

**Directorate of
Sch. Castes & Sch. Tribes Research & Training Institute (SCSTRTI),
CRPF Square, Bhubaneswar-751003
(Telephone & Fax no.0674-2561635/E-mail Id: scstrti@yahoo.co.in.)**

No. 1883 / S & S - 20/17-18(pt)

Dated: 24. 07. 2018

QUOTATION CALL NOTICE

Sealed quotations are hereby invited from local Firms / Agencies for submission of price offer to take up AMC of Computer systems, Lap top, different types of printers, scanners, fax machines, UPS & Net working systems (LAN) installed in SCSTRTI, Bhubaneswar. 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 **07.08.2017 by 2.00 pm** which will be opened on the **same day at 4.30 PM** in presence of the intending bidders or their authorized representatives. The 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 of Computer systems and peripherals and the envelope containing bid on LAN shall be super scribed as Quotation for AMC of LAN. Both the envelopes to be addressed to the Director & Spl. Secy. To Govt., SCSTRTI, CRP Square, Bhubaneswar, Odisha

The details of AMC package 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, www.scstrti.in ATLC website www.atlcodisha.org** 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/-

Director & Spl. Secy. To Govt.

Memo No. 1884

Dated : 24.07.2018

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

Sd/-

Asst. Director (Stat. / DDO)

Memo No. 1885

Dated : 24.07.2018

Copy to the Head Portal Group Secretariat IT Centre, Bhubaneswar for which circulation of the notice through Govt. website.

Sd/-

Asst. Director (Stat. / DDO)

Annexure-A

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

- GST registration number.
- Submit up-to-date copy of GST deposit acknowledgement payment Challan
- The interested firm shall possess experience of minimum 3 years in the similar field having AMC in Government offices/ PSU especially in and around Bhubaneswar .
- Valid license/registration /authorization certificate for maintenance work .
- The Firms shall have its own qualified Maintenance and 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
- 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. There should be adequate number of Telephone lines for lodging of service requests. 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 invariably be enclosed with the technical 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 processing fee (Non-refundable) **of Rs.1000/- (OneThousandonly)**in shape of Bank Draft drawn in favor of the **Director, SCSTRTL**.
- **A Security deposit / Bank Draftof Rs.5000/- (Rupees Five Thousand only)** will have to be deposited by the Contractor to whom the AMC is awarded before 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.
- After completion of the maintenance work the agency, shall clean the site and remove the debris (that is associated to the work) from the site.
- In case of any violation of the terms and conditions the contract will be terminated with issue of a month's notice in writing.

Date:

Place:

Signature of the bidder

Annexure-B

The list of installation for computer peripherals and existing LAN systems

Sl No	Status of Computers and other related items						
	Name of the item	Item quantity	No. of item Under Warranty	Total Items	Date of Warranty Expires	Items Functional	Total item to be under AMC
1	Acer(All in one)		1		09.03.2019	OK	
2	Different make Desktop Computer		4		16.01.2019	OK	
			1		24.05.2019	OK	
		35		35		OK	35
3	Laptop	2	4	2	09.03.2019	OK	2
4	UPS	39	1	39	23.05.2019	OK	39
5	Samsung,HP MFD Printer	5		5		OK	5
6	HP, Samsung & Canon Printer	12	2	12	23.05.2019	OK	12
7	Samsung colour printer C410W	2		2		OK	2
8	EPSON DMP printer	1		1		OK	1
	WIPRO DMP Printer	1		1		OK	1
9	Scanner	2	1	2	23.05.2019	OK	2
10	Fax	1		1		OK	1
Total item		100	14	100		114	100

Date:

Place:

Signature of the bidder

To,

Director & Spl. Secy. To Govt.
SCSTRTI, Bhubaneswar-3.

Sub: Submissions on Price bid for Quotations of “Annual Maintenance Contract for computer system & peripherals and existing LAN systems” of SCSTRTI, Bhubaneswar.

Ref: Quotation Notice No: -----, dated -----

Sir,

With reference to above, I/We hereby submit the quotation for “Annual Maintenance Contract of computer system and other peripherals” of SCSTRTI, Bhubaneswar.

SL No	Description of Item	Qty	Unit Cost	Total cost	Remarks
1	Desktop Computer	35			
2	Laptop	2			
3	UPS	39			
4	Samsung, HP MFD Printer	5			
5	HP, Samsung & Canon Printer	12			
6	Samsung colour printer C410W	2			
7	EPSON DMP printer	1			
8	WIPRO DMP Printer	1			
9	Scanner	2			
10	Fax	1			

Annual Maintenance Contract for existing LAN systems				
SL No	Description of Item	Unit Cost per port	Total cost	Remarks
1	AMC of existing LAN systems			

Date:

Place:

Signature of the bidder