

GOVERNMENT OF ODISHA
HEALTH AND FAMILY WELFARE DEPARTMENT

TENDER CALL NOTICE

No-HFW-OE-EST3M-0002-2019 18137 /H Dated 31-07-2023

Sealed Tenders in plain paper/letter pad are invited from the service registered Farms/Service Agencies of OCAC panel having valid GSTIN with Income Tax clearance certificate for Annual Maintenance Contract (AMC) of computer hardwares and its peripherals networking equipment and UPS of this Department. The bidders shall have to furnish their offer/price towards cost of AMC separately for each computer item as mentioned in the financial bid after going thoroughly the terms and conditions of the tender documents. The Service Taxes as applicable should be indicated on the total offer price including service charges. The tentative list of Computer Hardware and its peripherals of Health and Family Welfare Department has been attached in the Annexure-VII

The Tenders should reach to the undersigned in Registered post/Speed post on or before **16.08.2023 by 1.00 PM** at the latest and the tenders shall be opened in the same day at 04.00 PM in the presence of bidders or their authorized representative. The selection shall be made on least cost methodology.

The Tenders received in incomplete shape or after the schedule date and time shall be summarily rejected. The undersigned reserves the right to reject any or all Tenders without assigning any reason thereof.

The Tenders shall remain valid for a period of one year from the date of acceptance or as would be decided by the competent authority.

Memo No. 18138 /H., Dated 31-07-2023
Additional Secretary to Government
31.07.23

Copy forwarded to the Head, State Portal Group, NIC, Lokaseva Bhawan, Bhubaneswar for bringing out the above Quotation Call Notice in Government of Odisha website / Health and Family Welfare Department website for wider circulation.

Memo No. 18139 /H., Dated 31-07-2023
Additional Secretary to Government
31.07.23

Copy forwarded to all Departments of Government with a request to display the notice in their Notice Board for wide publicity.

Additional Secretary to Government
31.07.23

ANNEXURE-I

ELIGIBILITY CRITERIA

The firm must be registered with respective authorities like Company of Registrar, GST, etc., as per rules. Valid copies of such registration certificates must be submitted. Copy of Income Tax Return for the last three years also be submitted.

- i. The firm should be in existence for over 5 years in the trade with the maintenance business of Computers/Peripherals, etc. Last 3 years balance sheet profit & loss A/C) must be attached.
- ii. The office of the firm should be located in Bhubaneswar so that immediate quick service can be delivered at a short notice.

SCOPE OF WORKS/SERVICES

The firm should agree to provide the following services under the contract to keep the system (as at Annexure 'II') in good working condition. For this the selected firm has to carry out the following AMC works:-

- I. Scheduled preventive maintenance of all the components at least once in a quarter by furnishing a report unit-wise as given in the reporting format.(schedule-I)
- II. During the Assembly Sessions a service Engineer must be present throughout the day at the Department.
- III. Immediate service should be provided by service engineers in the Department on all working days.
- IV. In case of necessity, the firm must be able to provide a machine in lieu of the machine/printer to be taken up for repair.
- V. Immediate on-call corrective and remedial maintenance to be provided by the firm for making the system functional. This includes replacement of unserviceable parts as well as repair of the non-functional/mal-functional system. The replaced part will be either a new part/parts or equivalent in performance to new part/parts.
- VI. In a situation where the selected firm suggest to replace/repair of any defective components/items, necessary decision on this matter is the sole discretion of Health and Family Welfare Department.
- VII. The system to be maintained by the selected firm includes Personal Computers, Laser Jet Printers/Multifunction Printers, Scanners, Servers, Laptops and UPS. The rate quoted should also cover the maintenance of operating systems, software installation, data recovery, pre-emptive actions against virus spread, detection/removal of virus, configuration of internet, configuration of applications, connections of computers to projector for presentation.

The scope of software maintenance covers:

- i. Maintenance of all softwares already installed in the personal computers and peripherals and the softwares to be installed at later stage.
 - ii. The number of items viz. PCs, Printers, UPS etc. may increase or decrease during the contract period and the chargeable amount payable to vendor will be calculated/adjusted accordingly on the basis of per unit price.
- VIII. Any reported fault would be taken up by the service engineers within one hour. As far as possible; the repairs would be carried out onsite itself. A logbook shall be maintained in which the resident engineers shall record all the complaints made. All the complaints received shall be attended by them in following manner: -



- i. Minor faults like Computer Monitor Displays Fuzzy Images, Computer Freezes with Blue Screen Hijacking Your Display, Computer Reboots Itself Again and Again, Computer Makes Strange Noises, Computer Gives Error Messages on Start-up, Crashes Before Loading Operating System etc. immediately.
- ii. Major faults like Hard Drive Failure, Hardware related issue etc. within 48 hours by replacement method, with the available spares and replacement of spares where required.
- iii. The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same.
- iv. The backup copies are to be returned to the users, under acknowledgment.
- v. If the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
- vi. Repair and servicing of equipment can be carried out onsite or at the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints in case of major fault.

Health and Family Welfare Department will keep record of machine failure including the nature of failure date and time of booking the complaints when the machine was made off and the total down time. This record would be signed by the firm's service engineer and users of Health and Family Welfare Department not below the rank of ASO as per the Shedule-II format as to be determined later on by the Health and Family Welfare Department for keeping this record as per the Annexure-IV. After the complaint has been redressed by the AMC firm, the same shall be countersigned by the Under Secretary/Deputy Secretary (OE Section) of H & FW Department.

- IX. The firms shall also be responsible for deployment of necessary staff for cleaning of all hardwares using suitable cleaning material and equipment. Each equipment has to be cleaned once in every quarter. A register shall be maintained showing cleaning of each equipment, and after cleaning of the same the user must certify it and after that it will be duly countersigned by Branch Officer (IT).
- X. Systems maintenance charges shall not include the cost of consumables and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, print heads, tractors, gears, sockets, covers of DMP, fuser assembly, teflon sheet, power adaptors, encoder strips, pinch roller of laser printers, lamps and paper pickup, roller of scanner and any kind of plastic parts and computer stationary etc.
- XI. Any damages caused by lightning/ rodents (like rat cuts) will not be covered under the scope of the AMC.
- XII. The firm/ company shall carry out preventive maintenance regularly and shall plan the activities, as per schedule of quantities, in such a manner that maintenance is carried out for each equipment at least once in months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment and got signed by Branch Officer (IT) at the end of every month.

The quarterly schedule of preventive maintenance shall be as follows:

- a. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- b. Running of test programmes to ensure quality print/data reliability.
- c. Checking of power supply source for proper grounding and safety of equipment.
- d. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- e. Shifting of equipment as and when required.
- f. Running of diagnostic software for system performance.

GENERAL INSTRUCTIONS/TERMS AND CONDITIONS

1.

I. Annual Maintenance Contract (AMC) required for computers/ peripherals, installed etc. in the Health and Family Welfare Department

The contract shall be initially for a period of one year from the date of awarding the contract. However, the contract may be extended for further period of two years (one year on each occasion) on mutual consent/agreement and on same unit price, terms, conditions and if services of the selected firm are found to be satisfactory during the contract period. Renewal should be proposed by either of the interested party at least one month in advance prior to the expiry to the agreement. The Health and Family Welfare Department can terminate the contract with the selected firm at any point of time by giving one month advance notice in writing and mentioning the reason thereof.

- II. Subcontracting of AMC is strictly prohibited.
- III. The interested firm has to submit the tender papers addressing to the Additional Secretary (OE Section), Health and Family Welfare Department, Lokseva Bhawan, Bhubaneswar either by Speed post/ Regd. Post. The term "**Tender for AMC of Computers & peripherals**" should be clearly written on the envelop containing Tender papers.
- IV. No change in AMC cost is allowed during contract period.
- V. The firms shall not be liable for failure to perform any of its obligations under or arising out of this contract, if such failure results from any force majeure, act of God, fire, storm, natural disasters, earthquake, water damage, neglect, improper use, strikes, lightning or electrical disturbances, damage during transportation etc.
- VI. The equipment which is under repair by the firm will be handed over back to Health and Family Welfare Department after maintenance and repair immediately. Security deposit shall not be returned to the selected firm in the event of noncompliance to the tender terms and conditions.
- VII. All entries in the tender form should be legible and filled clearly. No underwriting/overwriting is allowed. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized person may be submitted.
- VIII. The financial bid of only those tenderers will be opened who qualify in the technical bid.
- IX. No bidding firm will be allowed to withdraw its bids after technical bids have been opened.
- X. The successful Tenderer has to provide service in Health and Family Welfare Department.
- XI. Rates mentioned on the quotation if accepted will not be allowed to be enhanced during the contract period.
- XII. Health and Family Welfare Department reserves the right to accept or reject any tender without assigning any reason thereof. Any clarification in the matter may please be obtained from the undersigned.
- XIII. In case the contracting firm is not able to accept the contract after it is awarded or if it is not able to do the work after accepting the contract, the EMD and security deposit of the selected firm shall be forfeited. In such event the department will award such contract to the L2 firm and so on.
- XIV. Any black listed Firm/Agency shall not be allowed to participate in the tender.
- XV. Any legal dispute are subject to the Civil Courts of Bhubaneswar, Odisha only.
- XVI. Minimum two technical staff in the office of Health and Family Welfare Department from 10.00 to 18.00 hrs. on all working days must be available and if required so in case of exigencies, they should also be available on Saturdays and Sundays and also after 18.00 hrs on all working days. The minimum experience of the technical staff should not be less than 3 years.



- XVII. The interested firm has to submit EMD of Rs. 6,000/- in shape of DD/ Banker's Cheque.
- XVIII. The selected firm has to deposit the performance Security Deposit of Rs.21,000/- (in case of firms not registered under MSME registration certificate of AMC category) and 25% of the security deposit in shape of DD/ Banker's Cheque in case of firms registered under MSME registration certificate under AMC category.
- XIX. Any interested firm seeking relaxation of EMD/Security Deposit, must have to furnish necessary MSME registration certificate under AMC category.
- XX. Within seven days of award of the contract/ acceptance of work order, the selected firm has to deposit the PBG (Performance Bank Guaranty) in lieu of security deposit.
- XXI. The interested Bidder has to submit the technical bid and financial bid separately in a single master envelope. The financial bid should contain the EMD.

PAYMENT CLAUSE

- I. No advance payment will be made to the firm/ company in any case.
- II. Payment shall be made quarterly on a pro-rata basis at the end of each quarter after submission of quarterly maintenance log book and its due certification by the Branch Officer (OE)
- III. Payment towards any additional AMC for any new Computer/Printers/Scanner etc. during the AMC period will be calculated on pro-rata basis.

SERVICE ASSURANCE

Maximum acceptance down time will be one working day excluding the days which the call is reported and completed and the intervening holidays, if any. However, the maximum delay in all rectifications averaged over one month for all the machines installed in centre should not exceed half working day. Furthermore, it is binding on the part of the firm to attend the service calls in off hours (i.e. outside the normal office hours and even on holidays) during the period of supplementary and Annual Budget processing and in case of emergency (as notified by Odisha Relief Code and/or come under the purview of Disaster Management. These periods will be duly intimated by the Health and Family Welfare Department from time to time. The maintenance services under the contract are to be rendered at the following address: "Health and Family Welfare Department, Lokaseva Bhawan, Odisha Secretariat, Bhubaneswar".

PENALTY:

- I. Whenever a terminal or other installations as per **Annexure-"II"** except CPU can't be repaired, the firm has the options to replace it by an equivalent. Terminal Penalty clause will apply till replacement is given.
- II. For down-time calculation the day on which call is closed will not be taken as part of down time.
- III. Penalty shall be deducted from the running payments.
- IV. **DOWNTIME PENALTY:**

Penalty for non-completion/non-attendance/poor response of the call after the time limit as indicated in service assurance will be as follows.

- IV.
 - a. Rs.1000/- per working day-per server main computer system.
 - b. Rs.50/- per working day-per each terminals/client system.
 - c. Rs.25/- per working day-per each Dot Matrix Printer and Desk Jet Printer.

- d. Rs.100/- per working day- per each hard disk attached to the main server system. Maximum penalty per day will be limited to that of the system penalty (Rs.1000/- per working day), if the system and peripherals are down at the same time. Whenever the system/ terminals/ printers cannot be repaired on the installation site within the specification limits, the vendor will have the option to provide an alternate equipment of matching specification, which will be replaced within the period of maximum 60 days with the equipment of same make/model. But in case of computer system, the original CPU should be restored. Failing to provide this replacement, penalty clause will apply.

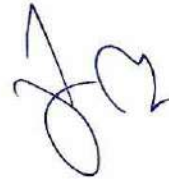
V. Penalty in case of failure of P.M(Preventive Maintenance):

Penalty on failure of scheduled P.M should be as follows.

Rs. 175/- per P.M for Client System, Rs. 425/- per PM for server system.

VI. Penalty in case of failure of Schedule Maintenance:

Rs. 100/- per day per system.



ANNEXURE-II

TECHNICAL BID

Sl. No	DESCRIPTION	
1	Name of the Firm/Company/Agency	
2	Complete Address & Telephone No.	
3	Name of the Proprietor/Partners of the Agency/Firm	
4	Last 3 years balance sheet/ profit & lossA/C.	DOCUMENT TO BE ATTACHED
5	Copy of Income Tax Return and PAN Number with Proof	-do-
6	Copy of registration of Company of Registrar, GST, etc	-do-

Note: All documentary proofs have to be attached for above items.

I hereby agree to abide by all the terms & conditions of the tender document.

Name & Signature of the
Authorized Signatory of the Firm
(With Seal of the Agency affixed)

Date:

ANNEXURE-III

FINANCIAL BID

Sl. No.	Name of the Item	Per unit annual service charge price including GST @18 % (Rs.) to be quoted by the Bidder
1	Desktop Computer	
2	All-in-one	
3	Printer	
4	MF Printer	
5	UPS	
6	High Speed Scanner	
7	Lipi Line Matrix Printer model No 6805	

Yours faithfully,

Signature_____

Name_____

Designation._____

Annexure-IV

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date

To

The Additional Secretary to Government

Health and Family Welfare (OE Section) Department

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No. dated

Sir,

1. I/We have downloaded/ obtained the tender document (s) for the above mentioned Tender Work from the website.
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents which form part of the contract agreement and I/We shall abide hereby the terms/ conditions/ clauses contained therein.
3. I/We hereby unconditionally accept the tender conditions of above mentioned tender document (s)/corrigendum (s) in its totally/entirely.
4. In case any provisions of this tender are found violated, then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid.

Yours faithfully,

(Signature of Bidder, with Official Seal)

Annexure-V

CALL ATTENDANCE SHEET FOR H & FW DEPARTMENT

(To be maintained by the service provider during AMC period)

Sl No	Date	Name of the Officer & Section	Problem & Action	Remarks if any	Signature of the officer

LIST OF COMPUTERS/UPS/PRINTERS/SCANNERS OF HEALTH & F.W. DEPTT. 2023-24

Sl No	Name of the Officer/Section	No. of Computes in use	No. of All-in-One in use	No of UPS in use	No of Printers in use	No of MF Printers in use	No of High speed scanners in use
1	O/o Commissioner-cum-Secretary	---	01	01	---	01 (Colour)	---
2	PS to Commissioner-cum-Secretary	---	02	---	---	01 (Colour)	---
3	Conference hall	---	01	---	---	---	---
4	S.K.Mishra, SS	01	01	02	02	---	01
5	A. Mohanty, SS(PH)	02	---	02	01	01	---
6	D. Panda, SS(MS)	02	---	02	01	---	---
7	S.Jena, FA-cum-SS	01	01	01	---	01	---
8	B.B.Dash, OSD-cum-SS	01	01	02	01 (Colour)	---	---
9	S.K.Panda, AS	---	01 (Apple)	01	---	01+ 01(Copier)	---
10	S.Mahapatra, AS	01	01	02	01	01	---
11	S.Senapati, AS	---	01	01	01	---	---
12	U.Sahoo, AS	---	01	01	---	01	---
13	D.Patel, AS	02	---	02	---	01	---
14	A.Rath, AS	01	---	01	01	---	---
15	G.Debata, JS	01	---	01	01	---	---
16	J.Pattnaik, JS	01	---	01	01	---	---
17	M.Barik, JS	01	---	01	01	---	---
18	S.Behara, DS	---	01	01	---	01	---
19	S.S.Panda, DS	01	---	01	01	---	---
20	B.Mishra, DS	01	---	01	01	---	---
21	D.Panda, DS	01	---	01	01	---	---
22	S.Bagh, DS	01	---	---	---	---	---
23	R.Behera, DS	---	01	01	---	---	---
24	P.Behera, US	01	---	01	---	---	---
25	L.Parichha, US	01	---	01	01	---	---
26	L.K.Mohanty, US	01	---	01	01	---	---
27	D.Mohanty, US	01	---	01	---	---	---
28	T.P.Mishra, US	01	---	01	---	---	---
29	R.Mishra, US	---	01	01	01	---	---
30	S.N.Mohapatra, AFA-cum-US	---	01	01	01	---	---

Sl No	Name of the Officer/Section	No. of Computes in use	No. of All-in-One in use	No of UPS in use	No of Printers in use	No of MF Printers in use	No of High speed scanners in use
31	B.Kanungo, Consultant	01	---	01	01	---	---
32	OE	03	02	05	01+ 02(colour)	02	01
33	AYUSH	03	---	03	---	01	---
34	MS-III	03	01	04	02	01	---
35	DC&MA	02	---	02	01	01	---
36	LEGAL	04	---	03	01	---	01
37	PENSION	02	---	02	01	01	---
38	CONF. & PROC.	03	---	02	01	01	---
39	BUILDING	02	01	03	02	---	---
40	BUDGET	02	---	02	01	---	---
41	PLAN	02	---	02	---	02	---
42	P&A	01	---	01	---	---	---
43	FA CELL	01	---	01	---	---	---
44	FW	04	01	04	01	02	---
45	SCHEME	05	---	05	---	02	01
46	MS-I	04	---	03	01	01	---
47	MS-II	02	02	04	01	01	---
48	DIARY & DISTRIBUTION	04	---	04	---	---	02
49	ISSUE & E-DESPATCH	03	---	02	01	---	01
50	MISC. & CORD.	04	---	03	02	01	---
51	IT CELL	02	---	01	---	---	---
52	RTI	02	---	02	01	01	---
53	ACCOUNTS	04	01	04	---	02	---
54	OSTF	02	01	02	01	01	---
55	ME-I	07	01	06	01	01	01
56	ME-II	05	01	05	02	02	---
57	AUDIT	07	02	02	01	01	01
58	M.Mohanty, OSD	02	---	01	---	01	---
59	P.Behera, OSD	01	---	01	01	---	---
	TOTAL	110	28	113	41+ 03(colour)	33+ 02(colour)	09

01. Lexi Line matrix printer
model No 6805.

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**GOVERNMENT OF ODISHA
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

TENDER DOCUMENT

Annual Maintenance Contract for Computers / Peripherals, etc. installed in the Health and Family Welfare Department, Lokaseva Bhawan by reputed Firms.

Date of issue of Tender Document	31.07.2023
Last Date & Time of submission of Tender Document	Up to 01.00 PM on 16.08.2023
Date & Time for opening of Tender Document	
Technical Bids	04.00 PM on 16.08.2023
Financial Bids of eligible Tenderers	04.30 PM on 16.08.2023

CONTENTS OF TENDER DOCUMENT

Sl. No.	Description of Contents	
1	Tender Call Notice	
2	Eligibility Criteria /Scope of work and General Instructions/Terms and Conditions to the Tenderers	ANNEXURE-I
3	Proforma for Technical Bid	ANNEXURE-II
4	Proforma for Financial Bid	ANNEXURE-III
5	Tender Acceptance Letter	ANNEXURE-IV
6	Call Attendance Sheet for Health and Family Welfare Department	ANNEXURE-V
7	List of Computers and peripherals of the Department	ANNEXURE-VI