

ODISHA COMPUTER APPLICATION CENTRE

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

Our Ref: OCAC-TM-03/2020/ 5141, Dt. 31/12/2022

From

Smt. Madhumita Rath, OAS (SAG),
General Manager, (Admin)

To

The Additional Chief Secretaries,
The Principal Secretaries,
The Commissioner-cum-Secretaries
The Secretaries.
(All Departments).
All Directors / All RDCs / All Collectors.


Sub: Empanelment of service agencies for AMC Services (Annual Maintenance Contract) of computer Hardware and other IT equipments for Government Departments and its subordinate offices under Government of Odisha

Sir,

In inviting your kind attention to the above cited subject, I am directed to intimate that, after careful consideration, Government has approved empanelment of 15 nos. of Service Agencies along with rates and Terms & Conditions for AMC services of Computer Hardware and other IT equipments being used in Government Departments and its subordinate offices as enclosed at Annexure.-1 to Annexure-3. The same is uploaded in www.ocac.in as well as www.odisha.gov.in for ready reference. This empanelment will remain valid for one years with effect from dt. 11.12.2022 to 10/12/2023.

Respective Departments may select any of these agencies for maintenance contract at the rates and Terms & Conditions as approved. Also it is to intimate that, such services can be availed through GeM, if more competitive.

Yours Faithfully


31/12/2022
General Manager, (Admin)

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1. Joint Secretary to Govt., E & IT Dept. for kind information.
 2. State IT portal for uploading in Government website.
 3. OCAC website.
 4. All 15 empanelled service agencies for information and necessary action

EMPANELLED SERVICE AGENCIES FOR AMC SERVICES

| SL | NAME OF SERVICE AGENCIES | CATEGORY |
|----|--|---|
| 1 | M/s. Portal Infotech 618, Ground Floor, Sabar Sahi Lane, Rasulgarh, Bhubaneswar-751010, Mob: 9437034221 | All items of Group (A), Group (B), Group (D), Group (E) and Group (F) except Group (C) |
| 2 | M/s Frontier Systems Plot no. 1181/3289, Lane - 1 Aerodroem Area, Near CM Residence, Bhubaneswar. Mob: 9337035173 / 74 | All items of Group (A), Group (B), Group (D), Group (E) and Group (F) except Group (C) |
| 3 | M/s Manor Computers & Communication Pvt.Ltd.,121, 1st Floor, Opposite Saheed Nagar Police outpost, Bhubaneswar. Mob.no 9348265154 | All items of Group (A), Group (B), Group (D), Group (E) and Group (F) except Group (C) |
| 4 | Sonatech Infosolutions Pvt. Ltd., HIG - 4/3, 1st Floor, Housing Board Colony, Chandrasekhar Pur, Bhubaneswar- Mob. No:7381041024 | All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F) |
| 5 | Linnet Systems, Plot no. 807/211/18/28, Koradakanta, PO.- Budheswari, Mob:9938655386 | All items of Group (A), Group (B), Group (D), Group (E) and Group (F) except Group (C) |
| 6 | Call Me Services Chandan Shah,, Shop no. 9, Sahez Plaza. Gaity Talkies Road,, Sambalpur. Mob:9337 599999 | All items of Group (A), Group (B), Group (D), Group (E) and Group (F) except Group (C) |
| 7 | Zodiac System, B - 1, 1st Floor, Saheed Nagar - 751007. Bhubaneswar. Mob: 9338219822. | All items of Group (A), Group (B), Group (E) and Group (F) except Group (C) and Group (D) |
| 8 | GL Solutions, 257 Saheed Nagar, Bhubaneswar-751007, Ph.no 0674-2546464, Mob: 9338696096 | All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F) |
| 9 | M/s. AB Infoways, A/94, Saheed Nagar, Bhubaneswar, Mob. No.: 8114367776 | All items of Group (C), Group (D), Group (E) and Group (F) except Group (A) and Group (B) |
| 10 | M/s Sylvesa Infotech Pvt. Ltd. Plot no. 177, near Chandrasekharpur Police Station Gayatri Vihar,, Bhubaneswar. 0674-2744120, 0674-2742236 Mob No.7978763807 / 7682837935. | All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F) |
| 11 | M/s Dynacon System & Solutions (P)Ltd. Plot no.- 499, Block-B, 2nd floor, Nageswar Tangi, Bhubaneswar. Mumbai- Mob.no.: 7978170719. | All items of Group (A), Group (B), Group (E) and Group (F) except Group (C) and Group (D) |
| 12 | M/S Nimesh Computech Private Limited, 149, 1st Floor, near Bishnu Temple, Sahid Nagar, Bhubaneswar , Ph. No. -0674-6547569 | All items of Group (A), Group (B), Group (D), Group (E) and Group (F) except Group (C) |
| 13 | M/s. Netscore, Kalinga Lane, Mahatab Road, Cuttack. Mob.no. :8917416580 | All items of Group (A), Group (C), Group (D), Group (E) and Group (F) except Group (B) |
| 14 | M/s Yogik Technologies Pvt. Ltd., Plot no. 530, IRC Village, PO. - Nayapalli, Bhubaneswar. Mob.no.: 9937150797 | All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F) |
| 15 | M/s Hardib Technology Pvt. Ltd., Plot no. -L/10/14, Sishu Vihar,, PO.- KIIT, Patia, Bhubaneswar. Mob: 9937237202 | Sl no. 9 & 10 of Group (B) only. |

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AMC Cost

| Sl. No. | Item Name | Annual Maintenance Contract Cost including Spares & Labour in "%"(of Base Price of Purchased Value) per year excluding Tax, if any. |
|---------|--|--|
| | GROUP (A) | In % |
| 1. | PC / All -in - one - Core 2 duo / Core i3 / Core i5 / Core i7 / AMD equivalent | 4.5 |
| 2. | Laptop - Core 2 duo / Core i3 / Core i5 / Core i7 / AMD equivalent | 5 |
| 3. | Computer Workstation (purchase value upto Rs.1 Lac) | 5 |
| 4. | Computer Workstation (purchase value above Rs.1 Lac up to 2 Lacs) | 6 |
| 5. | Computer Workstation (purchase value above Rs.2 Lacs up to 3 Lacs) | 6 |
| 6. | Computer Server(purchase value upto Rs.1 Lac) | 6 |
| 7. | Computer Server (purchase value above Rs.1 Lac up to 2 Lacs) | 7 |
| 8. | Computer Server (purchase value above Rs.2 Lacs up to 3 Lacs) | 7 |
| | GROUP (B) | |
| 9. | Dot Matrix Printer | 4 |
| 10. | Desk jet Printer, A4 paper size | 4 |
| 11. | Desk jet Printer, A3 paper size | 6.5 |
| 12. | Laser printer mono (purchase value up to Rs. 8000) | 7.5 |
| 13. | Laser printer mono with network (purchase value above Rs 8000 up to Rs. 20000) | 7 |
| 14. | Laser printer mono (purchase value above Rs 20000 up to 40000) | 6 |
| 15. | Laser printer mono A3 (purchase value up to Rs. 2 Lac) | 7 |
| 16. | Colour Laser printer (purchase value up to Rs. 25000) | 7 |
| 17. | Colour Laser printer (purchase value above Rs 25000 up to Rs. 70000) | 7 |
| 18. | Colour Laser printer (purchase value above Rs 70000 up to 1 Lac). | 7 |

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| 19. | Mono MFP (purchase value up to Rs. 25000) | 8 |
| 20. | Mono MFP (purchase value above Rs. 25000 up to 40000) | 7.5 |
| 21. | Col MFP (purchase value above Rs. 30000 up to 60000) | 8 |
| 22. | Col MFP, A3 paper size (purchase value above Rs. 60000 up to 1 Lac) | 8 |
| 23. | Scanner (purchase value up to Rs. 10000) | 7 |
| 24. | Scanner (purchase value above Rs. 10000 up to 25000) | 8 |
| 25. | Scanner with ADF (purchase value up to Rs. 25000) | 8 |
| 26. | Scanner with ADF (purchase value above Rs. 25000 up to 50000) | 8 |
| 27. | Scanner with ADF (purchase value above Rs. 50000 up to 1 Lac.) | 8 |
| 28. | Book Scanner up to Rs. 50000 | 8 |
| 29. | Book Scanner above Rs. 50000 and up to Rs. 1 Lac) | 8 |
| GROUP-C | | |
| 30. | Digital display board (LED /LCD) purchase value upto 60000) | 9 |
| 31. | Digital display board LED /LCD purchase value above Rs-60000 up to 1 Lac) | 9.5 |
| 32. | Digital display board ((LED /LCD) purchase value above 1Lac up to 2 Lacs | 9.5 |
| GROUP (D) | | |
| 33. | CCTV Camera and DVR Channel (8/16/32/64) Purchase value up to Rs. 30000 | 6 |
| 34. | CCTV Camera and NVR (8/16/32/64) Purchase value above Rs.30000 up to Rs. 50000 | 9 |
| 35. | Biometric Device up to Rs. 50000 | 7 |
| GROUP (E) | | |
| 36. | Multiport Layer 2 & Layer 3 managed switch (CISCO / Nortel/ /Juniper / Alcatel / HP / D-Link or equivalent). | 7.5 |
| 37. | Multiport 8/16/24 port unmanaged switch (D-link / HP / HCL / DAX or equivalent | 6.5 |
| 38. | SAN Switch – 24 port / 48 port | 7.5 |
| 39. | Router (E1 Port, Serial port, Fast Ethernet port, ISDN port with NT1 (CISCO / D-link) | 8 |
| 40. | UTM/Mid Range Firewall up to 10 Gbps throughput | 8 |

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| 41. | NAS/SAN Storage up to 50TB | 8 |
| 42. | NAS/SAN Storage above 50 up to 100TB | 8 |
| 43. | NAS/SAN Storage above 100 up to 200TB | 8 |
| 44. | NAS/SAN Storage above 200 up to 500TB | 8 |
| GROUP (F) | | |
| 45. | Line Interactive UPS, 500/ 600/ 650 VA (without battery) | 8 |
| 46. | Line Interactive UPS, 1 /1.5 KVA VA (without battery) | 8 |
| 47. | Line Interactive UPS, 2 KVA (without battery) | 8 |
| 48. | On line UPS 1 KVA, (without battery) | 8 |
| 49. | On line UPS 2 KVA, (without battery) | 8 |
| 50. | On line UPS 5 KVA, (without battery) | 8 |
| 51. | On line UPS 10 KVA, (without battery) | 7 |
| 52. | On line UPS 20 KVA, (without battery) | 7 |

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DRAFT 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.

| Sl. No. | Item Name | Unit Price | Quantity | Total Price |
|---------|-----------|------------|----------|-------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

2. GENERAL TERMS AND CONDITIONS

- 2.1 Subcontracting of AMC is not allowed.
- 2.2 No change in AMC cost is allowed during contract period.
- 2.3 If, any Department / Office desires to have dedicated Manpower from the agency for onsite AMC support of IT equipments of respective Department / Office, the monthly wages for such Manpower as per rules of Government of Odisha, will be released to the concerned Service agency by respective Department / Office.
- 2.4 Departments / offices reserve the right to cancel the AMC in the middle of the contract period due to poor performance of the firm/agency.

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2.5 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

3. SCOPE OF WORK FOR SERVICE AGENCY:

- 3.1 Routine corrective and preventive maintenance services (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.
- 3.2 Software installation, un-installation/configuration, Virus removal, Antivirus software up-gradation and integrity maintenance to make the system/ equipments/network fully functional.
- 3.3 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.
- 3.4 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 additional charge.
- 3.5 Shifting and reinstallation of equipments if necessary will be executed by the agency without any additional cost. 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.
- 3.6 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
- 3.7 The vendor shall maintain a stock of various hardware spares/components to ensure issues to be resolved within time limit.
- 3.8 A health card should be maintained for all equipments under AMC for each incident of malfunctioning, complain lodging and solving.

4. 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.

5. COMPONENTS NOT COVERED UNDER AMC

- i. Non-operational machines.
- ii. Ribbon cartridge, Tape cartridge, Ink cartridge and Toner cartridge.

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.
- vi. UPS battery

6. PAYMENT TERM

6.1. Payment will be made on half yearly basis (50% of order value of the AMC), after completion of six months service, subject to their satisfactory performance to be certified by customer, or alternatively, 50% of order value of the AMC may be released in advance, on submission of Bank Guarantee. The penalty imposed if any as per the service level agreement while signing the contract will be deducted from the AMC charges.

6.2. The bidder shall give a Performance Bank Guarantee (PBG) of 10% of AMC order value to the customer in case value exceeds Rs. 1 Lac, at the time of accepting the contract.

6.3. The PBG should remain valid for a period of 60 days or more beyond the date of the completion of AMC period.

7. VALIDITY

OCAC's empanelled Service Agencies, approved price and terms & conditions for AMC services 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.

8. EXIT MANAGEMENT

At the end of the AMC contract period, the existing bidder shall be responsible to make handover of all the AMC equipments to the newly engaged AMC bidder in working condition and shall submit a letter of handing over and taking over, failing which any dues to the previous AMC bidder shall be withheld till such time it is fully accomplished.

9. 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.

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

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| Parameter | Period | Penalty |
|---------------|---------------------------------|---|
| Response time | Above 24 hours & below 48 hours | A penalty of 0.5% of the AMC value per equipment. |
| | Above 48 hours & below 96 hours | A penalty of 1% of the AMC value per equipment. |
| | Above 96 hour & below 192 hrs. | A penalty of 2 % of the AMC value per equipment. |
| | Above 192 hours | a penalty of 5 % of the AMC value per equipment |

11. JURISDICTION OF HIGH COURT OF ODISHA 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 Odisha 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