



**Tender Document
For
Empanelment of Service Agencies for Annual
Maintenance Contract (AMC) of IT Equipment (i.e.
Computer Hardware, Peripherals, Networking
Equipment, Power Conditioning Equipments etc.)**

Tender Enquiry No. :OCAC-MISC-MNT-0001-2024/24080

ODISHA COMPUTER APPLICATION CENTRE
PLOT NO.-N-1/7-D, ACHARYA VIHAR SQUARE, P.O.-RRL,
BHUBANESWAR- 751013
PHONE: 2567295/2567064/2567283 FAX: 91-0674-2567842

| Important Dates & Information | |
|---|---|
| Information | Details |
| Availability of Tender Documents at OCAC Website i.e. www.ocac.in | 29/11/2024 to 19/12/2024 up to 1.00 PM |
| Last date of receiving queries | 02/12/2024 by 3.00 P.M |
| Pre-bid Meeting | 03/12/2024 3.00 P.M |
| Issue of Corrigendum if any | 04/12/2024 by 4.00 P.M |
| Last date for submission of tender document | 19/12/2024 up to 2.00 PM |
| Place of submission of tender document | General Manager (Admin.), Odisha Computer Application Centre Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post Office, Bhubaneswar-751013 |
| Date and time for opening of General Bids | 19/12/2024 at 4.00 PM |
| Date and time for opening of Techno -Commercial Bids | To be intimated later |
| Cost of Tender Document | NIL |
| Earnest Money Deposit (EMD) | EMD for Rs.20, 000 /- (Rupees Twenty Thousand Only) to be submitted with General Bid in the form of Demand Draft Only. |

The Tender Document Contains Total 24 Pages.

NOTICE INVITING TENDER

OCAC is in process for fresh empanelment of Service Agencies for AMC services of computer hardware, peripherals, networking equipments & power conditioning equipments. The tender document is available at official website www.ocac.in & www.odisha.gov.in and <https://tendersodisha.gov.in/nicgep/app> should be submitted at OCAC latest by date 19/12/2024, by 2.00PM. The general bids will be opened in the presence of bidders at 4.00 PM of 19/12/2024. The authority reserves the right to accept or reject any or all tender without assigning any reason thereof.

GENERAL MANAGER
ODISHA COMPUTER APPLICATION CENTRE
Plot No.-N-1/7-D, Acharya Vihar Square,
P.O.-RRL, BBSR-751013

SECTION – I

INVITATION FOR BIDS

1.1 OBJECTIVES

OCAC shall prepare a panel of short listed Service Agencies for a period of three years with a common rate chart and terms & conditions for the AMC Services of computer hardware, peripherals, networking equipment & power conditioning equipment being used in all Government Departments and its subordinate offices of Government of Odisha. This may be transmitted to all Government Departments and its sub-offices, so that they can go for the AMC of their systems directly with the empaneled Service Agencies.

1.2 ABOUT THE BID DOCUMENTS

The tender document comprises of the following:

| | |
|--------------|--|
| SECTION- I | Invitation for Bids |
| SECTION- II | Eligibility Criteria |
| SECTION- III | General Terms and Conditions of the Tender |
| SECTION- IV | Annexure |

1.3 SCHEDULE OF THE TENDER PROCESS

- ❖ The tender will have 2 (Two) Parts viz. Eligibility Criteria/General Bid Evaluation & Commercial Bid Evaluation.
 - ❖ Issue of tender document – The tender document will be available at website, www.ocac.in & www.odisha.gov.in, <https://tendersodisha.gov.in/nicgcp/app> from 29/11/2024 to 19/12/2024, up to 1.00 PM. The tender document can be downloaded by any prospective bidder from the website with free of cost.
 - ❖ Receipt of Bids – The tender document, after duly filled in, should be submitted at OCAC latest by 19/12/2024 by 2.00 PM. EMD must be submitted along with the General bid documents in form of a Demand Draft, drawn on a scheduled bank, in favour of **Odisha Computer Application Centre** and payable at Bhubaneswar.
 - ❖ Opening of General Bids – On date 19/12/2024, 4.00 PM, at Odisha Computer Application Centre in the presence of bidders who may choose to attend.
 - ❖ Opening of Techno - Commercial Bids – to be intimated later.
- Notwithstanding anything else contained to the contrary in this tender document, OCAC reserves the right to cancel / withdraw / modify fully or partially the “Invitation of Bids” or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

1.4 AMENDMENT OF INVITATION

In case of any seeming discrepancy between the Press Advertisement, other detailed provisions of the Tender print-document and the updated version on the web (up to 19/12/2024, 1.00 PM), the web-version will prevail. At any time prior to the deadline for submission of bids, OCAC reserves the right to add / modify / delete any portion of this document by issuance of an addendum, which would be published on the web site and will also be made available to all the bidders who have indicated their intention to bid. The addendum shall be binding on all bidders.

SECTION – II

2. Eligibility Criteria

- 2.1** The bidder should be a registered firm with GST Authority. The bidder should furnish the company registration certificate and PAN along with the tender document. The bidder should have average turnover of Rs.50,000,00/- (Rupees Fifty Lakhs) in last three financial years ending with in IT hardware & services ending with FY 2023-24. (FY 2021-22, FY 2022-23 & FY 2023-24). Relevant proof in the form of audited annual report or balance sheet duly certified by Chartered Accountant certifying the turnover should be submitted.
- 2.2** The bidder should not be currently under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Government in the country of India. A self-declaration certificate to this effect should be enclosed.
- 2.3** The bidder must have at least seven years of experience in AMC Support Services of computer desktops, laptops, servers, peripherals, networking equipment and UPS in any Govt./PSU/Banking Sectors in the state of Odisha starting from 2016. The documentary proof for the same must be enclosed in General Bid. The Bidder should submit a list of important customers served with documentary evidence along with the AMC completion certificate by the customer.
- 2.4** The bidder must have a Service Centre Office in Odisha, which may be verified with a field visit by OCAC.
- 2.5** The bidder must have ISO 9001 and ISO 20000 certificates.
- 2.6** The bidder must have the proven system for support to track hardware complaints and their resolution along with escalation matrix if any, for AMC service of computer hardware & peripherals.
- 2.7** The bidder must furnish the list of Service Network & Service Engineers who are on the payroll of the firm as on date of the bid submission. It should contain the name, technical qualification and the area covered in the field of computer, Servers, Peripherals, Networking maintenance etc.
- 2.8** The bidder must submit the proof of all documents as indicated in Annexure- 6.

SECTION – III

3. General Terms and Conditions

- 3.1** The bidder may offer AMC price of all items of all the Groups or any of the Group with all items, covering Comprehensive on Site (COS) Warranty, as the case may be. Warranty includes provision of original spares from OEM at no additional cost (except the consumables and other components not covered under free replacement) and expenses towards labour by the bidder.
- 3.2** The offer price should remain valid for a maximum period of 3 years from the date of empanelment.
- 3.3** The firms shall have rights in the selection process. The final signing of the contract

may involve further negotiation of the price quoted, if necessary.

- 3.4 In case of any discrepancy between figures and words, words will prevail finally.
- 3.5 Subcontracting of AMC is not allowed.
- 3.6 No change in AMC cost is allowed during contract period.
- 3.7 If, any Department/Office desires to get dedicated Manpower from the agency for onsite AMC support for IT equipment, the minimum remuneration for each Manpower will be 2.5 Lakh or above per annum which shall be decided by the respective Department.
- 3.8 Department/offices reserve the right to cancel the AMC in the middle of the contract period due to poor performance of the firm/agency.
- 3.9 For the items against which the expiry date of warranty is mentioned, the AMC period shall start after expiry of **warranty period**. The period of AMC shall be counted proportionately for the period under AMC.

3.10. Scope of Work

- 3.10.1. Routine corrective and preventive maintenance services (as per the service level agreement) of the computer system and its peripherals as specified in the inventory of equipment to be covered under AMC.
- 3.10.2 Software installation, un-installation/configuration, Virus removal, Antivirus software up-gradation and integrity maintenance to make the system/ equipments/network fully functional.
- 3.10.3 Preventive maintenance for the whole computer system shall be done on quarterly basis which shall include external/internal cleaning of the system, running the diagnostics/utilities tools to determine the existing or likelihood faults and their removal.
- 3.10.4 Customer may change the configuration of the System/Equipment by way of adding/removing components as per the requirement of the client and vendor shall continue to provide the service for the new configuration without any additional charge.
- 3.10.5 Shifting and reinstallation of equipment if necessary will be executed by the agency without any additional cost.
- 3.10.6 Recovery of data may be charged as per actual using the tool in case of hard disk crashes.
- 3.10.7 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.
- 3.10.8 The vendor shall maintain a stock of various hardware spares/components as reserves to ensure issues to be resolved within time limit.
- 3.10.9 A health card should be maintained for all equipment under AMC for each incident of malfunctioning, complain lodging and solving.
- 3.10.10 The firm shall provide the service as per the service level agreement as mentioned in **Annexure-7**.

4. Payment terms

- i. Payment will be made on quarterly basis after completion of three months service, subject to their satisfactory performance to be certified by customer, or alternatively, 50% of order value of the AMC may be released in advance on submission of Bank Guarantee. The penalty imposed if any as per the service level agreement while signing the contract will be deducted from the AMC charges.
- ii. The bidder shall give a Performance Bank Guarantee (PBG) of 10% of AMC order value to the customer, in case value exceeds Rs.2 Lac at the time of accepting the contract.
- iii. The PBG should remain valid for a period of 60 days or more beyond the date of the completion of AMC period.

5. Exit Management

At the end of the AMC contract period, the existing bidder shall be responsible to handover all the AMC equipment to the newly engaged AMC bidder in working condition and shall submit a letter of handing over and taking over, failing which any dues to the previous AMC bidder shall be withheld till such time it is fully accomplished.

6. EMD

- 6.1 EMD for Rs. 20,000/- (Rupees Twenty thousand only) shall be furnished along with the general bid documents. Bids without EMD shall be rejected.
- 6.2 The EMD shall be in the form of Demand Draft. The DD will be in favour of **Odisha Computer Application Centre, payable at Bhubaneswar** drawn in any nationalized/Scheduled bank.
- 6.3 Bidder should write the organization name and address at the backside of the DD.
- 6.4 The EMD shall be forfeited on any of the specific period.
 - a) If a bidder withdraws its bid during the bid validity period.
 - b) If any written complaint is received from the client with whom annual maintenance contract is signed regarding non-performance of the bidder as per the AMC terms & conditions, after verifying the issues by OCAC.
 - c) For un-successful bidders the refund of EMD will be made within 4 weeks from the date of opening of Commercial Bids.
- 6.5 For successful bidders the refund of EMD will be made after expiry of empanelment validity.

7. Other Instructions

- i. The Bidders should quote for all the items of Group (A), Group (B), Group (C) and Group (D), Group(E) and Group(F) or all items of any of the Groups, as given in Commercial Bid. **The bidders who will not quote for all items of a specific Group, the same will be disqualified for that group of items.**
- ii. The bidder must quote the items as per exact/equivalent/higher specification failing which the bid may not be considered.
- iii. OCAC reserves the right to negotiate the price looking into the market price.

- iv. Decision of OCAC in respect of evaluation of bids and/ or award of contract shall be final.
- v. OCAC reserves the right to ask for technical clarification / presentation before technical committee members failing which may lead to CANCELLATION of the bid.
- vi. Un-signed & un-stamped bid in each page shall not be accepted.
- vii. Undertaking for subsequent submission of any of the document asked in the tender will not be entertained under any circumstances. However, OCAC reserves the right to seek fresh set of documents or seek clarifications on the already /submitted documents.
- viii. OCAC will not be responsible for any misinterpretation or wrong assumption by the vendor.
- ix. OCAC is not responsible for non-receipt of tenders within the specified date and time due to any reason including postal delay or holidays.

8. Bid Evaluation

8.1 Preliminary Scrutiny

a. This consists of two steps:-

- i. Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified to merit further evaluation.
- ii. Prior to the detailed evaluation, client will determine the substantial responsiveness of each proposal. A substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without any deviations. Client will not allow any corrections or re-submissions in case of nonconformities.

b. Bids not conforming to such preliminary requirements will be rejected.

c. Should there be any non-conformity or irregularity in a bid, which does not constitute a material deviation, a view will be taken by the bid evaluation committee to provide necessary waivers, if deemed necessary and appropriate. The decision of the committee in this matter shall be final and binding on all bidders.

8.2 Evaluation of Techno - Commercial Bid

- a. The Techno-Commercial Bids of the qualified bidders will be opened on the prescribed date in the presence of bidder representatives.
- b. Only fixed value financial bids indicating each value for all the deliverables and services specified for different categories in this bid document will be considered.
- c. The bid value shall be given in percentage.
- d. To avoid absurd quoting, Commercial Bids less than 50% of the average bid value of individual items, after omitting highest and lowest bid, will be disqualified for that item.
- e. Least cost selection method will be adopted for selection of the bidder. The lowest value (L1) for individual item would be the selected bid value & the other prospective bidders who are willing to work in the L1 value shall be empaneled.

9. Jurisdiction Of High Court Of Orissa

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

10. Right To Reject/Accept The Tender

OCAC reserves the right either to reject or accept any or all tenders.

GENERAL BID

Tender Enquiry No : OCAC-MISC-MNT-0001-2024/24080

SECTION – IV

ANNEXURE -1

GENERAL INFORMATION

| | | | |
|----------------------------|--|---------|--|
| Company Name | | | |
| Registered Office Address | | | |
| City | | Pin | |
| State | | Website | |
| Telephone | | Cell | |
| Fax | | E-mail | |
| Office Address (in Odisha) | | | |
| City | | Pin | |
| State | | Website | |
| Telephone | | Cell | |
| Fax | | E-mail | |

ANNEXURE-2

SERVICE NETOWRK DETAILS

| Sl. No. | Service Stations With Address (All Over Odisha) | District / Places covered under that service station | Name of Officer- in-Charge with e-mal add. & Cell No. | Nos./Name of Service Engineers who are on payrolls of the firm) | Contact e-mail/ Mobile No. | Area of specialization, if any |
|----------------|--|---|--|--|-----------------------------------|---------------------------------------|
| | | | | | | |

ANNEXURE-3

SELF DECLARATION

Date : _____

Ref : _____

To,
Odisha Computer Application Centre,
OCAC Building, Plot No. N1/7-D,
RRL Post Office, Bhubaneswar-751 013

In response to the Enquiry No-**OCAC-MISC-MNT-0001-2024/24080**.I/We Ms. /Mr. _____, as a _____, hereby declare that our company _____ is not currently debarred/or declared ineligible by any Govt. Dept./offices for adopting corrupt & fraudulent practices in providing maintenance service to any Govt. Dept./offices.

Authorized Signatory

Seal of company

ANNEXURE-4

REPRESENTATIVE AUTHORIZATION LETTER

Date : _____

Ref : _____

To,

Odisha Computer Application Centre.
OCAC Building, Plot No. N1/7-D,
RRL Post Office, Bhubaneswar-751 013

Ms. /Mr. _____ is hereby authorized to sign relevant documents on behalf of the company in dealing with Enquiry No- **OCAC-MISC-MNT-0001-2024/24080**. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorised Signatory

Representative Signature

Signature attested

Seal of company

ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE TENDER DOCUMENTS

To,

Odisha Computer Application Centre
OCAC Building, Plot No. N-1/7-D
Acharya Vihar Square
RRL Post Office
Bhubaneswar – 751 013, Odisha.

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document No - **OCAC-MISC-MNT-0001-2024/24080**.

I declare that all the provisions of this Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Signature of witness:

Date:
Place:

Signature of the Bidder

Date:
Place:

Seal of the company

ANNEXURE-6**LIST OF ENCLOSURES**

| Sl. No. | Enclosure Description | Enclosed (Yes/No) | Page No. |
|----------------|---|--------------------------|-----------------|
| 1 | Organisation Profile | | |
| 2 | Copy of Registration Certificate of the firm | | |
| 3 | GST Registration | | |
| 4 | Copy of PAN no allotted by Income Tax Department | | |
| 5 | Copy of valid ISO 9001 & 20000 Certificates | | |
| 6 | <p>Work experience : 1. Copy of AMC order 2. AMC Completion certificate 3. List of important customers</p> <p>(The bidder should have at least seven years experience of AMC service support of computer hardware & peripherals, networking equipment and UPS to any Govt. Organizations, Public Sector Undertaking, Banking Sector in the state of Odisha starting from 2016)</p> | | |
| 7 | Supporting documents for the turnover of the bidder minimum average turnover of Rs 50,000,00/- (Rupees fifty lakhs) in last 3 financial years- ending with FY 2023-24. (FY 2021-22, FY 2022-23 & FY 2023-24).(audited annual report or balance sheet duly certified by Chartered Accountant certifying the turnover) | | |
| 8 | Self Declaration that the bidder hasn't been declared ineligible for corrupt and fraudulent practices issued by Government of India or any state Govt. in the country of india. | | |
| 9 | Documentary proof of authorized partner/ service agency of manufactures for items quoted. | | |
| 10 | List of maintenance/service engineers who are on the payrolls of the firm as on date of the bid submission. | | |
| 11 | Documents submitted for the proven system implemented to track hardware complaints and their resolution. | | |
| 12 | Proof of Service Centre in Odisha. | | |
| 13 | EMD in a sealed envelope (Super scribe EMD on the top of the envelope) with general bid. | | |
| 14 | General bid duly signed (sealed envelope) | | |
| 15 | Techno-Commercial bid duly signed (sealed envelope) | | |
| 16 | Annexure-1-5 duly signed | | |
| 17 | Name and signature with date | | |

ANNEXURE-7

DRAFT SERVICE LEVEL AGREEMENT

This Assignment/Agreement is executed on this _____ day of _____ between <Office name> & <Service Agency name>. The office located at _____ represented through its <designation>, hereafter referred to as < office short name> which expression shall, unless excluded by or repugnant to the subject or context, include successors and assigns of the one part called “**First Party**”.

Whereas the <Service Agency> is being represented through its <designation>, hereinafter referred to as < Service Agency short name> called “**Second party**” which term shall, unless repugnant to the subject or context include its successors and assigns). And Whereas Ms _____ is willing to enter into Assignment/Agreement for AMC of computer hardware/peripherals/networking equipment/UPS on the terms and conditions which are mentioned below for in writing to avoid any dispute in future.

NOW IT IS HEREBY AGREED AS FOLLOWS

1. PERIOD OF CONTRACT:

The contract is done for a period of one year from the date of _____ for the items as mentioned in the table below at a total cost of Rs. _____. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms and conditions.

| Sl. No. | Item Name | Unit Price | Quantity | Total Price |
|---------|-----------|------------|----------|-------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

The bidder must adhere to the general terms and conditions as mentioned in the clause (3.5)- (3.8) of the bid document.

3. SCOPE OF WORK FOR SERVICE AGENCY:

As mentioned in General Terms & Conditions i.e. Clause 3.10.1 -3.10.10 Scope of Work of the bid document.

3. REPLACEMENT OF PARTS

Maintenance of the Computer, Printer and UPS includes supply and replacement of parts free of cost except some consumable items, the equipment parts replaced must be new and equivalent in performance to the existing parts.

4. COMPONENTS NOT COVERED UNDER AMC

- i. Non-operational machines.
- ii. Ribbon cartridge, Tape cartridge, Ink cartridge and Toner cartridge.
- iii. Plastic and rubber parts such as covers, switches, sprockets, platen knob of printers, Teflon, pickup roller, pressure roller, PCU (Photo conductor unit) of MFP and Fuser Assembly of high and low laser printer.
- iv. Damages caused due to force measure like natural calamities, electrical surges, high voltages & lightening and damage caused by rodent.
- v. Laptop battery and it's LCD panel.
- vi. TFT LCD panel
- vii. UPS battery.

5. PAYMENT TERM:

As mentioned in General Terms & Conditions – clause (4) of the bid document.

6. VALIDITY

OCAC's empanelled Service Agencies / approved price / terms & conditions will remain valid for two years from the date of empanelment. **Annual Maintenance Contract can even be signed on the last date of validity of contract for a period of one year from that very date.** The approved price does not include taxes, if any. OCAC's approved price fixed for each item may not be further negotiable. No change in AMC cost is allowed during contract period.

The discovered AMC finalized rate by OCAC will not be further negotiated by Department with vendors.

7. EXIT MANAGEMENT

At the end of the AMC contract period, the existing bidder shall be responsible to make handover of all the AMC equipment to the newly engaged AMC bidder in working condition and shall submit a letter of handing over and taking over, failing which any dues to the previous AMC bidder shall be withheld till such time it is fully accomplished. Department may give their AMC contract to any of selected 15 empanelled firms. No further quotation is initiated from department side for AMC.

8. WORKING HOURS FOR REPAIR

The maintenance shall normally be done during working hours of the customer i.e. from 10.00 AM to **5.30 PM**. 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 Service Agencies. The Service Engineer will be allowed to handle the respective equipment only with permission of the Officer-in-Charge of computer.

Normal response time for repair is 24 hours. The customer may charge penalty in case of delay in response as mentioned below:

| Parameter | Period | Penalty |
|---------------|---------------------------------|---|
| Response time | Above 24 hours & below 48 hours | A penalty of 0.5% of the AMC value per equipment. |
| | Above 48 hours & below 96 hours | A penalty of 1% of the AMC value per equipment. |
| | Above 96 hour & below 192 hrs. | A penalty of 2 % of the AMC value per equipment. |
| | Above 192 hours | a penalty of 5 % of the AMC value per equipment |

9. JURISDICTION OF HIGH COURT OF ODISHA

Suits, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

IN WITNESS WHEREOF <Office name> & <Service Agency name> have signed this agreement respectively at (Name of the place) on the day and year first herein above written in the presence of witnesses.

WITNESSES

1. Signature: _____
Name: _____
Date: _____
Address _____

For and on behalf of the
First Party.

2. Signature. _____
Name: _____
Date: _____
Address: _____

For and on behalf of the
Second Party

TECHNO-COMMERCIAL BID

Tender Enquiry No: OCAC-MISC-MNT-0001-2024/24080

LIST OF ITEMS TO BE COVERD UNDER AMC

GROUP (A): COMPUTER HARDWARE

- 1 PC/All-in-one - Core 2 duo / Core i3 / Core i5 / Core i7 / AMD equivalent
- 2 Laptop - Core 2 duo/Core i3/Core i5/ Core i7/AMD equivalent
- 3 Computer Workstation(purchase value up to Rs.1 Lakh)
- 4 Computer Workstation(purchase value above Rs.1 Lakh up to 2 Lakh)
- 5 Computer Workstation(purchase value above Rs.2 Lakh up to 3 Lakh)
- 6 Computer Server(purchase value up to Rs.1 Lakh)
- 7 Computer Server (purchase value above Rs. 1 Lakh - up to Rs. 2 Lakh)
- 8 Computer Server (purchase value above 2 Lakh - up to Rs. 3 Lakh)

GROUP (B): PRINTERS

9. Dot Matrix Printer
10. Desk jet Printer, A4 paper size
11. Desk jet Printer, A3 paper size
12. Laser printer mono (purchase value up to Rs. 8000)
13. Laser printer mono with network (purchase value above Rs. 8000 - up to Rs. 20000)
14. Laser printer mono (purchase value above Rs 20000 up to 40000)
15. Laser printer mono A3 (purchase value up to Rs. 2 Lakh)
16. Color Laser printer (purchase value up to Rs. 25000)
17. Color Laser printer (purchase value above Rs 25000 - up to Rs. 70000)
18. Color Laser printer (purchase order value above Rs. 70000 up to 1 Lakh)
19. Mono MFP (purchase value up to Rs. 25000)
20. Mono MFP (purchase value above Rs. 25000 up to 40000)
21. Col MFP (purchase value above Rs. 30000 upto 60000)
22. Col MFP ,A3 paper size(purchase value above Rs. 60000 up to 1 Lakh)
23. Scanner (purchase value up to Rs. 10000)
24. Scanner (purchase value above Rs. 10000 up to 25000)
25. Scanner with ADF (purchase value up to Rs. 25000)
26. Scanner with ADF (purchase value above Rs. 25000 up to 50000)
27. Scanner with ADF (purchase value above 50000 up to 1 Lakh)
28. Book Scanner (purchase value upto Rs.50000)
29. Book Scanner(purchase value above Rs.50000 up to Rs.1 Lakh)

GROUP-C: DIGITAL DISPLAY BOARD

30. Digital Display Board(LED/LCD) (purchase value upto 60000)
31. Digital Display Board(LED/LCD) (purchase value above Rs.60000 upto 1 Lakh)
32. Digital Display Board(LED/LCD) (purchase value above 1 Lakh up to 2 Lakh)

GROUP-D: CCTV CAMERA

- 33. CCTV Camera and DVR Channel(8/16/32/64)- Purchase value up to Rs.3 Lakh)
- 34. CCTV Camera and NVR(8/16/32/64)- Purchase value above Rs.3 Lac up to Rs.5 Lakh)
- 35. Biometric Device (purchase value up to Rs.50000)

GROUP (E): NETWORKING COMPONENT

- 36. Multiport Layer 2 & Layer 3 managed switch (CISCO / Nortel/ /Juniper / Alcatel / HP / D-Link or equivalent)
- 37. Multiport 8/16//24 port unmanaged switch (D-link / HP / HCL / DAX or equivalent)
- 38. SAN Switch-24 port/48 port
- 39. Router(E1 Port, Serial Port, Fast Ethernet port, ISDN port with NT1(CISCO/D-LINK)
- 40. Wireless Router(TP-Link/D-Link/CISCO)
- 41. UTM/Mid Range Firewall up to 10Gbps throughput
- 42. NAS/SAN Storage up to 50TB
- 43. NAS/SAN Storage above 50 to 100TB
- 44. NAS/SAN Storage above 100 to 200TB
- 45. NAS/SAN Storage in above 200 up to 500TB

GROUP (F): UPS

- 46. Line Interactive UPS, 500/ 600/ 650/750 VA (without battery)
- 47. Line Interactive UPS, 1 /1.5 KVA (without battery)
- 48. Line Interactive UPS, 2 KVA (without battery)
- 49. On line UPS 1 KVA, (without battery)
- 50. On line UPS 2 KVA, (without battery)
- 51. On line UPS 5 KVA, (without battery)
- 52. On line UPS 10 KVA, (without battery)
- 53. On line UPS 20 KVA, (without battery)

FORMAT FOR AMC PRICE OFFER

(Tender Enquiry No: OCAC-MISC-MNT-0001-2024/24080)

| Sl. No. | Item Name | Annual Maintenance Contract Cost including Spares & Labour in “%”(of Base Price of Purchased Value) per year excluding Tax, if any. | Remarks |
|---------|--|---|---------|
| | <u>GROUP (A)</u> | | |
| 1 | PC/All-in-one - Core 2 duo / Core i3 / Core i5 / Core i7 / AMD equivalent | | |
| 2 | Laptop-Core 2 duo/Core i3/Core i5/Core i7/AMD equivalent | | |
| 3 | Computer Workstation(purchase value up to Rs.1 Lakh | | |
| 4 | Computer Workstation(purchase value above Rs.1 Lakh up to 2 Lakh) | | |
| 5 | Computer Workstation(purchase value above Rs.2 Lakh up to 3 Lakh) | | |
| 6 | Computer Server(purchase value up to Rs.1 Lakh) | | |
| 7 | Computer Server (purchase value above Rs. 1 Lakh up to Rs. 2 Lakh | | |
| 8 | Computer Server (purchase value above 2 Lakh - up to Rs. 3 Lakh) | | |
| | <u>GROUP (B)</u> | | |
| 9 | Dot Matrix Printer | | |
| 10 | Desk jet Printer, A4 paper size | | |
| 11 | Desk jet Printer, A3 paper size | | |
| 12 | Laser printer mono (purchase value up to Rs. 8000) | | |
| 13 | Laser printer mono with network (purchase value above Rs 8000 - up to Rs. 20000) | | |
| 14 | Laser printer mono (purchase value above Rs 20000 up to 40000) | | |
| 15 | Laser printer mono A3 (purchase value up to Rs. 2 Lakh) | | |
| 16 | Color Laser printer (purchase value up to Rs. 25000) | | |
| 17 | Color Laser printer (purchase value above Rs 25000 - up to Rs. 70000) | | |
| 18 | Color Laser printer (purchase value above Rs 70000 up to 1 Lakh) | | |

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| 19 | Mono MFP (purchase value up to Rs. 25000) | | |
| 20 | Mono MFP (purchase value above Rs. 25000 up to 40000) | | |
| 21 | Col MFP (purchase value up to Rs.30000 up to 60000) | | |
| 22 | Col MFP, A3 paper size (purchase value above Rs. 60000 up to 1 Lakh) | | |
| 23 | Scanner (purchase value up to Rs. 10000) | | |
| 24 | Scanner (purchase value above Rs. 10000 up to 25000) | | |
| 25 | Scanner with ADF (purchase value up to Rs. 25000) | | |
| 26 | Scanner with ADF (purchase value above Rs. 25000 up to 50000) | | |
| 27 | Scanner with ADF (purchase value above Rs. 50000 up to 1 Lakh) | | |
| 28 | Book Scanner up to Rs.50000 | | |
| 29 | Book Scanner above Rs.50000 and up to Rs.1 Lakh) | | |
| | GROUP (C) | | |
| 30 | Digital display board(LED/LCD) purchase value up to 60000 | | |
| 31 | Digital display board(LED/LCD) purchase value above Rs.60000 up to 1 Lakh | | |
| 32 | Digital display board(LED/LCD) purchase value above Rs.1 Lac upto 2 Lacs | | |
| | GROUP-(D) | | |
| 33 | CCTV Camera and DVR Channel(8/16/32/64) purchase value up to Rs.30000 | | |
| 34 | CCTV Camera and NVR(8/16/32/64) Purchase value up to Rs.50000 | | |
| 35 | Biometric Device up to Rs.50000 | | |
| | GROUP-(E) | | |
| 36 | Multiport Layer 2 & Layer 3 managed switch (CISCO / Nortel/ /Juniper / Alcatel / HP / D-Link or equivalent). | | |
| 37 | Multiport 8/16/24 port unmanaged switch (D-link / HP / HCL / DAX or equivalent) | | |
| 38 | SAN Switch- 24 port/48 port | | |
| 39 | Router (E1 Port, Serial port, Fast Ethernet port, ISDN port with NT1 (CISCO / D-link) | | |
| 40 | UTM/Mid Range Firewall up to 10Gbps throughput | | |
| 41 | NAS/SAN Storage up to 50TB | | |
| 42 | NAS/SAN Storage above 50 up to 100TB | | |
| 43 | NAS/SAN Storage above 100 up to 200TB | | |
| 44 | NAS/SAN Storage above 200 up to 500TB | | |
| | GROUP (F) | | |
| 45 | Line Interactive UPS, 500/ 600/ 650 /750VA (without battery) | | |

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| 46 | Line Interactive UPS, 1 /1.5 KVA VA (without battery) | | |
| 47 | Line Interactive UPS, 2 KVA (without battery) | | |
| 48 | On line UPS 1 KVA, (without battery) | | |
| 49 | On line UPS 2 KVA, (without battery) | | |
| 50 | On line UPS 5 KVA, (without battery) | | |
| 51 | On line UPS 10 KVA, (without battery) | | |
| 52 | On line UPS 20 KVA, (without battery) | | |

Place: _____

Date: _____

Authorized Signatory

Seal of company