

**OFFICE OF THE REGISTRAR OF COOPEERATIVE SOCIETIES ODISHA
BHUBANESWAR**

No. 12855/RCSO-OEII-Misc-0010-2024/ LVI-06/2024/ESTT- IV(2)/ Date 3/8/24

Quotation Call Notice

Sealed quotations are invited from intending registered firms/ service providing agencies located at Bhubaneswar having valid TIN/GST registration with clearance certificate for Annual Maintenance Contract (AMC) of Computers, Printers and Scanners used in the Office of the Registrar of Cooperative Societies Odisha, 7th and 8th Floor HOD Building, Unit-V, Bhubaneswar, Odisha. The details of the terms & conditions of Annual Maintenance Contract (AMC) are given hereunder and the same is also available in the official websites www.rcsodisha.nic.in. Interested parties may submit their offer price towards cost of AMC in a sealed cover super-scribing "**Quotation for Annual Maintenance Contract (AMC)**" which should reach this Directorate on or before **17.08.2024 3:30 P.M** positively. The quotation will be opened on **17.08.2024 at 5.00 PM** in presence of the representatives of participating firms/agencies. The quotation received in incomplete shape or after the stipulated date and time shall not be entertained in any circumstances and shall be summarily rejected. The undersigned reserves the right to reject any or all the quotation without assigning any reason thereof. The Annual Maintenance Contract (AMC) will remain valid for one year from the date of acceptance or as it would decide by the competent authority. The agency may verify the detail status of the Computers, Printers and Scanners in between 06.08.2024 to 14.08.2024 (11.00 AM to 05.00 PM) by taking prior permission from this office.

Details of the hardware for which quotation have been invited are

- a) All In One PC – 21 Nos
- b) Desktops – 109 Nos
- c) Laptops- 6 Nos
- d) Printers- 100 Nos
- e) Scanners-12 Nos

TERMS & CONDITIONS OF THE QUOTATIONS CALL NOTICE

1. The contract will be valid for a period of one year from the date of signing of MoU for AMC with the firm/agency.
2. The AMC contract may be renewed in subsequent year(s) subject to rendering of satisfactory service & fulfillment of the terms and conditions required at that time.
3. The awarded firm/agency will deploy 2 experienced Service Engineers having expertise in the field of Hardware, Software and Networking. The two service engineers will attend this office on every working days from 10.00 AM to 6.00 PM for providing prompt service.
4. In emergency firm/agency has to provide service beyond office hours or on public holidays free of cost.
5. Shifting of hardware as per requirement of this office have to be done by the firm/agency free of cost.



6. Routine corrective and preventive maintenance (as per the service level agreement) of the computer system and its peripherals are to be covered under AMC
7. Under AMC preventive maintenance for the whole computer system are to be done on quarterly basis which will include external/internal cleaning of the system, running the diagnostics/utilities tools to determine the existing or likelihood faults and their removal.
8. As per requirement change in configuration of the System/ Equipment by way of adding/removing hardwares / software to be provided by the firm/agency, for such work no additional charge will be paid.
9. The AMC also includes issues like installation of OS, MS office, Acrobat reader, printer and scanner software.
10. Recovery of data , transfer of data from one computer to another , booking of online repair complain and maintenance of network connection has to be done by the firm/agency free of cost.
11. No change in AMC cost is allowed during contract period
12. Normal response time for repair is 24 hours, in case of delay penalty @ 0.5% of the AMC value will be charged per day.
13. After award of the contract a service level agreement needs to be signed by the agency with the authority of the office of the Registrar of Cooperative Societies Odisha.
14. **COMPONENTS NOT COVERED UNDER AMC .**
 - i. Ribbon cartridge, Tape cartridge, Ink cartridge and Toner cartridge
 - ii. Damages caused due to force measures like natural calamities, electrical surges, high voltages & lightening and damage caused by rodent.
 - iii. Change of laptop battery, mouse keyboard, power cables, SSD, fuser kit
 - iv. On payment basis AMC holder has to take up the works mentioned at Point 12.(i) to 12.(iii) .

15. Payment Conditions:

Payment shall be made on Quarterly basis. After providing AMC service as per terms and conditions for one quarter, the firm/agency has to submit tax invoice of 25% of the award value for drawal and payment.

Registrar

Cooperative Societies Odisha

02/08/2021

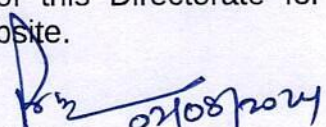
Memo No. 12856 / Dt. 31/8/24

Copy forwarded to the Notice Board of all Heads of Department / Information Officer, Jayden Bhawan, Bhubaneswar for wide circulation & publicity of the quotation call notice.


Registrar

Memo No. 12857 / Dt. 31/8/24 Cooperative Societies Odisha

Copy forwarded to the Section Officer (IT Cell) of this Directorate for publication of the quotation call notice in the RCS Odisha website.


Registrar

Cooperative Societies Odisha