



ଓଡ଼ିଶା ବନ ଉନ୍ନୟନ ନିଗମ ଲିଡ

Odisha Forest Development Corporation Ltd

(A Government of Odisha Undertaking)

CIN-U02005OR1962SGC000446

Regd. Off: A/84 Kharavel Nagar, Unit-III, Bhubaneswar, Odisha, PIN751001

Telephone:-0674-2534086, 2534269 Fax: 0674-2535934

[website: www.odishafdc.com E-mail ID:general@odishafdc.com]

No. 10108 /Store/289/2015-16

Dated: Bhubaneswar, the 2nd July' 2020

Short Notice Inviting Tender for Annual Maintenance Contract of Computers Systems, Printers, Scanners, LAN etc.

Sealed Quotations are invited for providing maintenance services for 63 No's of Desktops Systems with UPS and Monitor & 05 No's Laptops, 06 No scanner, 52 No Printers including All-in-One Printers and LAN installed at OFDC Corporate office, Bhubaneswar. The maintenance support agency is required to submit the bid in a sealed cover super scribed "Quotations for the Annual Maintenance of Computers should reach the Corporate office, OFDC Ltd at A/84, Kharavel Nagar, Unit-III Bhubaneswar, 751 001 latest by 15:00 hours on Dt.09.07.2020 . Quotations will be opened on the same day at 15.30 hours in the presence of such bidders or their duly authorized representatives as may be present.

Tender Document can be obtained from the Corporate office during business hours on payment of Rs. 500/- plus 18% GST till 9th July 2020 which can also be downloaded from the Website www.odishafdc.com and can be submitted with a demand draft of Rs.500/- plus 18% GST towards cost of Tender Document.

OFDC reserves the right to accept or reject any or all the offers before or after the tender without assigning any reason thereof.

Sd-

Managing Director

**SHORT TENDER DOCUMENT FOR
ANNUAL MAINTENANCE CONTRACT
OF COMPUTERS SYSTEMS, PRINTERS,
SCANNERS, LAN etc**



ଓଡ଼ିଶା ବନ ଉନ୍ନୟନ ନିଗମ ଲିମିଟେଡ

Odisha Forest Development Corporation Limited

(Formerly Orissa Forest Development Corporation Limited)

(A Government of Odisha Undertaking)

CIN-UO20050R1962SGC000446

Regd. Off: Plot No. A/84 Kharavel Nagar, Unit-III, Bhubaneswar, Odisha, PIN-751001

Telephone:-0674-2534086, 2534269 Fax: 0674-2535934

[website: www.odishafdc.com E-mail ID:generalgodishafdc.com]

The tender document can be downloaded from the website www.odishafdc.com

SHORT TENDER DOCUMENT FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PRINTERS, SCANNER, LAN NETWORK

1. Invitation to bid

- 1.1 Sealed Quotations are invited for providing maintenance services for 63 No's of Desktops Systems with UPS and Monitor & 05 No's Laptops, 6 No's scanners, 52 No's Printers including All-in-One Printers and LAN installed at OFDC Corporate office, Bhubaneswar.
- 1.2 Any of the above Computer systems may be withdrawn at any time during the period of contract; Maintenance charges for such equipment will be deducted at pro-rata basis. Similarly equipment can be added during the period of AMC and maintenance charges will be paid pro-rata basis.
- 1.3 Tender Document can be obtained from the office during business hours on payment of Rs500/- plus 18% GST till 9th July 2020 which can also be downloaded from the Website www.odishafdc.com and can be submitted with a demand draft of Rs.500/- plus 18% GST towards cost of Tender Document drawn in favour of "Managing Director, OFDC Ltd" payable at Bhubaneswar.
- 1.4 The maintenance support agency (hereafter referred to as "agency" in this document) is required to submit the EMD, Technical and Financial bid in three separate sealed covers clearly super scribed "EMD Bid", "Technical Bid" and "Financial Bid". All three bids in a sealed cover super scribed "Quotations for the Annual Maintenance of Computers; should reach the Corporate office, OFDC Ltd at A/84, Kharavel Nagar, Unit-III Bhubaneswar,751 001 latest by 15:00 hours on 09.07.2020.
- 1.5 Quotations will be opened on the same day at 15.30 hours in the presence of such bidders or their duly authorized representatives as may be present. As a token of acceptance of all the terms and condition mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. The financial bid of those bidders will be opened later on who will fulfill all the requirements of the technical bid.

2. Scope of Work

- The maintenance contract will consist of
- 2.1 Attending complaints on daily basis.
 - 2.2 Onsite preventive and corrective maintenance of computers, Printers, Scanner, LAN etc. installed at OFDC Corporate office, Bhubaneswar.
 - 2.3 The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost including mouse, keyboard.
 - 2.4 The maintenance contract includes system support /troubleshooting to keep the computer system and LAN fully operational at OFDC Ltd, Corporate office.
3. General scope of work includes.
- 3.1 Upkeep and maintenance of the hardware and installed softwares.
 - 3.2 The Annual Maintenance Contract (AMC) shall be comprehensive in nature and shall cover reloading of licensed operating systems, application software, data retrieval, data back-up repair and replacement of hardware, if necessary with similar functional parts, of all parts and accessories installed but shall not include consumables. Plastic parts of the machines will not be treated as consumables. In other words, all components, parts and connecting cables shall comprise the hardware, and all operating systems, application software, data retrieval, data back-up, etc., shall comprise the software for the purpose

of this comprehensive AMC. Components and parts that may not have been expressly mentioned here but which are provided by the manufacturer as standard original equipment of the computer shall be treated as hardware/software of the computer for the purpose of the comprehensive AMC.

- 3.3 To provide and maintain the required drivers for maintaining the Equipments.
- 3.4 Repair to be carried out at the location of the equipment. Stand-by arrangements to be made in case the equipment is to be taken to workshop for repair.
- 3.5 Any other maintenance work to be undertaken related to the Computers/peripherals and LAN.
- 3.6 Vendor shall make necessary arrangements for Preventive maintenance and special cleaning of the Monitor, Key Board, mouse etc. form outside with liquid cleaner and inside will be carried out on quarterly basis.
- 3.7 New computers purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions on per unit average rate of this AMC.
- 3.8 Extension to the LAN network is included in the AMC contract. In that case OFDC will provide the requisite hardwares for the extension work.
- 3.9 A sticker indicating Name of concerned Engineer and contact number is to be pasted on all items under AMC by the vendor.
- 3.10 Any USB Hard disk, Pen Drive etc required to carry out works under AMC shall be provided by vendor to Engineers posted at OFDC Ltd and OFDC Ltd shall not provide these items.
4. The contract will be initially for one year. However contract may be renewed for further period of two years at same terms, price & conditions at the discretion of OFDC Ltd and based on 'satisfactory services provided by the agency.
5. The maintenance services should be available on all working days from 09.30 to 06.30 hours. The Service Engineer should attend the Corporate Office on all working days and oversee the proper functioning of all the equipments covered under the AMC. Provision of availability of service engineers on other holidays (even beyond office hours) should be made in case of exigency without any overhead cost. OFDC Ltd may call Engineers on holidays by informing the Engineers verbally and concerned Engineer has to take necessary permissions, if required, from the vendor. OFDC Ltd shall have no role in that.
6. The service engineers provided by agency shall not be changed frequently. However, if the engineer/personnel are found incompetent by OFDC Ltd, the service engineer shall be changed by the agency.
7. The maintenance agency shall provide maintenance services through one qualified experienced and competent resident engineer who shall be stationed at OFDC Ltd Corporate office, Bhubaneswar as indicated in item (5) above.
8. The parts/components/sub-assemblies used for repair/replacement by the agency will be of the same/equivalent or higher make and functional capability as originally available in the systems.
9. Pre-Qualification Conditions
- 9.1 The Bidder must have its servicing office at Bhubaneswar only.
- 9.2 The agency must be currently maintaining more than 80 computers for any two clients in Bhubaneswar in last 3 years. Copies of three such work order or any other documentary evidence for Govt. Department/PSU/Bank clearly showing that more than 80 computers are being maintained at a single location should be attached.

- 9.3 The Agency must be having Average turnover of last three years not be less than Rs 25 - lakhs and should be profit making . Copy of the balance sheet or supporting document certified by CA is to be enclosed in Technical Bid.
- 9.4 Authorisation, if any, in relation to the service partner of HP/Dell/Lenovo may also be furnished.
- 9.5 The Tenderer has to submit the GST. registration certificate, and PAN.
- 9.6 The vendor should have office and Repair centre in Bhubaneswar. Vendors who are registered with MSME can also participate in the bidding as notified by the Ministry of Micro, Small and Medium Enterprises, GOI. No EMD and security deposit shall be payable by these vendors and other relaxations as announced by Govt. from time to time shall be applicable to them subject to full compliance of other terms and conditions of the tender and contract.
10. General Conditions
- 10.1 OFDC Ltd reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease of quantities of any item of the work and the successful agency shall perform the same at the rate quoted
- 10.2 Earnest Money Deposit (EMD) of Rs. 7,500/- (Rupees Seven thousand Five Hundred only) in form of crossed demand draft/pay order in favour of Managing Director, OFDC Ltd payable at Bhubaneswar shall be deposited at the time of submission of tender, as a part of the EMD Bid. Tender received without EMD shall be summarily rejected. EMD of unsuccessful bidders shall be refunded within 60 days of finalization of work order.
- 10.3 AMC Service Provider will comply with the provisions of all laws including labour law, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies shall be applicable in the performance of this contract and agency shall abide by these laws. AMC Service Provider will be responsible to make all statutory payment to engineers. AMC Service Provider shall indemnify OFDC Ltd against any/all claims which may arise under the provisions of various Acts, Government order etc any breach of such laws or regulations shall be deemed to the breach of this contract. Any loss caused to OFDC Ltd due to any negligence of the AMC Service Provider or his staff shall have to be suitably compensated by the AMC Service Provider. The AMC Service Provider shall be the employer for his workers and OFDC Ltd will not be held responsible fully or partially for any dispute that may arise between the AMC Service Provider and his workers.
- 10.4 The AMC Service Provider shall comply Provisions of EPF & MP Act, 1952, to ensure that contributions at the prescribed rates are deducted and remitted by the AMC Service Provider in respect of the Engineers posted at OFDC Ltd. OFDC Ltd may ask to submit document regarding compliance of the same and any lapse on the above will make the concerned establishment liable for action under the Act and payments of vendor shall be made subject to production of such documents.
- 10.5 OFDC Ltd shall not be liable for any damages of any kind for any mishap/injury/accident caused to any of the service engineer of the service provider while performing maintenance duty in OFDC's premises. All liabilities in that respect shall be borne by the AMC holder.
- 10.6 In case the service provider backs out of the contract midway without explicit consent of the OFDC Ltd, the security deposit so deposited shall be forfeited.
11. Security Deposit shall be 5% of total contract value. EMD of successful bidder will be converted towards the security deposit. The Security Deposit amount will be deposited **with the OFDC Ltd during the entire period of Contract and for a period of 90 days thereafter**. No interest will be paid on the security amount. The

security amount shall be released only after successful completion/satisfactory execution of the contract after the end of support period.

12. **Payment Terms and conditions**

12.1 The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with GST and PAN number, raised by the agency. TDS, Service tax, WCT and any other applicable taxes as per prevailing rates, will be deducted before making the payment.

12.2 The maintenance charges quoted by the agency per item shall be on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground except change in statutory taxes.

12.3 If the services provided by the agency under this maintenance services contract are not to the full satisfaction of OFDC Ltd, the maintenance contract may be terminated by OFDC Ltd and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of OFDC Ltd in this regard shall be final and binding on the agency.

12.4 If the resident service engineer is not available for any reason, the agency shall be responsible for deputing another competent and experienced service engineer for that period to ensure continuity in services. If the agency fails to do so, a penalty of Rs.300/- per day will be imposed for the period of absence of each service personnel.

12.5 The complaint will have to be attended at the earliest. The successful agency will have to provide stand by system(s), In case fault cannot be rectified. In case the agency fails to provide a stand-by system(s) or is unable to remove the defects within 24 hours of the receipt of complaint, following penalties will be imposed by the OFDC Ltd:

- After 1 day of the receipt of complaint: Rs. 100 per day.
- After 2 days, but within 7 days of the Receipt of complaint: Rs. 200 per day.
- After 7 days of the receipt of complaint and till date of final re-dressal of complaint Rs. 250 per day.
- If services provided by the vendor are found unsatisfactory, then the OFDC Ltd reserves the right to forfeit the security deposit of the Agency without any further notice.

13. **Arbitration:**

If during the subsistence of this tender and after award of contract or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity interpretation, implementation, material breach or any alleged material breach of any provision of this Contract or regarding any question, including as to whether the termination of this Contract by one Party hereto has been legitimate, the Parties hereto shall endeavor to settle such dispute amicably and/or by Conciliation. In case of dispute, the matter shall be referred to an authority designated by the Managing Director, OFDC Ltd for the purpose of the this clause who shall act as the sole Arbitrator for settlement of such dispute and whose decision shall be final and binding on both the parties.

Signature of the Vendor with Seal

Date:

Technical Bid

The Technical bid shall contain following information in a sealed cover super scribed "Technical Bid":

1. Name, address, setup and status of the organization.
Contact person with telephone number.
2. Turnover of the last 3 years (should be Rs 25 lakhs)
(Supporting documents to be enclosed)

	2017-18	2018-19	2019-20
Turnover			
Profit			

3. Whether the vendor has service tax registration certificate (Submit a Copy)
4. Whether the vendor VAT registration certificate (Submit a Copy)
5. Whether the vendor has PAN (Submit a Copy)
6. Address of testing and repair facility available with the agency.
7. List of at least 5 qualified services engineers with details of qualification and having more than 2 years of experience in the relevant field as per the Performa enclosed. The qualification and experience of resident engineer to be deputed to OFDC Ltd out of the above list, may be verified In case of replacement, the same should be of the similar or higher qualification and experience, as may be acceptable to OFDC Ltd.

Sl. No.	Name	Technical qualifications	Area of specialization	No. of years of Experience	Date of joining the firm

8. List of clients with name, complete address and contact person with telephone number where the agency is currently maintaining more than 75 computers in a single location in Bhubaneswar as per the Performa enclosed. Copies of three such work order or any other documentary evidence from Govt. Departments/Public Sector Undertakings clearly showing that more than 75 computers are being maintained at a single location should be attached where the agency is currently maintaining more than 75 computers in a single location in Bhubaneswar as per the Performa enclosed. Copies of three such work order or any other documentary evidence from Govt. Departments/Public Sector Undertakings clearly showing that more than 75 computers are being maintained at a single location should be attached.

Sl. No.	Name of the Organisation/Govt. dept/PSU with contract person with tel. No.	Details and Nos. of computers under AMC	No. of resident engineers provided	Period of Contract	contract value(Rs. in lakhs)

9. Cost of tender Document deposited (Submit the original Copy of the Money Receipt/ Bank draft)

10. EMD Details

Bank Draft No. _____ Date _____ Amount Rs _____

Signature of the Vendor with Seal
Date:

Financial Bid

The financial/price bid should contain the quotation for maintenance charges as per item in terms of yearly basis only, as listed below. Price quoted by the bidder shall be inclusive of cost of one engineer all taxes and levies applicable. No escalation of prices would be permitted on any ground except change in statutory payments like tax etc. The financial bid should be enclosed in a separate sealed cover super scribed "Financial Bid".

Sl. No	Make/Model	Qty	Annual Rate per unit in figures	Total Annual Total Rate
A	Desktop System with UPS			
1	HLC Infiniti series/Pentium	1		
2	HP-6200/6340/XE-320/P-IV/406GI/1275/3300/6300/1275 etc.	53		
3	Dell All -in-One	7		
4	Dell Inspiron	2		
B	Laptop			
1	Sony Vaio	1		
2	Apple-ipd/Mack book			
3	Lenovo ThinkPad	2		
4	Dell.Ins	2		
C	Printers/All-in-One			
1	HP Laserjet-1005/1007/1108/1020P/1022N/1606dn/LJ-1213 NF	14		
2	HP All-in-One 1213NF	1		
3	HP Laserjet-PRO-400 ColorM-475dn	1		
4	Konika Minolta page pro-1390 MF	1		
5	Samsung SCX-3401F	1		
6	HP Deskjet-2360/4368/1280/3325/B1_11000	8		
7	Canan-2002N	2		
8	EPSUN 0-1150	2		
9	HP 202N	15		
10	HP-MFP 128 ,176 & Sex 3401	6		
11	Canan Dlx Pro 128	1		
D.	Scanner			
1	HP Scanjet 2400/200/2200C	6		
F.	LAN (Maintenance Only) Lumpsum			
		Total		

Signature of the Vendor with Seal
Date: