



**DISTRICT PROJECT OFFICE,
SAMAGRA SHIKSHA, ANGUL**

{E-mail: dpcangulssa.opepa@nic.in, Tel. No- 06764-232412}

Letter No: 3379/MIS/2021//




Date: 29/10/2021//

Expression of Interest

Sealed bids documents are invited in prescribed format from the intending firms having OCAC empanelled Service Agencies for AMC of Computers and Accessories located at DPO & 8 nos. of BEO Offices, Angul, as per terms & conditions for specified items. The bidding document can be downloaded from www.opepa.nic.in or www.angul.nic.in & must be reached through Registered post only on or before dt.18.11.2021 at 2 PM. and will be opened on same day at 4 P.M.

The authority reserves all the right to reject any or all the bids without assigning any reason thereof and shall bear no liability whatsoever consequent upon such decision.


DEO-cum-DPC,
Samagra Shiksha, Angul



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

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

EXPRESSION OF INTEREST

1. DEO-cum-District Project Office, Samagra Shiksha, Angul invites sealed bids from OCAC empanelled Service Agencies for AMC of Computers and Accessories located at DPO Office, Angul & 8 nos. of Block Education Offices. The office must be strictly as per required specification and tenders terms & conditions for specified items in Annexure – 1.
2. Bids are invited off-line through Registered post only and bidding document can be down loaded from www.opepa.nic.in or www.angul.nic.in on or before 18/11/2021 and submit same as per specified format by 2.00 pm.
3. 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.
4. The intending firm should submit Rs.1000.00 (non-refundable) towards processing fees in shape of demand Draft in favour of " DPC, SS, Angul" payable at Angul along with tender documents, no exemption is allowed.
5. The Bidders should have office within Odisha State.
6. The Bidders must be obtained valid ISO 9001 / ISO 20000 / ISO 27001 Certificate for maintenance of computer as well as AMC purpose.
7. The Bidders must be obtained Udyam Certificate from MSME for Repair & Maintenance of Computer and Peripheral equipments.
8. The Bidders must have a single AMC order with value of Rs.20.00 lakhs during last 02 years including this Financial Year.
9. The Bidders must be employed at-least 20 Manpower under firms EPF account.
10. The Bidders must be registered no of PAN/TAN and will submit IT Return copy of FY 2019-20 & FY 2020-21
11. The Bidders must be registered under GST.
12. The bidders must be submitted Five Years Experience in this AMC work.
13. The Bidders must be submit a Self-declaration that, to submit the Performance Security @ 03% if the agency selected.
14. The Bidder shall quote the item wise composite price for each item as per the price scheduled, which will be inclusive preventive maintenance.
15. The intending bidder should submit as affidavit that his/her firm has not been black listed by any Govt Organization.
16. 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.
17. The quotations will be opened on 18/11/2021 at 4.00 pm at present of all bidder & committee members.

✍

18. At initially, the service period is two years it may be extended as per satisfactory performance of the service provider.
19. 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.
20. No transportation cost, TA/DA, local conveyance will be paid to the Service Provider.
21. The intending bidder is not bound to accept the lowest quoted rate if the bidder not fulfill all requisites as considered necessary.
22. 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.
23. Any legal dispute arising out of this is subject to Angul jurisdiction only. In case of computer, the firm will repair/replace both hardware/software items if required during the AMC without any additional cost.
24. Authority reserves the right to accept or reject and bids or reject all tenders either in part or in full or to split the order or to annual bidding process without assigning and reason.

SCOPE OF THE WORK

25. 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.
26. 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.
27. Shifting and re-installation of equipments if necessary will be executed by the agency without any additional cost within the same premises.
28. A health-card should be maintained for all equipments under AMC for each incident of malfunctioning, complain lodging and solving.
29. 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.
30. 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.
31. 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.
32. The service agency shall maintain a pool of various hardware /spare/components' as reserves to ensure issue to be resolved within time limit.

33. Replacement of spare parts, maintenance of computer, printer & UPS includes supply & replacement of parts free of cost except some consumables items. The equipment parts replaced must be new & equivalent in performance to the existing parts.
34. 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.
35. 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.
36. If require, the service firm may be function defangs computer & periphery items and cost of the item will be paid accordingly.
37. 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.


**DEO-cum-DPC,
Samagra Shiksha, Angul**

BID APPLICATION FORM

01. Name of the Bidder:
02. Address of the Bidder:
03. Cost of tender paper:

DD No	DD Date	Amount	Issuing Bank

Enclose:

01. OCAC Empanel Copy
02. ISO Certificates Copy
03. Udyam Certificate Copy from MSME
04. Single order Copy above Rs.20.00 lakhs
05. Last EPF deposit copy (which mention name of the employee)
06. PAN/TAN Copy
07. GST Registration Certificate
08. Five Years experience Certificate
09. Self declaration to submit Performance Security
10. Quoted composite Price as per Annexure
11. Affidavit copy having no black listed

Date :

Seal & Signature of the Bidder

Place:



ANNEXURE - I

QUOTATION FOR AMC OF COMPUTER & ACCESSORIES AT DPO & BLOCK EDUCATION OFFICE'S OF
ANGUL DISTRICT

Sl. No.	Item Name	Make	Quantity	Unit Rate (Rs.)	Total	Taxes (%)
PERSONAL COMPUTERS (PC)						
1	Desktop- HCL Infiniti Pro BL 1240	HCL	12			
2	Wipro Intel P-IV 2.4 GHZ & Monitor	Wipro	2			
3	Desktop- HP-Compaq CQ3000 SERIES & Monitor	HP-Compaq	7			
4	Desktop- ACER- Intel Core II Duo- E7600 & Monitor	ACER	3			
5	Desktop- I-Ball- Intel Core II Duo- E7600 & Monitor	I-Ball	1			
6	Dell precision T1600 & Monitor (3 nos.)	Dell	6			
7	Lenovo Desktop V520 i5 & Monitor	Lenovo	9			
8	Desktop- HP 6300 & Monitor	HP	4			
9	Desktop- HP600 & Monitor	HP	9			
	TOTAL		53			
PRINTERS						
10	Printer HP Laserjet 1020	HP	9			
11	Printer HP Laserjet P1005	HP	5			
12	HP Laserjet Pro- 1108	HP	13			
13	Samsung MFP - M3370FD/XIP	Samsung	5			
14	SCX-8123-8128 Series (A3 Size)	Samsung	1			
15	Printer - HP LJ Pro MFP - M427fdw, C5F99A	HP	8			
16	Pinter - HP (Model - M1005 MFP)	HP	2			
	TOTAL		43			
LAPTOP						
17	Lenovo Laptop V310 i3	Lenovo	10			
18	HP-PROBOOK-4441S	HP Intel Core i7	4			
	TOTAL		14			
PROJECTOR						
19	Globus Multimedia Projector	Globus	1			
	TOTAL		1			
	GRAND TOTAL		111			

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

Note:

- In case of discrepancy between unit price and total price unit price shall prevail.
- 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

W