

DIRECTORATE OF HANDICRAFTS, ODISHA

1st FLOOR, HOD BUILDING, UNIT - V, BHUBANESWAR-1

Tele-fax: 0674-2396745

E-mail ID: dhciori@gmail.com, dhciori@nic.in

No- 5962

Date- 15-09-2025

QUOTATION CALL NOTICE

Sealed quotations are hereby invited from reputed and experienced service providers/firms for entering into an Annual Maintenance Contract (AMC) for IT equipment (desktops, laptops, printers, scanners, UPS, etc. as per annexure -A) installed in this office.

Scope of Work:

The selected firm shall provide comprehensive maintenance services including regular check-ups, repair/replacement of faulty parts (excluding consumables), software troubleshooting, and support for all IT equipment under the contract.

Terms and Conditions:


1. The bidder must have prior experience in providing AMC services to Government/Public Sector organizations. The supporting documents may be submitted in support of experience.
2. The firm should be registered under GST and provide a copy of valid GST registration.
3. The quotation must clearly specify the rate (inclusive of all taxes) for AMC on an annual basis. The price quoted by the firms should not exceed the price fixed by OCAC vide letter no OCAC-TM-03/2020/1670, dt- 22/03/2024.
4. Quotations should be submitted in sealed cover superscribed "Quotation for AMC of IT Equipment" and addressed to the undersigned.
5. The bidder should submit an Undertaking regarding Non-Blacklisting as per annexure-B.
6. The selected firm will execute an agreement as per Annexure-C.
7. The last date for submission of quotations is 25.09.2025 by 5:30 PM.
8. The undersigned reserves the right to accept or reject any or all quotations without assigning any reason thereof.

Encl. - As above

Memo No. 5963/DH

Date- 15-09-2025

Copy to Deputy Secretary, HT&H department to upload the quotation on the website/ Copy to notice board of this Directorate/Copy to SIDAC, Bhubaneswar .


Director 13/9/25


Deputy Director 15/9/25

DIRECTORATE OF HANDICRAFTS, ODISHA

1st FLOOR, HOD BUILDING, UNIT - V, BHUBANESWAR-1

Tele-fax: 0674-2396745

E-mail ID: dhciori@gmail.com, dhciori@nic.in

List of Desktop computers and peripheral for AMC

ANNEXURE-A

Sl no.	Name of the items	Make/Model	Quantity	Purchase price of each unit	Total Price
1.	Desktop Computer	HP intel core i7	03 No	71,900/-	2,15,700/-
2.	Desktop Computer	HP intel core i7	22 No	76,500/-	16,83,000/-
3.	Desktop Computer	HP intel core i3 all in one	03 No	40,704/-	1,22,112/-
4.	Desktop Computer	HP intel core i5 all in one	02 No	59,550/-	1,19,100/-
5.	Desktop Computer	HP intel core i7	01 No	1,04,450/-	1,04,450/-
6.	Desktop Computer	HP intel core i3	01 No	41,400/-	41,400/-
7.	Scanner	Canon Image formula DR-C-240	02 No	50,969/-	1,01,938/-
8.	Scanner	HP scan jet pro 2000 SI	01 No	22,000/-	22,000/-
9.	Scanner	Canon image formula DR-C240	01 No	52,569/-	52,569/-
10.	Printer	HP Laser jet pro M226dw	17 No	28,900/-	4,91,300/-
11.	Printer	EPSON M-200	01 No	13,200/-	13,200/-
12.	Printer	EPSON L-6190	01 No	22,400/-	22,400/-
13.	Printer	EPSON M 3170	05 No	21,300/-	1,06,500/-
14.	Printer	EPSON M 200	03 No	14,500/-	43,500/-
14.	UPS	Cyber power	10 No	3,450/-	34,500/-
15.	UPS	APC	10 No	3,100/-	31,000/-
16.	Laptop	HP core i5	04 No	43,699/-	1,74,796/-
Total =					33,74,796/-

Gopal Shah,
Store in charge

(To be submitted on Bond Paper duly notarized)

To

The Director

Directorate of Handicrafts, Odisha

Sub: Undertaking regarding Non-Blacklisting

Sir/Madam,

I/We, M/s _____, having our registered office at _____, do hereby solemnly affirm and declare that:

1. We hereby declare and confirm that our firm/company has not been blacklisted or debarred by any State Government, Central Government, Public Sector Undertaking, or any Government Organization in India as on the date of submission of this undertaking.
2. We further confirm that if at any stage, the above declaration is found to be false or incorrect, our bid/contract shall be liable for rejection/termination without any prior notice, and we shall be solely responsible for the consequences thereof.

Place: _____

Date: _____

Authorized Signatory

(Signature with Seal)

Name: _____

Designation: _____

Contact No.: _____

Email: _____

SERVICE LEVEL AGREEMENT

This Agreement is executed on this _____ day of _____ by "DIRECTORATE OF HANDICRAFTS, 1st Floor, HOD Building, Unit-V, BHUBANESWAR, ODISHA represented through its Director hereafter referred to as Office of the Director of Handicrafts, Odisha, Bhubaneswar which expression shall, unless excluded by or repugnant to the subject or context, including successors and assigns of the one part called "First Party".

Whereas the _____ is being represented through _____, here in after referred to as _____ called "second party" which term shall, unless repugnant to the subject or context includes its successors and assigns). And whereas _____, willing to enter into an 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 _____ to _____ for the items as mentioned a total no of _____ items in the table below at a total cost of Rs _____ including GST. This may be renewed further subject to rendering of satisfactory service & fulfilling the terms and conditions.

Sl. No.	Item Name	Make/Model	Quantity	Unit price	Total Price
1.					
2.					
3.					
Grand Total					

2. General Terms & Conditions

2.1. Subcontracting of AMC is not allowed.

2.2. No change in AMC cost is allowed during contract period.

2.3. If, Directorate desires to have dedicated Manpower from the agency for onsite AMC support of IT equipment's of the Directorate, the monthly wages for such manpower as per rules of government of Odisha, will be released to the concerned Services agency by the Directorate.

2.4. The Directorate reserves the right to cancel the AMC in the middle of the contract period due to poor performance of the firm/agency.

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

2.6. The performance of the firm to be reviewed quarterly by the authorised Officers of this Directorate.

2.7. Similarly, if it is decided by the Directorate not to use an item further or transported to other locations the period of AMC for that particular item will cease forth with and will be recorded in the monthly report/ Journal.

2.8. The service Engineer of the concerned firm has to visit this office first week and Last week of every calendar month for preventive maintenance and enquire about health of system from the concerned user. The proof of visit of the service Engineer should be certified by the Section Officer, Establishment.

2.9. Any complaint regarding repairing of computer as and when required may be attended on the same day failing which the contract may be reviewed.

3. SCOPE OF WORK FOR SERVICE AGENCY:

3.1. 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. (To be recorded in a journal)

3.2. Software installation, un-installation, configuration, Virus removal, Antivirus software up- gradation and integrity maintenance to make the system/ equipment's/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/Equipment's by way of adding removing components as per the requirements 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 equipment's if necessary will be executed by the agency without any additional cost

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

3.7. The vendor shall maintain a reserve stock of various hardware spares / components as reserves to ensure issues to be resolved within time limit.

3.8. A health card should be maintained for all equipment's under AMC for each incident of malfunctioning, complain lodging & solving and to be countersigned by the designated official for submission along with the bills.

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.

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, and power conditioning equipment's, high voltages & lightening and Damage caused by rodent.

v. Laptop battery.

vi. UPS battery.

6. PAYMENT TERM

Payment will be made on Quarterly basis (25% of order value of AMC) after completion of three months service, subject to satisfactory performance to be certified by the authorised Official of this Directorate. The penalty imposed if any as per the service 'level agreement while signing the contract will be deducted from the AMC charges.

7. VALIDITY

The contract shall be valid for a period of one year with effect from the date of signing.

8. 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, failing which any dues to AMC contractor 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 5.30 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 and obtain their signature in the service report after completion of the work.

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

	Period	Penalty
Response Time	Above 24 hours & below 48 hours	a penalty of 0.5% of the AMC value of equipment
	Above 48 hours & below 96 hours	a penalty of 1% of the AMC value of equipment
	Above 96 hours & below 192 hrs	a penalty of 2% of the AMC value of equipment
	Above 192 hours	a penalty of 5% of the AMC value of equipment

10(2) if equipment is not repaired within 10 days the AMC for that particular item will be cancelled, it will be recorded in the journal and payment will be made accordingly.

11. GOVERNING RULES OF THE AGREEMENT

Any dispute arise on the terms and conditions, the decision of Directorate, Handicrafts is final and binding to all.

12. 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 within the jurisdiction of Bhubaneswar

IN WITNESS WHERE OF DIRECTORATE OF HANDICRAFTS, Odisha, Bhubaneswar & _____ have signed this agreement at Bhubaneswar on this day of ____2025 in the presence of witnesses.

WITNESSES

1. Signature:

Name:
party

for and on behalf of the First

Date:-

Address

1. Signature:

Name:
party

for and on behalf of the Second

Date:-

Address