

**ANNUAL MAINTENANCE CONTRACT (AMC)
OF COMPUTER & PERIPHERALS**

TENDER DOCUMENT



ODISHA STATE HOUSING BOARD

SACHIVALAYA MARG, BHUBANESWAR - 751 001

Phone: (0674)2393524, EPBAX: (0674)2391542, 2390141 FAX: (0674)2393952

Visit us at : www.oshb.org



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No. _____/OSHB

Date :

TENDER NOTICE

Invitation for quotations for Annual Maintenance Contract of entire (Hardware & Software) infrastructure in OSHB Head Office Building.

Odisha State Housing Board invites sealed tenders from local Agencies of Bhubaneswar for Annual Maintenance Contract of its entire (Hardware & Software) infrastructure in OSHB Head office Building, Bhubaneswar. The envelopes should be sealed and super scribed as : **“Quotation for AMC of OSHB IT Infrastructure”**. The interested agency may inspect the entire IT system in consultation with Assistant Administrative Officer (Computer).

The tender schedule can only be down loaded from OSHB's website www.oshb.org free of cost.

The interested parties may drop the Tender in the tender box kept in the Computer Cell, OSHB Head Office Building. The last date of receipt of tender is 31-05-2021 (till 3.00 p.m. of last date). The quotations will be opened on the same day at 3.30 p.m. in the presence of the Bidders or their authorized representatives.

OSHB reserves the right to reject any or all the tenders received without assigning any reason

Secretary

Odisha State Housing Board

GENERAL TERMS & CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT (AMC)

CONTRACT :

OSHB is desirous of entering into a maintenance contract with an Agency for comprehensive maintenance of Server, Computer Systems, its peripherals and the LAN System. These Server, Computer System & Peripherals are installed in Head Office Building at OSHB.

CONTRACT PERIOD :

The Contract period is for one year starting from the date to be mentioned in the work order. On successful completion of first year service, OSHB may extend the service further, under the mutually agreed terms and conditions and price.

REPLACE MENT OF PARTS “

Maintenance of Computer, Printer, Scanner and UPS includes supply and replacement of parts free of cost except some consumable items. The equipment parts replaced must be new and of Original Equipment Manufacturer. In the event of obsolescence and beyond repairable condition, part will be replaced by the items of equivalent capacity and performance at no extra cost.

COMPONENTS NOT COVERED UNDER AMC :

- i) Non operational machines.
- ii) Ribbon cartridge, Tape cartridge, Ink cartridge and Tonner cartridge etc.
- iii) Plastic parts such as covers, switches, sprockets, platen knob etc for printer.
- iv) Damages caused due to force measure like natural calamities, electrical surges, high surges, high voltages and lightening etc.
- v) Battery of UPS and Laptop.

SCOPE OF SERVICES :

The agency shall provide the following services under the contract to keep the systems & peripherals in good working order.

- The Agency shall have to depute its Authorised Representative (AR) who should be a technically qualified person having sound knowledge on the Computer and LAN maintenance. The Agency has to furnish the complete bio-data of the same person at the time such deputation to OSHB. In case of any change in the person (AR), the same has to be intimated to the A.A.O. (Computer), OSHB beforehand.
- Corrective Maintenance (CM) : The person so deputed shall remain present in OSHB, HO from 10.00 AM to 5.00 PM every working day of OSHB to render CM service. 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 servicing agency. He shall attend and settle all complain (received in Call Sheets) relating to above work after registering the same in the Register.

- Part Replacement by the Agency : The AR has to replace the unserviceable parts with a new part only. An unserviceable part can also be replaced with an equivalent part (not new one) in case the same is not available in the market. This has to be decided jointly by A.A.O. (Computer) & AR. The defective part so removed from the system will become the property of Agency.
- Part given by OSHB : The parts so replaced will either be a new part or its equivalent in performance. Whether a defective item or component is to be replace or repaired shall be decided jointly by AAO (Computer) & AR. The defective part so removed from the system will become the property of OSHB.
- Scheduled Preventive Maintenance (SPM) : The AR shall make SPM once in every fortnight for all the Systems, Printers, Scanners and LAN as detailed in Annexure-A. The APM would include dusting of upper surface and vacuum cleaning of inside parts. APM can be clubbed with CM. The Agency would submit these Call Sheets / SPM reports to AAA(Computer) every fortnight. Failure to do the same would attract penalty.
- Operating System (OS) Support : The AR has to take care of the OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, System configuration and network configuration will be attended & rectified by the AR. All required device drivers will be provided by AR. The Software for OS up gradation shall be provided by OSHB.
- Anti Virus Software (AVS) Support : The AR has to set right any problem related to Antivirus and should update in every week.
- The AR shall replace the Tonner/ Cartridge of the Laser / Inkjet Printer, Print Heads for Dot Matrix Printer etc. supplied by OSHB. The AR shall repair the all Printers listed in the Annexure.
- Equipments under Warranty : The AR has to contact and liaison with Service Provider of the OEM, of the equipments whose warranty is not over with the OEM.

TERMS :

- A. The contract period will be for a period of one year from the date mentioned in the Work Order. The rates agreed will be valid for the whole contract period. The Agreement has to be executed before released of payment. Either party can terminate the contract at any time by submitting three months notice in writing.
- B. The equipments covered under warranty of the OEM shall come under AMC after expiry of the warranty with OEM. This will be done through Addendum at a mutually agreed rate.
- C. The new items for up gradation (Memory, HDD, MM Kit etc.) purchased during the period shall be covered under AMC after expiry of warranty with the OEM. This will be done through Addendum at the mutually agreed rate.

- D. Downtime (for calculation of penalty) for any machine shall start after receiving the call sheet and subsequent handing over of Equipment to the AR.
- E. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down from the date of such first intermittent failure.
- F. This contract shall extend only to problems arising out of normal functioning of equipment. The problem, malfunction arising out of damages caused due to fire, theft, riots, accidents earthquakes, storm and other natural calamities shall not come under the AMC.
- G. The equipment will be handed over back to OSHB after the AMC period is good working condition.
- H. Any new hardware will be brought into maintenance through a written intimation or the addendum. In case OSHB decides to withdraw any equipment from contract during the AMC period, the same would be taken out of this contract with written information to the Agency / AR.
- I. Any damage to the system when the system gets burnt due to site problem would not be covered under this contract and it will be discussed mutually on case to case basis.
- J. The Agency shall have to keep minimum commonly required spare parts along with a set of tool kit to keep the down time in minimum.
- K. The Agency may keep a spare system, printer in order to avoid disruption in Official workings.

SERVICE ASSURANCE :

Maximum acceptable downtime will be one complete working day (24 hours) for all equipment excepting the line drivers, the Maximum allowable down time in which case, shall be 2 complete working days (48 hours).

PENALTY :

1. DOWNTIME PENALTY FOR CORRECTIVE MEINTENENCE.

Penalty for completing the calls after the time as indicated in Service Assurance will be as follows.

(For downtime penalty all systems have been categorized as having Critical & Non-critical components. In all these systems CD/DVD drive constitute as non Critical components. For any down time of this non critical component, Penalty will be Rs.25/- per working day).

- 1.1 Rs.2,000/- per working day – Server Systems
- 1.2 Rs.100/- per working day – for Client System
- 1.3 Rs.50/- per working day – for all Printer & Scanner
- 1.4 Rs.2000/- per day for LAN System.

NOTE :

- A. Maximum Penalty per day will be limited to penalty of System / Printer/ Terminal Server (Whichever is more), if the system and attached DMP/Ports are down at the same time LTS attached in the Network System is a separate device, If down simultaneously, penalty will be charged separately.
- B. For OS & AVS support – System penalty will be charged in full only when system is fully not working, if any command line or file is not working a system, no penalty will be charged.
- C. Whenever the system and printers cannot be repaired on site within the specified limits, the vendor will have the option to provide an alternate equipment of matching specification which will be replaced within the period of maximum 30 days with the equipment of same make / model. But in case of computer system, the original CPU will be restored. Failing to these replacements, penalty clause will apply.

2. SCHEDULE PREVENTIVE MAINTENANCE (SPM) PENALTY.

Penalty on failure of scheduled PM would be as indicated in the Corrective Maintenance at Para 1 of Penalty Clause.

AMC CHARGES :

The present Maintenance Contract will be for a period of one year from the date AMC coverage. Maintenance Charges will include all the Taxes (including Service Tax). The AMC charges per year for the various equipments at a flat rate irrespective of location would be as per Annexure-A.

PAYMENT TERMS :

The payment will be released to the agency on quarterly basis. The Agency shall submit the bill in duplicate along with the downtime statement within one week of completion of the concerned quarter to the AAO (Computer). The computer Branch shall process the bill after reconciling the downtime with the available record.

The branch shall recommend the payment after calculating the penalty, if any.

SECURITY DEPOSIT :

The EMD submitted by the Agency during tendering process shall be converted into Security Deposit (SD) on his selection as Maintenance Contractor for the purpose. The SD will be released after six months from the successful completion of the AMC period.

CALL REGISTRATION AND COMPLETION :

All the maintenance calls will be logged through a call sheet. The same shall be entered in the Register. Successful set right of the call shall be recorded in the register and duly signed by the user sending the call sheet. The Agency/AR shall

prepare the call service slips in triplicate. These will be signed by Computer Branch and the AR. One copy will be given to the user and one copy will be submitted to AAO(Computer). Third copy will be retained by AMC provider. No other documents will be used to work out downtime for penalty calculation.

TERMINATION OF CONTRACT “

1. Termination by OSHB.

OSHB RESERVES THE RIGHT TO SUSPEND ANY OF THE Services and/ or terminate the contract in whole or in part, (including forfeiture of Performance Security) in the following circumstances by giving 30 days notice in writing.

- Agency becomes the subject of bankruptcy, insolvency, winding up, receivership proceedings or in case OSHB finds illegal use of connections, hardware, software tools that are dedicated to OSHB only.
- If service Provider fails to perform any other obligation under the Contract to the satisfaction of OSHB.

2. Conditions for termination.

- 1) Upon occurrence of an event of default as set out in above mentioned Section, OSHB will deliver a default notice in writing to the Agency, which shall specify the reason of default and give the Agency an opportunity to correct the default within a reasonable period.
- 2) At the expiry of notice period specified, unless the Agency receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.

JURISDICTION :

Dispute, if any, arising out of the contract shall be resolved on mutual discussion. Failure of the same, the matter will be referred to the Chairman, OSHB whose decision should be binding on the parties. All disputes if any shall be within the jurisdiction in Civil Court, Bhubaneswar.

TENDER PROCEDURE

Invitation of Bid :

The Secretary, OSHB, Bhubaneswar-751001, invites sealed tenders for Annual Maintenance Contract of entire (hardware & Software) IT infrastructure in OSHB Head Office Building, Bhubaneswar. The sealed envelopes should be enclosed in single cover and super scribed as “Annual Maintenance Contract of entire (Hardware & Software).

The Bidder is expected to examine all instructions, forms, terms and specification in the Tender document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

Instruction to Bidders :

01. Language of Bids : The bid or bid related documents to be submitted by the Bidder, shall be written in English language only.
02. Documents constituting the Bids : (i) Bid Document, (ii) Bid Security (EMD) & (iii) Bid related documents.
03. Bid Prices : The Bidder(s) shall quote price clear terms including all taxes as applicable.
04. Bid Security / Earnest Money Deposit (EMD) : The Bidder shall furnish, as part of its bid, a bid security of Rs.5,000/- in the form of Demand Draft / Pay Order drawn in favour of "Orissa Housing Board Fund", on any nationalized bank payable at Bhubaneswar.
05. Rejection of Bid : Any bid not complete in accordance with provisions mentioned above, will be rejected by OSHB as non-responsive.
06. Discharge of EMD of unsuccessful Bidder : Unsuccessful Bidder's EMD will be discharged / returned, within 30 days after the signing of agreement with the selected party without any interest.
07. Period of Validity of Bids : Bids shall remain valid for 60 days after the date of bid opening prescribed by OSHB. In exceptional circumstances, OSHB may solicit the Bidder's consent to an extension of the period of validity in writing.
08. Authentication of Bid : The original and all copies of the bid should be neatly printed & duly signed by authorized person.
09. Enclosing of Bid : The Bid has to be submitted in 1 envelope. All the document including tender documents (Property Bound) duly signed in each page (along with EMD of Rs.5,000/- shall be put in a sealed envelope and super scribed as "Quotation for AMC of OSHB IT Infrastructure" which should either be dropped in the tender box kept at Computer Cell, OSHB or reach the above address on or before the scheduled date and time.
10. Mailing Address for Bids : The envelopes shall be addressed to "The Secretary, Odisha State Housing Board, Sachivalaya Marg, Bhubaneswar, Odisha, 751001". Also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".
11. Rejection of Bid : The Bid has to be submitted in the form of printed document. The bids submitted by Telex , fax or email bids shall be rejected.
12. Evaluation of Bids : No bidder will try to influence directly or indirectly the members of the evaluation committee and if found doing so, that bid shall summarily be rejected.
13. Eligibility of Bidder : Bidders need to comply with all the eligibility qualifications & conditions mentioned below;

GENERAL REQUIREMENT

Sl. No.	Pre-Qualification Criteria	Required Documents
01.	Average Annual financial turnover during the last three years ending 31 st March 2021 should be at least Rs.50.00 lac (Rupees Fifty Lakhs only).	Audited Annual Accounts.
02.	Bidder must have its own valid PAN No and Service Tax Registration No meant for it services, TIN.	Document of proof.
03.	During last 5 (five) years the bidder firm should not have been blacklisted / debarred from participating in bid by OSHB or any other Govt. organization. An undertaking to this effect is to be submitted by the bidders. If subsequently the bidder's undertaking is found to be incorrect the tender / order if placed on the bidder with reference to this tender shall be cancelled.	An undertaking to this effect should be submitted.

TECHNICAL REQUIREMENT

Sl. No.	Pre-Qualification Criteria	Required Details
01.	The bidder should have minimum 5 years of experience in the area of IT Annual Maintenance Contract.	Copies of Work Order/relevant documents as proof.
02.	The bidder should have experience in managing network comprising of wireless LAN, terrestrial LAN, WAN with Leased Circuits and ISDN, VSAT Connection.	Documents as proof of credential.
03.	The vendor should have produce performance certificate from the organizations (State Govt. / Central Govt. / Semi Govt./ PSU) of IT maintenance having minimum 100 nos. of Computer in the contract.	Documents as proof of credential.
04.	The vendor should have local presence Bhubaneswar/Odisha for effective support and coordination.	Documents as proof of credential.
05.	The bidder should meet all statutory compliances for manpower deployment and service support.	Documents as proof of credential.
06.	The bidder should have experience in help desk setups for call management and resolution, report generation and vendor coordination to ensure better quality & closely tracked services.	Documents as proof of credential.

14. Bidder Eligibility Check list :

Name of the Bidding Organisation :
 Name and Designation of authorized person :
 Official Address, email and fax address :
 Official Website :
 Contract details (phone no & mobile no.) :

Sl. No.	Qualification required	Complied Yes/No	Documents of proof
01.	Signed Quoted Price as per enclosed format.		
02.	Average Annual Financial turnover during the last three years ending 31 st March 2017.		
03.	Valid, PAN No and Service Tax Registration No. meant for IT Services, TIN.		
04.	Submission of Undertaking regarding "non blacklisting / debarment from participating in Govt. or any other Govt. organization during last 5 years.		
05.	Deposit of required EMD.		
06.	Experience in the area of IT Annual Maintenance Contract and having successfully execute a work or continuing of AMC for last five years.		
07.	Experience in managing network comprising of Wireless LAN, terrestrial LAN, WAN with Leased Circuits and ISDN, VSAT Connection.		
08.	Experience of IT Asset management and monitoring of networks through automated software monitoring tools.		
09.	Local presence in Bhubaneswar / Odisha for effective support and coordination.		
10.	Meet all statutory compliances for manpower deployment and service support.		
11.	Experience in held desk setups for call management.		

Signed for and behalf of _____

Name :

Designation :

Seal :

N.B. : Please refer to the evaluation of general & technical requirements before filling up the check list. Please furnish the details on the official letter head duly signed by authorized representative on each page.

ANNEXURE A

List of the Systems / Quotation format.

Sl. No.	Description	Qty	Unit Price Rs.	AMC Rs.	Total Amount Rs.	Remarks
01.	Server (CISCO)	01				
02.	PC	82				
03.	Printer	56				
04.	Scanner	12				
05.	UPS 0.5 / 0.6 KVA	80				
06.	UPS 2 / 3 KVA	2				
07.	LAN System					
Total :						

Signed for and behalf of _____

Name :

Designation :

Seal :