



**TENDER DOCUMENT
FOR
ANNUAL MAINTENANCE CONTRACT (AMC)
SERVICES OF
COMPUTER HARDWARE, PERIPHERALS
AND
OTHER IT EQUIPMENTS**

**DEO-CUM-DISTRICT PROJECT OFFICE,
SAMAGRA SHIKSHA, ANGUL-759122**

Tender for AMC Computer Peripheries installed at DPO/DEO & 8 no. BEOs, SS Angul

[A] ELIGIBILITY CRITERIA OF BIDDER :

1. The Bidder should have a registered office in Odisha to provide service support of DPO and 8 Block Education Offices towards maintenance of Computer & Accessories.
2. The Bidder should submit @ Rs.2000.00 (Rupees Two Thousand) on non-refundable towards cost of the Tender documents.
3. The bidders must be obtained valid ISO 9001 & ISO 20000 certificate for maintenance of computer as well as AMC purpose.
4. The Bidders must be obtained Udyam Certificate from MSME for Repair & Maintenance of Computer and Peripheral equipments.
5. The bidder must have single AMC order with value of Rs. 2.5 lakh during within 03 years FY (FY 2021-22, FY 22-23 & FY 2023-24). Proof to be enclosed.
6. The Bidder should have minimum 10-15 nos. of employees under firms EPF & ESI minimum in last three years (copy of latest EPF & ESI Challan).
7. The Bidder must be register no. of PAN / TAN and will be submit IT returns copy of FY year 2021-22, 2022-23 & 2023-24.
8. The Bidder must have minimum annual turnover is greater than 20 Lakhs in last three financial year (FY 2021-22, FY 22-23 & FY 2023-24) in similar work as certified by Chartered Accountant.
9. The Bidder must be register under GST.
10. The bidders must be submitted minimum Three Years' Experience in this AMC work.
11. The Bidder must be submitted as affidavit that his/her firm has not been black listed by any Govt Organization.
12. The bidder must have to submit the Bid specific Authorization from HP & Dell.

[B] OTHER TERMS & CONDITIONS

1. The Bidders are required to sign and submit "Bid Securing Declaration Form "as per format on the letter head along with the bid accepting that if they withdraw or modify their bids during the period of validity etc they will be suspended for the time specified the tender documents.
2. Tenders/Bidders are requested to regularly visit the website. Any modification in tender enquiry will be intimated by corrigendum through web site only and no separate notification will be issued.
3. The Bidder shall quote the item wise composite price for each item as per the price scheduled, which will be inclusive preventive maintenance.



4. The quotations will be opened on 18/10/24 at 3 P.M. at present of all bidder & committee members.
5. At initially, the service period is two years it may be extended as per satisfactory performance of the service provider.
6. The prices quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account. Sub-contacting of AMC is not allowed.
7. No transportation cost, TA/DA, local conveyance will be paid to the Service Provider.
8. The intending bidder is not bound to accept the lowest quoted rate if the bidder not fulfill all requisites as considered necessary.

[C] SCOPE OF WORK

1. District Project Office, Samagra Shiksha, Angul may be change the configuration of the system/equipments by way of adding/removing components and selected firm will continue to provide the service for the new configuration without any additional charge, if required.
2. 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. Shifting and re-installation of equipments if necessary will be executed by the agency without any additional cost within the same premises.
4. A health-card should be maintained for all equipments under AMC for each incident of mal-functioning, complain lodging and solving.
5. Components not covered under AMC: Non-operational machines, ribbon cartridge, tape cartridge, ink cartridge, Toner cartridge, Plastic parts such as covers, switches, sprockets, platen knob of printers, Photo Conductor Unit (PCU) of MFP & Fuser maintenance kit of high end laser printer, UPS Battery, Laptop Battery damage caused due to force measure.
6. Preventive maintenance for the whole computer system shall be done on quarterly basis, which shall be external/internal cleaning of the system, running of the diagnostics/ utilities tools to determine the existing or livelihood faults and their removals.



7. Routine corrective & preventive maintenance (as per service level agreement) of the computer system and its peripherals' as per specified in the inventory of equipment to be covered under AMC.
8. The service agency shall maintain a pool of various hardware /spare/components as reserves to ensure issue to be resolved within time limit.
9. Replacement of spare parts, maintenance of computer, printer & UPS includes supply & replacement of parts free of cost except some consumable's items. The equipment parts replaced must be new & equivalent in performance to the existing parts.
10. Maintenance shall be normally being done during working hours of the customer i.e 10 am to 5 pm. In case of emergency maintenance may have to be done beyond office hours and even on holidays.
11. The salary & travelling expenses of the Engineer will be borne by the firm. The firm shall ensure that character and antecedents of the Engineers are good and normal.
12. If require, the service firm may be function defangs computer & periphery items and cost of the item will be paid accordingly.
13. The firm will attain and repair any break down calls within 24 hours of the complaint lodged, otherwise penalty will be charged as follows:
 - a) Above 24 hours & below 48 hours, penalty @ 0.5% of item's AMC value.
 - b) Above 48 hours & below 96 hours, penalty @ 1% of item's AMC value.
 - c) Above 96 hours & below 192 hours, penalty @ 2% of item's AMC value.
 - d) Above 192 hours, penalty @5% of item's AMC value

[D] PAYMENT PROCEDURE

01. Selected bidder will be submitted 03% of bank guarantee of total contract price for two years as per performance security.
02. The payment will be released in quarterly basis subject to submission of invoice along with satisfactory service report from DPO/ BEOs as the case may be of the items covered under AMC.



BID APPLICATION FORM

01. Name of the Bidder:

02. Address of the Bidder:

03. Cost of tender paper: Enclosed:

DD No	DD Date	Amount	Issuing Bank

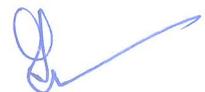
The bidder should enclose the following records, duly self-Certified, in support of their bonafide: -

1. ISO Certificates Copy. ISO 9001 and ISO 20000:
2. Udyam Certificate Copy from MSME:
3. Single AMC order copy above Rs.2.5 lakh:
4. Latest EPF Deposit Challan copy :
5. Latest ESI Deposit Challan Copy :
6. Photocopy of the PAN/ TAN:
7. IT Return Copy (FY 2022-22, 2022-2023 & 2023-24):
8. Above 03 Year Annual Turnover Certificate (certified by the CA):
9. GST Registration Certificate:
10. Affidavit as no black listed:
11. Self-declaration to submit Performance Security:
12. Quoted composite Price as per Annexure- A:
13. The bidders must be submitted minimum Three Years' Experience in this AMC work:
14. The bidder must have to submit the Bid specific Authorization from HP & Dell:

Date :

Place:

Seal & Signature of the Bidder



ANNEXURE - A

District Project Office, Samagra Shiksha, Angul

ITEM WISE- QUOTATION FOR AMC OF COMPUTER & ACCESSORIES AT DPO/DEO & 8nos. BLOCK EDUCATION OFFICE'S OF ANGUL DISTRICT

Sl. No.	Item Name	Make	Quantity	Unit Rate (Rs.)	Total	Taxes (%)	G. Total
PERSONAL COMPUTERS (PC)							
1	Dell precision T1600 & Monitor (3 nos.)	Dell	6				
2	Lenovo Desktop V520 i5 & Monitor	Lenovo	9				
3	Desktop- HP 6300 & Monitor	HP	2				
4	Desktop- HP600 G & 19.5" Monitor	HP	9				
5	Dell All-in-One (Core i-3, 10th Gen)	Dell	2				
6	Desktop- HP 400G6 All-in-One - Core - i7,	HP	3				
7	Desktop- HP/Dell- i5/i3 , HP/Dell Monitor	HP/Dell	4				
	TOTAL		35				
PRINTERS							
8	Printer HP Laserjet 1020	HP	6				
9	Printer HP Laserjet P1005	HP	4				
10	HP Laserjet Pro- 1108	HP	13				
11	Samsung MFP - M3370FD/XIP	Samsung	5				
12	SCX-8123-8128 Series (A3 Size)	Samsung	1				
13	Printer - HP LJ Pro MFP - M427fdw, C5F99A	HP	8				
14	Printer- HP Laserjet Pro MFP, Model no- M436NDA (W7U02A)	HP	9				
15	PRINTER -HP Laser Jet- 108W	HP	3				
16	Printer- HP Laserjet Pro MFP, Model no- M72625 DN (2ZN49A)	HP	1				
	TOTAL		50				
LAPTOP							
17	Lenovo Laptop V310 i3	Lenovo	10				
18	HP-PROBOOK-4441S- Intel Core i7	HP	4				
19	Laptop -DELL LT VOSTRO 3500 C-i5/ 11th Gen	Dell	7				
20	Laptop -DELL LT VOSTRO 3501 C-i3/ 11th Gen	Dell	8				
21	Laptop- HP C-i5-CC134TX	HP	1				
	TOTAL		30				
PROJECTOR							
2	Globus Multimedia Projector	Globus	1				
3	BenQ Multimedia Projector Model No- MW 560-WXGA DLP 400L (HDMI & VGA)	BenQ	8				
	TOTAL		9				
	GRAND TOTAL		124				

Total bid price (excluding taxes) in Rs. _____, in word Rupees

_____ only excluding taxes.

Note:

- a) In case of discrepancy between unit price and total price unit price shall prevail.
- b) We have quoted the above price after physical verification of the above assets in the Office premises & repair of any defective items is included in the CMC in the above quoted price. We also conform that any spare parts will be replace during repair will be of original/similar make.

Date:

Place:

Seal & Signature of the quotationers

Name & Address of the firm

