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**OFFICE OF THE COLLECTOR: KHORDHA**  
**(District Child Protection Unit)**

No. 521 /DCPU

Dt. 22/5/19

**QUOTATION FOR THE AMC OF COMPUTERS, PRINTERS, UPS & SCANNER.**

District Child Protection Unit, Old Collectorate, Khordha invites quotation in sealed cover for allotment of the Annual Maintenance Contract (AMC) for its Computers, Printers, UPS & Scanner installed at the address mentioned above. List of items to be maintained is as follows:-

Sl. No.	Equipments	Quantity
01	Desktop Computers	5
02	Laptop	1
03	Printers	5
04	UPS	5
05	Scanner	2

**General Conditions:-**

1. Interested agencies are requested to submit their quotation/tender in a sealed cover duly super scribed "**Quotation for AMC of Computers, Printers and UPS**".
2. The quotations in sealed covers should be sent to this office, addressed to the District Child Protection Officer, District Child Protection Unit, Old Collectorate, Khordha, 752056.
3. The quotations may be sent by post or delivered at the office address.
4. The quotation in the sealed cover containing the financial and technical bids must reach this office **on or before 29.05.2019 before 12 noon**. Bids received after the due date/time shall not be entertained.
5. The received bids shall be opened in this office on 30.05.2019 at 11.00am. in the presence of the authorized representatives of the bidders. All the bidders are informed.
6. The bidder will have to be present in person or through an authorized representative on the aforementioned time and date in this office. However, this office also reserves the right to reject any bid without assigning any reason.
7. Bids received after due date, bids not contained in a sealed envelope, incomplete quotation, bids not accompanied with the required and supporting documents or Quotations or received later than stipulated time shall be summarily rejected without assigning any reason and without any communication.
8. The validity of the quotation shall be for 3 months from the date of its receipt in this office.

**TERMS AND CONDITIONS:-**

1. The selected agency will be responsible for repair/maintenance work of the computers and peripherals including replacement of defective parts (except consumables) at their own cost. The complete responsibility for smooth functioning of all the computers, printers and all peripherals under this contract (as above) shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract.
2. The contractor would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same. Contractor should

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- also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause.
3. The charges for repair and maintenance/replacement of defective parts/components of the computers, printers, scanner and UPS, if any shall be borne by the contractor during the period of the contract. To the extent possible, all repair and maintenance work would be carried out in the office premises only. Wherever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
  4. No transportation charges for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.
  5. In case of breakdown of any equipment in question, the contractor will be required to attend to the complaints within 24 hours of their lodged. In case any complaint is not attended to/rectified within 48 hours, or in case standby is not provided and them is not usable beyond the 48 hours, the contractor shall be liable to pay penalty @ Rs 200/- (Rupees two hundred only) per day. The amount of penalty will be either recovered from the AMC charges/bills.
  6. If for any reason, downtime is expected to be more than 48 hours, the contractor shall provide a working standby computer of identical configuration until the fault has been rectified.
  7. The designated employee of this office will be authorized to lodge the complaint to agency on telephone call/SMS or in written form.
  8. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charges.
  9. DCPU may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC.
  10. The rates once approved will not be enhanced by the AMC provider in any case during the currency of the contract.
  11. The prospective bidder may, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment.
  12. Wherever during the period of the contract the contractor doesn't rectify the fault/defects brought to his notice within a reasonable period of time, the office shall get the faults defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost and the amount paid shall be deducted from the amount payable to the contractor. In case the contractor's services are found to be consistently unsatisfactory, the contract shall be terminated after giving one week's notice and the work shall be got done from the open market at the contractor's cost.
  13. At the time of expiry of the contract, the contractor would be required to hand over the department's property in perfect working condition.
  14. The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
  15. The payments will be released on annually basis.

**ELIGIBILITY/QUALIFICATION CRITERIA:**

1. The bidder shall have relevant experience preferably in managing and providing support for computer hardware, software, Laptops and peripherals similar to the existing IT hardware in this office.

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2. The bidders who are registered/ approved by any Government department/organization will be given preference.
  3. The firm should have an experience to execute the similar work in Government or any org/dep. The firm may enclose sufficient documents regarding execution of Government work order,etc.
  4. All bidders must enclosed VAT registration and service tax registration certificate along with the tender documents.

**LIST OF ITEMS UNDER AMC FOR COMPUTER & PERIPHERALS**

SL NO	Particulars	Models	Nos
1.	Desktop	HP,HCL,Lenovo	5
2.	Laptop	HCL	1
3.	UPS	HCL,Numeric,Intex	5
4.	Printer (Black & White)	HP 1020 Plus, Cannon	3
5.	Printer (Colour)	HP CP 1025	1
6.	Printer (Black & White)	HP M1136MF	1
7.	Scanner	HP G3110	2

Yours faithfully,

*Banyichu*  
22/5/19

**District Child Protection Officer,  
Khordha**

Dt. 22/5/19

Memo No. 522 /DCPU

Copy to the Notice Board of Collector, Khordha/ District Social Welfare Officer, Khordha for wide publicity.

*Banyichu*  
22/5/19

**District Child Protection Officer,  
Khordha**

Dt. 22/5/19

Memo No. 523 /DCPU

Copy to the District Informatics Officer, NIC, Khordha for wide publicity of advertisement in district website.

*Banyichu*  
22/5/19

**District Child Protection Officer,  
Khordha**