	<b>GROUP (A) - Computer HW &amp; Peripherals</b>	
1	PC - Core 2 duo / Core i3 / Core i5 / AMD equivalent	5
2	Computer Server (purchase value upto Rs.1 Lac)	5
3	Computer Server (purchase value above Rs.1 Lac - up to Rs. 2 Lacs)	6
4	Computer Server (purchase value above 2 Lacs - up to Rs 3 Lacs)	7.5
5	Dual Core / Core 2 duo / Core i3 / AMD equivalent Laptop	5
6	Laptop Core i5 / Core i7	5
7	Dot Matrix Printer	10
8	Deskjet Printer, A4 paper size	6
9	Desk jet Printer, A3 paper size	10
10	Laser printer mono (purchase value up to Rs. 8000)	10
11	Laser printer mono with network (purchase value above Rs 8000 - up to Rs. 20000)	10
12	Laser printer mono (purchase value above Rs 20000 up to 40000)	10
13	Laser printer mono A3 (purchase value up to Rs. 2 Lac)	8
14	Color Laser printer (purchase value up to Rs. 25000)	10
15	Color Laser printer (purchase value above Rs 25000 - up to Rs. 70000)	8
16	Color Laser printer (purchase value above Rs 70000)	8
17	Mono MFP (purchase value up to Rs. 25000)	10
18	Mono MFP (purchase value above Rs. 25000 up to 40000)	8
19	Col MFP (purchase value up to Rs. 25000)	10
20	Col MFP (purchase value above Rs.25000 up to 40000)	10




21	Col MFP, A3 paper size (purchase value above Rs. 25000 up to 50000)	10
22	Scanner (purchase value up to Rs. 10000)	10
23	Scanner (purchase value above Rs. 10000 up to 25000)	10
24	Scanner with ADF (purchase value up to Rs. 25000)	10
25	Scanner with ADF (purchase value above Rs. 25000 up to 50000)	10
	<b>GROUP (B) - Networking item</b>	
26	Multiport Layer2 & Layer 3 managed switch(CISCO/ Nortel /Juniper / Alcatel / HP / D-Link)	10
27	Multiport 8/16/24 port Layer 2 unmanaged switch (Dlink / HP / HCL / DAX etc.)	10
28	Router (E1 Port, Serial port, Fast Ethernet port, ISDN port with NT1 (CISCO / D-link etc.)	10
	<b>GROUP (C) - UPS</b>	
29	Line Interactive UPS, 500/ 600/ 650 VA (with battery)	20
30	Line Interactive UPS, 500/ 600/ 650 VA (without battery)	9
31	Line Interactive UPS, 1 /1.5 KVA with battery	20
32	Line Interactive UPS,, 1 /1.5 KVA VA (without battery)	9
33	Line Interactive UPS, 2 KVA (with battery)	20
34	Line Interactive UPS, 2 KVA (without battery)	10
35	On line UPS 1 KVA, (without battery)	10
36	On line UPS 2 KVA, (without battery)	10
37	On line UPS 5 KVA, (without battery)	10
38	On line UPS 10 KVA, (without battery)	8
39	On line UPS 20 KVA, (without battery)	8

**N.B.: Service tax extra as applicable.**

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**SERVICE LEVEL AGREEMENT**

This Assignment/Agreement is executed on this \_\_\_\_\_ day of \_\_\_\_\_ between <Office name> & <Service Agency name>. The office located at \_\_\_\_\_ represented through its <designation>, hereafter referred to as < office short name> which expression shall, unless excluded by or repugnant to the subject or context, include successors and assigns of the one part called “**First Party**”.

Whereas the <Service Agency> is being represented through its <designation>, hereinafter referred to as < Service Agency short name> called “**Second party**” which term shall, unless repugnant to the subject or context include its successors and assigns). And Whereas Ms \_\_\_\_\_ is willing to enter into Assignment/Agreement for AMC of computer hardware/peripherals/networking equipment/UPS on the terms and conditions which are mentioned below for in writing to avoid any dispute in future.

**NOW IT IS HEREBY AGREED AS FOLLOWS**

**1. PERIOD OF CONTRACT:**

The contract is done for a period of one year from the date of \_\_\_\_\_ for the items as mentioned in the table below at a total cost of Rs. \_\_\_\_\_. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms and conditions.

SI	Item Name	Unit Price	Quantity	Total Price
	<u>GROUP (.....)</u>			
1				
2				
3				

**1. General Terms & Conditions**

1.1- Subcontracting of AMC is not allowed.

1.2- No change in AMC cost is allowed during contract period.

1.3- Department reserves the right to cancel the AMC in the middle of the contract period due to poor performance of the firm/agency.

1.4- For the items against which the expiry date of warranty is mentioned, the AMC period shall start after expiry of warranty period. The period of AMC shall be counted proportionately for the period under AMC.

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## **2. Scope of work**

2.1-Routine corrective and preventive maintenance (as per the service level agreement) of the computer system and its peripherals as specified in the inventory of equipment to be covered under AMC.

2.2- Software installation, un-installation, configuration, Virus removal, Antivirus software up-gradation and integrity maintenance to make the system/ equipments/network fully functional.

2.3- Faults reported before 14.00 hours shall be attended on the same day and those booked after 14.00 hours shall be attended on the next working day by 11.00 hours.

2.4- Preventive maintenance for the whole computer system shall be done on monthly basis which shall include external/internal cleaning of the system, running the diagnostics/utilities tools to determine the existing or likelihood faults and their removal.

2.5- System/Equipments/Network uptime shall be minimum 98% in a year.

2.6- Customer may change the configuration of the System/Equipments by way of adding/removing components as per the requirement of the client and vendor shall continue to provide the service for the new configuration without any addition charge.

2.7- Shifting and reinstallation of equipments if necessary will be executed by the agency without any additional cost.

2.8- Recovery of data at free of cost in case of hard disk crashes.

2.9-Repair and maintenance work should not violate or infringe upon any patent,copy right of any other person/entity and confidentiality of the information in the computer system shall be maintained.

2.10-The vendor shall maintain a pool of various hardware spares/components as reserves to ensure issues to be resolved within time limit.

2.11-A health card should be maintained for all equipments under AMC for each incident of malfunctioning, complain lodging and solving.

## **3.REPLACEMENT OF PARTS**

Maintenance of the Computer, Printer and UPS includes supply and replacement of parts free of cost except some consumable items, The equipment parts replaced must be new and equivalent in performance to the existing parts. In the event of obsolesce and beyond repairable condition, items will be replaced by equivalent capacity at no extra cost.

#### **4. COMPONENTS NOT COVERED UNDER AMC**

- i. Non operational machines.
- ii. Ribbon cartridge, Tape cartridge, Ink cartridge and Toner cartridge.
- iii. Plastic parts such as covers, switches, sprockets, Platen knob. Of printers, PCU(Photo conductor unit) of MFP and Fuser maintenance kit of high end laser printer.
- iv. Damages caused due to force measure like natural calamities, electrical surges, high voltages & lightening and damage caused by rodent.
- v. Laptop battery.

#### **5. PAYMENT TERM**

Payment will be made on half yearly basis (50% of order value of AMC) after completion of six months service, subject to their satisfactory performance to be certified by customer, or alternatively, 50% of order value may be released in advance on submission of Bank Guarantee against 50% of order value of AMC. The penalty imposed if any as per the service level agreement while signing the contract will be deducted from the AMC charges. The firm will give a performance Bank Guarantee of 10% of order value if exceeding Rs. 1 Lac, valid for AMC period at the time of accepting the contract.

#### **6.VALIDITY**

OCAC's empanelled Service Agencies / approved price / terms & conditions will remain valid for two years from the date of empanelment. Annual Maintenance Contract can even be signed on the last date of validity of contract for a period of one year from that very date. The approved price does not include taxes, if any. OCAC's approved price fixed for each item may not be further negotiable. No change in AMC cost is allowed during contract period.

#### **7.EXIT MANAGEMENT**

At the end of AMC period, contractor shall be responsible to make over all the equipment under maintenance, to the new AMC contractor in the working order and shall submit a letter of making over – taking over, falling which any dues to AMC contractor shall be withheld till such time it is fully accomplished.

#### **8. WORKING HOURS FOR REPAIR**

The maintenance shall normally be done during working hours of the customer. i.e. from 10.00 AM to 5.00 PM. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays. Prior arrangements through proper communication should be worked out in all cases by the service agencies. The Service Engineer will be allowed to handle the respective equipment only with permission of the Officer-in-Charge of computer.

9 .Normal response time for repair is 24 hours. The customer may charge penalty in case of delay in response as mentioned below:

	<b>Period</b>	<b>Penalty</b>
Response time	Above 24 hours & below 48 hours	a penalty of 0.5% of the AMC va equipment.
	Above 48 hours & below 96 hours	a penalty of 1% of the AMC va equipment .
	Above 96 hour & below 192 hrs.	a penalty of 2 % of the AMC va equipment.
	Above 192 hours	a penalty of 5 % of the AMC va equipment

**10. JURISDICTION OF HIGH COURT OF ORISSA**

Suits, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Orissa extends.

**IN WITNESS WHEREOF** <Office name> & <Service Agency name>have signed this agreement respectively at (Name of the place) on the day and year first herein above written in the presence of witnesses.

**WITNESSES**

1. Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_  
Address \_\_\_\_\_

for and on behalf of the  
First Party.

2. Signature. \_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_  
Address: \_\_\_\_\_

for and on behalf of the  
Second Party

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