

ODISHA SPACE APPLICATIONS CENTRE, BHUBANESWAR
Plot No.45/48(P), Jayadev Vihar, Near Gopabandhu Academy of Administration,
Bhubaneswar – 751 023

TENDER NOTICE No.03/2018

Sealed tenders are invited for CAMC of Computer & Hard Wares for the office at Bhubaneswar from bonafide IT Hardware Manufacturers/ Service Providers with established set up in the serviceable reach of the above location. Bidding agencies should have Technical & Financial capabilities along with adequate experience in the concerned field.

Tender Paper Cost	:	Rs.1000.00
Date of Issue of Tender Paper	:	21.03.2018 to 4 P.M. of 07.04.2018
Earned Money deposit	:	Rs.5000.00
Last Date of submission of Tender	:	09.04.2018 by 1 P.M.
Opening of Tender (Technical/ Commercial Bid)	:	10.04.2018 at 04.00 P.M.

ORSAC reserves the right to change the above programme without assigning any reason thereof. For details, please visit [http:// www.odisha.gov.in](http://www.odisha.gov.in) or <http://www.orsac.gov.in> or in the above office for the tender papers.

CHIEF EXECUTIVE

ODISHA SPACE APPLICATIONS CENTRE (ORSAC)
Plot No.45/48 (P), Jayadev Vihar, Unit-16, Bhubaneswar- 751023

TENDER NOTICE No. 03/2018

Sealed tenders are invited for Comprehensive Annual Maintenance Contract (CAMC) of Computer & Hard Ware for the office at Bhubaneswar from bonafide IT Hardware Manufacturers/ Service Providers with established set up in the serviceable reach of the above location. Bidding agencies should have Technical & Financial capabilities along with adequate experience in the concerned field.

1) Non-transferable tender documents stated above will be available from office of the Odisha Space Applications Centre (ORSAC), Bhubaneswar on payment of Rs.1000.00 payable in shape of Crossed Demand Draft of any scheduled bank having branch at Bhubaneswar drawn in favour of **Odisha Space Applications Centre, Bhubaneswar, Odisha**. This tender document can also be browsed and downloaded from ORSAC website: www.orsac.gov.in or from Govt. of Odisha web site www.odisha.gov.in. The downloaded bid document can be used provided it is accompanied with a crossed Demand Draft towards cost of the tender document. Tenderers interested to receive tender documents by Registered Post should pay additional amount of Rs.200/- (Rupees two hundred) only. However, ORSAC will not be responsible for postal delays in delivery of the documents.

2) Company having service centre facility at Bhubaneswar shall be preferred.

3) The Tenderers are required to furnish attested copies of GST registration certificate issued by the competent authority of the State of Odisha / other states as applicable along with the tender.

4) The tenders should be submitted after due compliance with guidelines given in the tender documents. Tenders submitted in incomplete form shall be rejected outright.

5) The filled in sealed tenders containing Techno-commercial Bid and Price Bid in double cover system as per instruction given in tender documents, shall be submitted in the Office of the ORSAC, Bhubaneswar by Registered Post, Courier service or dropping in the tender box. Tenders received after due date and time shall not be entertained. Tender offer must be accompanied with the EMD value Rs.5000/- in shape of bank draft drawn in favor of Odisha Space Applications Centre, payable at Bhubaneswar.

6) Performance security shall be deposited as per guidelines given in the tender documents.

7) The tenderer bid quoted less than the minimum bid amount as decided by the committee based on the quality of CAMC service and providing a well qualified and certified AMC Engineer for the purpose i.e Rs.3,60,000.00 shall be rejected out rightly.

8) The tender papers will be available for sale in the office of the ORSAC between 11.00 AM to 4.00 PM on working days from 21.03.2018 to 07.04.2018. The sealed tenders will be received till 1.00 PM of 09.04.2018 in Office of the ORSAC. The technical/commercial bid

will be opened on 10.04.2018 at 03.30 P.M. in the office premises of the centre. Bidders or their authorized representatives, if any, are requested to remain present at the time of opening of tender.

9) ORSAC reserves the right to cancel any or all tenders without assigning any reason thereof.

CHIEF EXECUTIVE

**TENDER FOR CAMC OF
SERVERS, DESKTOPS, LAPTOPS, PRINTERS AND PERIPHERALS
AT ODISHA SPACE APPLICATIONS CENTRE**

1. This invitation to Tender is for:
Maintenance of Intel Pentium servers, Intel Desktops, Laptops, Palmtop, Printers and other peripherals of different makes, which are being used by Odisha Space Applications Centre in Bhubaneswar office.

- The Scope of work is as per **Annexure 'A'**.
- The detailed list of equipments to be maintained is as per **Annexure 'B'**.
- Form for quotation (Commercial BID) is as per **Annexure 'C'**.
- The specimen contract mentioning terms and conditions as per **Annexure 'D'**.

2. Eligibility Criteria: The bidders

- (a) Should have average annual turnover of Rs.50 lakh in AMC contracts for hardware (as described in clause 1 above) service in Odisha region or Rs.10 crore nationally.
- (b) Should have computer maintenance experience of 10 years on Intel Pentium server.
- (c) Ability to provide AMC services in Bhubaneswar. The Firm should have office space and essential infrastructure in Bhubaneswar to carry out the AMC work. The facilities available in Bhubaneswar including equipment and software, core manpower with their designation and academic credential should be specified in the technical bid.
- (d) It should have experience in maintaining LAN of 200+ networked computers with mail, web and storage servers. The experience shall be substantiated by documents of similar FM client (200+ network nodes, 200+ mailboxes, switches, Routers etc) along with a certificate from the client and a copy of SLA (Services Level Agreement) Signed with the client.
- (e) At least one (single) AMC contract worth over Rs. 5 lakh or two worth Rs.7.5 lakh during last three years.
- (f) Capable of providing engineers having minimum 5 years experience of working in Odisha region. At least two engineers should have Unix/windows/Oracle/ MCP certification.
- (g) No record of having been blacklisted in any form by any Govt./Public sector/Private organization/OEM.
- (h) Should have arrangement with OEM vendors for Intel Pentium Servers & manufacturers of hardware on their channel partner for supply of spares for different brands of hardware as per Annexure "B".
- (i) Should have services at Bhubaneswar for last 5 years.
- (j) Should be in a position to place Engineer at the organization during office hours.
- (k) Should have experienced and certified engineer to operate Network Attached Storage with tape backup facility and should be in a position to recover data from tapes in case of crashing of system.
- (l) Should have knowledge on installation of Softwares like any OS and third party softwares like RDSMS, GIS and Image Processing Softwares.
- (m) Should be an ISO 9001:27001 certified company.

3. The tender offer should be submitted, in one sealed envelope super scribed “Tender for maintenance of Computer Systems & Hard ware”, containing two sealed covers super scribed “**Cover ‘A’ (Technical bid)**” and “**Cover “B” (Commercial bid)**”.

4. Documents to be submitted in Cover ‘A’.

- (a) Documents in support of eligibility as per clause 2
- (b) Copy of audited balance sheets for the previous three financial years.
- (c) Copy of similar AMC Client (200+ network nodes, 200+ mailboxes .etc) along with a certificate from the client and a copy of SLA (Service Level Agreement) signed with the client.
- (d) Income Tax Clearance Certificate
- (e) GST Registration Certificate.
- (f) Cost of the tender document
- (g) Demand draft/Pay Order towards EMD
- (h) Attested copy of Service Tax registration
- (i) Attested copy of Firm Registration Certificate
- (j) Attested copy of ISO 9001:27001Certificate

5. **The commercial bid should be submitted in cover ‘B’ as per the format in Annexure’C’ & terms and conditions should be clearly mentioned. Rate should be inclusive of all taxes.**

6. Sealed cover ‘A’ and ‘B’ placed in a single envelope duly sealed, super scribed “**Tender for maintenance of Computer & Hardware**” and addressed to “**The Chief Executive, ORSAC, Bhubaneswar- 23**” should be submitted at the below mentioned address latest by 1.00 P.M. of 09.04.2018. If the last date for submission of tender happens to be a holiday due to any unforeseen circumstances, then the tender can be submitted before 11.00 AM on the next working day.

**Odisha Space Applications Centre
Plot No.45/48, Jayadev Vihar
BHUBANESWAR -751 023.**

7. All bids must be accompanied by a Demand draft/ Pay Order (of Nationalized Bank) towards Earnest Money Deposit in favour of Odisha Space Applications Centre, payable at BHUBANESWAR as detailed below:

Items Quoted in the Tender	Amount of Earnest Money Deposit (Rs.)
<u>AMC for all Items Under Annexure ‘B’</u>	Rs.5000/-

8. **FOREITURE OF E.M.D.**

The EMD made by the bidder will be forfeited if –

- a. it withdraws his tender after acceptance;
- b. it withdraws his tender before the expiry of the validity period of the tender;
- c. it violates any of the provisions of the terms and conditions of this tender specification

9. REFUND OF E.M.D.

- a. E.M.D. will be refunded to the successful bidder, only after signing of the contract and submission of performance guarantee and completion of all formalities to the satisfaction of the purchaser/ company.
- b. In case of unsuccessful bidders, the EMD will be refunded to them after intimation is sent to them about non-acceptance of their tenders.

10. ORSAC reserves the right to:

- a. Accept/ reject any of the tender/s.
- b. Revise the quantities at the time of placing the order.
- c. Add, modify, relax or waive any of the conditions stipulated in the tender specification wherever deemed necessary.
- d. Reject any or all the tenders without assigning any reason thereof.
- e. Award contracts to one or more bidders for the item/s covered by the tender.

11. REJECTION OF THE TENDERS

The tender is liable to be rejected interalia:

- i) If it is not in conformity with the instructions mentioned herein.
- ii) If it is not accompanied by the requisite EMD.
- iii) If it is not properly signed by the bidder.
- iv) If it is received by Telex or Telegram.
- v) If it is received after the expiry of the due date and time.
- vi) If it is evasive or incomplete including non-furnishing of the required documents
- vii) If it is conditional in nature

12. VALIDITY OF TENDERS

Tenders should be valid for acceptance for a period of at least 60 (sixty) days from the last date for submission of bids. Offers with lessed validity period would be rejected.

13. PERFORMANCE SECURITY

The successful bidder/s will have to furnish a performance guarantee to the tune of 10% of the value of the contract for proper fulfillment of the contract. This performance Guarantee shall be released on the expiry of the period of AMC agreement.

14. AMC AGREEMENT

The successful bidder will have to enter into a contract with the Organisation as per annexure 'D' for a period of one year, with an option with the 1st party (ORSAC) to extend the contract, for a further period of two years or less, on the same terms and conditions basing on the performance of first year.

Note

- 1) This Tender document is not transferable
- 2) Procedure for processing the tender documents:

- * The committee would open cover 'A' first in the presence of the bidders at 04.00 PM on 10.04.2018 and the commercial bids of the vendors fulfilling the eligibility criteria would be considered.
- * The committee in the presence of the short-listed bidders will open cover 'B' containing the commercial bids, thereafter the lowest commercial bids will be identified.
- * This procedure is subject to changes and if so, the procedure adopted by the organization, for opening the tender shall be final and binding on all the parties.

SCOPE OF SERVICE

ORSAC intends to enter into a Comprehensive AMC for Intel Pentium based Servers, Intel Desktops, Laptops, Palmtop, Printers, Scanners, Plotters and other peripherals of different makes installed in our office at Bhubaneswar.

SCOPE OF WORK

- a. Response Time : 2 hours
- b. Resolution Time : 24 hours
- c. Vendor has to be responsible for DATA recovery in case of Hard Disk failure/ data corruption.
- d. Anti Virus support has to be provided as and when required by ORSAC.
- e. Preventive Maintenance has to be carried out on quarterly basis.
- f. In case of hardware failure, original/ genuine parts of the same brand & same or higher quality should be replaced free of cost.
- g. Printer heads & plastic parts are not covered under AMC.

TERMS AND CONDITIONS

- 1. If at any point of time, the services of the Vendor are not found to be satisfactory, the contract will be terminated, giving one month notice.
- 2. AMC payment shall be made as stipulated at clause 3.2 of Annex.'D'.
- 3. ORSAC reserves right to add & change any items into the Systems as and when required with prior notice to the Vendor.

(Signature of Tenderer)

Name :

Address:

Annexure – B**DETAILS OF COMPUTER & HARDWARE**

Sl. No	Maker / Model / Type	Configuration	Total
Desktop			116
1	HP Compaq 8200 Elite CMT PC	Intel Core i5-2500 CPU @ 3.30 GHz, 16GB DDR3 RAM (665.1MHz), DVD R/W Drive, NVIDIA Quadro FX 3800 1GB, 1TB X 2 SATA HDD, Optical Mouse, 104 Key Board, TFT Flatron Monitor 24", OS-Windows 7 Professional	50
2	PCS - PRODiGY Q35	Intel Core 2 Duo @ 3.00GHz, 2GB DDR2 RAM, 160GB SATA HDD, DVD R/W DRIVE, Optical MOUSE, 104 Key Board, 19" TFT Monitor, OS-Windows vista Business Downgrade to Windows XP Pro.	43
3	DELL - OPTIPLEX 780	Intel Core 2 Duo E8400 @ 3.00 Ghz, 1333MHZ, Intel Q43, 4GB DDR2 (800MHz) RAM, DVD R/W Drive, NVIDIA GF 9300GE, 500 GB SATA HDD, Optical Mouse, 104 Key Board, TFT Flatron monitor 19", OS-Vista H/Bus/Ult, Downgrade to XP Pro	7
4	DELL - OPTIPLEX 3010	Intel Core i5-3470 CPU @ 3.20 GHz, 4GB RAM, DVD R/W Drive, 1TB SATA HDD, Optical Mouse, 104 Key Board, LED Monitor 18.5", OS-Windows 7	1
5	DELL - OPTIPLEX 3020	Intel Core i3-4150 CPU @ 3.50 GHz, 4GB RAM, DVD R/W Drive, 500GB SATA HDD, Optical Mouse, 104 Key Board, LED Monitor 18.5", OS-Windows 8.1 Professional	2
6	HP Pentium D	Intel Pentium-D @ 2.80 Ghz, 2GB DDR2 RAM, DVD R/W Drive, 160 GB SATA HDD, Optical Mouse, 104 Key Board, TFT Flatron monitor 19", OS- Windows XP	1
7	PCS/HCL/ACER	Intel Pentium-IV based CPU, 512MB DDR RAM, 1.44MB FDD, 80GB IDE HDD X 2, CD ROM DRIVE MOUSE, 104 Key Board, 19" TFT Monitor, Windows XP Pro	12
WORKSTATION			4
8	HP Z800 Workstation	Intel XEON E5630 CPU @ 2.53 GHz X 2, 32GB DDR3 RAM, DVD R/W Drive, NVIDIA Quadro FX 4800 1.5GB, 2TB SATA HDD, Optical mouse, 104 Key Board, TFT Flatron Monitor 24", OS-Windows 7 Professional	4
SERVER			5
9	SUPER SERVER 8052-6	4way CPU Intel XEON Computer server (TYPE-3), 4CPU Intel XEON 2.0GHz processor, cache (L2 catch) 512 KB, catch (L3 cache) 1MB, 8GB ECCDDR SDRAM upgradable to 32 GB, 7 X 36 GB Ultra 160 HS SCSC disk drive.	2
10	HCL - Infinity Global line 2700 HN	Server Mother board (Intel se 7501HG2) Having Single 2.4GHz Intel XEON Processor PCI Bus with Minimum six PCI	2

		Slots (1x64 Bit/133 MHz PCI-X, 2x64 Bit/100MHz PCI-X,3x32 Bit/33MHz)	
11	Wipro Net power Server Z2531	4 Non-hotswap cage SATA SCSI Single 700W SMPS, EATX Chassis, 8HDD Bay Max, SATA DVD Writer, 4*600GB 15K RPM SAS HDD, 4 Port SAS-SATA RAID 256M	1
PRINTER & PLOTTER			20
12	HP - Disignjet Plotter	HP DJ 4000	1
13	HP - Disignjet Plotter	HP DJ 7100	1
14	Wipro - Dot-matrix	LQDSI 5235	1
15	HP - Inkjet	Office jet 3620	1
16	HP - Inkjet	Officejet 8610	1
17	HP - Laser Printer	Color LaserJet M177	1
18	HP - Laser Printer	LaserJet 1020	1
19	HP - Laser Printer	LaserJet 1020+	1
20	HP - Laser Printer	LaserJet 1300	2
21	HP - Laser Printer	LaserJet 2015dn	2
22	HP - Laser Printer	LaserJet P-1505	3
23	HP - Laser Printer	M1136 MFP	1
24	HP - Laser Printer	M202dw	1
25	HP - Laser Printer	M226dw MFP	1
26	HP - Laser Printer	M401dne	1
27	HP - Laser Printer	P1606dn	1
SCANNER			3
28	HP - Scanner	HP Scanjet 3670	1
29	HP - Scanner	HP Scanjet 2400	1
30	HP - Scanner	HP Scanjet 5590	1
NETWORKING			4
31	Cisco Router	Catalyst 3700	1
32	Cisco Router	ASR 1002-X	1
33	Cisco Switch	Catalyst 3560 24port Switch	1
34	DAX-Switch	DX5008 PG 8port Switch	1

(Signature of Tenderer)

Name :

Address:

DETAILS OF COMPUTER & HARDWARE

Sl. No.	Maker / Model / Type	Configuration	Quantity	Rate of AMC per unit
		Desktop	116	
1	HP Compaq 8200 Elite CMT PC	Intel Core i5-2500 CPU @ 3.30 GHz, 16GB DDR3 RAM (665.1MHz), DVD R/W Drive, NVIDIA Quadro FX 3800 1GB, 1TB X 2 SATA HDD, Optical Mouse, 104 Key Board, TFT Flatron Monitor 24", OS-Windows 7 Professional	50	
2	PCS - PRODiiGY Q35	Intel Core 2 Duo @ 3.00GHz, 2GB DDR2 RAM, 160GB SATA HDD, DVD R/W DRIVE, Optical MOUSE, 104 Key Board, 19" TFT Monitor, OS-Windows vista Business Downgrade to Windows XP Pro.	43	
3	DELL - OPTIPLEX 780	Intel Core 2 Duo E8400 @ 3.00 Ghz, 1333MHZ, Intel Q43, 4GB DDR2 (800MHz) RAM, DVD R/W Drive, NVIDIA GF 9300GE, 500 GB SATA HDD, Optical Mouse, 104 Key Board, TFT Flatron monitor 19", OS-Vista H/Bus/Ult, Downgrade to XP Pro	7	
4	DELL - OPTIPLEX 3010	Intel Core i5-3470 CPU @ 3.20 GHz, 4GB RAM, DVD R/W Drive, 1TB SATA HDD, Optical Mouse, 104 Key Board, LED Monitor 18.5", OS-Windows 7	1	
5	DELL - OPTIPLEX 3020	Intel Core i3-4150 CPU @ 3.50 GHz, 4GB RAM, DVD R/W Drive, 500GB SATA HDD, Optical Mouse, 104 Key Board, LED Monitor 18.5", OS-Windows 8.1 Professional	2	
6	HP Pentium D	Intel Pentium-D @ 2.80 Ghz, 2GB DDR2 RAM, DVD R/W Drive, 160 GB SATA HDD, Optical Mouse, 104 Key Board, TFT Flatron monitor 19", OS- Windows XP	1	
7	PCS/HCL/ACER	Intel Pentium-IV based CPU, 512MB DDR RAM, 1.44MB FDD, 80GB IDE HDD X 2, CD ROM DRIVE MOUSE, 104 Key Board , 19" TFT Monitor, Windows XP Pro	12	
WORKSTATION			4	
8	HP Z800 Workstation	Intel XEON E5630 CPU @ 2.53 GHz X 2, 32GB DDR3 RAM, DVD R/W Drive, NVIDIA Quadro FX 4800 1.5GB, 2TB SATA HDD, Optical mouse, 104 Key Board, TFT Flatron Monitor 24", OS-Windows 7 Professional	4	

SERVER			5	
9	SUPER SERVER 8052-6	4way CPU Intel XEON Computer server (TYPE-3), 4CPU Intel XEON 2.0GHz processor, cache (L2 catch) 512 KB, catch (L3 cache)1MB, 8GB ECCDDR SDRAM upgradable to 32 GB, 7 X 36 GB Ultra 160 HS SCSC disk drive.	2	
10	HCL - Infinity Global line 2700 HN	Server Mother board (Intel se 7501HG2)Having Single 2.4GHz Intel XEON Processor PCI Bus with Minimum six PCI Slots (1x64 Bit/133 MHz PCI-X, 2x64 Bit/100MHz PCI-X,3x32 Bit/33MHz)	2	
11	Wipro Net power Server Z2531	4 Non-hotswap cage SATA SCSI Single 700W SMPS, EATX Chassis, 8HDD Bay Max, SATA DVD Writer, 4*600GB 15K RPM SAS HDD, 4 Port SAS-SATA RAID 256M	1	
PRINTER & PLOTTER			20	
12	HP - Disignjet Plotter	HP DJ 4000	1	
13	HP - Disignjet Plotter	HP DJ 7100	1	
14	Wipro - Dot-matrix	LQDSI 5235	1	
15	HP - Inkjet	Office jet 3620	1	
16	HP - Inkjet	Officejet 8610	1	
17	HP - Laser Printer	Color LaserJet M177	1	
18	HP - Laser Printer	LaserJet 1020	1	
19	HP - Laser Printer	LaserJet 1020+	1	
20	HP - Laser Printer	LaserJet 1300	2	
21	HP - Laser Printer	LaserJet 2015dn	2	
22	HP - Laser Printer	LaserJet P-1505	3	
23	HP - Laser Printer	M1136 MFP	1	
24	HP - Laser Printer	M202dw	1	
25	HP - Laser Printer	M226dw MFP	1	
26	HP - Laser Printer	M401dne	1	
27	HP - Laser Printer	P1606dn	1	
SCANNER			3	
28	HP - Scanner	HP Scanjet 3670	1	
29	HP - Scanner	HP Scanjet 2400	1	
30	HP - Scanner	HP Scanjet 5590	1	

NETWORKING			4	
31	Cisco Router	Catalyst 3700	1	
32	Cisco Router	ASR 1002-X	1	
33	Cisco Switch	Catalyst 3560 24port Switch	1	
34	DAX-Switch	DX5008 PG 8port Switch	1	

*The price quoted to be inclusive of all types of taxes

(Signature of Tenderer)

Name :

Address:

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

COSTUMER: ODISHA SPACE APPLICATIONS CENTRE, BHUBANESWAR

This agreement made at Bhubaneswar on date -----
between M/s PCS Technology Limited a company registered and incorporated under the
Companies Act 1956 and having its registered office at -----
----- (herein under called "VENDOR"
which expression shall unless repugnant to the context of meaning thereof be deemed to
include its successors and assign) of the first part and Odisha Space Applications Centre,
Bhubaneswar and having its office at Plot No45/48 (P) Jayadev Vihar, Bhubaneswar (herein
under called "ORSAC" which expression shall unless repugnant to the context or meaning
thereof be deemed to mean and include its successors and assign) of the other part.

- A. Whereas ORSAC is now desirous of entering into new maintenance contract with
_____ for maintenance of systems and peripherals as per Annexure-A.
- B. And whereas _____ has agreed to provide such maintenance service to
ORSAC towards maintenance and upkeep of the said computer system & peripherals.
- C. Parties hereinto are desirous of recording the said agreement and the terms and
conditions thereof:

1 PERIOD

1.1 This agreement will remain valid for a period of One Year starting from _____
to _____ as mutually agreed by _____ and ORSAC.

2.0 SCOPE OF SERVICE

_____ will maintain computer systems and peripherals as described in Annexure-A
and provide services as mentioned hereunder.

2.1 _____ -- shall provide an Engineer during office hours for preventive
maintenance and the service engineer will have to report to computer facility In-charge of
ORSAC.

2.2 _____ will also provide break down and corrective maintenance as and when
required promptly. Such services shall be made available by _____ during normal
working hours of ORSAC including 2nd Saturday, Sunday & ORSAC holidays. The normal
working hours of ORSAC are between 09:45 AM and 05:45 PM on all working days.

2.3 In the event of ORSAC desirous of availing the service or _____ to attend to
a breakdown on the system after the normal working hours of _____ or on Sundays
and ORSAC holidays, such services may be made available by _____ on free of
cost.

2.4 During the currency of the agreement _____ shall replace or repair any part or parts which need replacement or repair at their own cost and expense (when in case of replacement parts are fitted, the parts removed are _____ property). This however, will not include consumables like ribbons, stationery, bands, drums or slugs for printers, media like Winchester disk modules, magnetic tapes, floppy diskettes and DMP print head.

2.5 The firm _____ has to ensure for data recovery in case of hard disk failure/data corruption.

2.6 Anti Virus support has to be provided as and when required.

2.7 In case of hardware failure, original/genuine parts of the same brand and same or higher quality should be replaced.

2.8 The firm has to provide support for the complete Local Area Networking (LAN) and the components like switches, Routers and other associated components.

2.9 The Engineer of the firm should abide the instructions of Computer Facility In-charge, ORSAC and should render service relating to Hardware/Software, Networking, Internet connectivity, Virus removal etc as and when required.

2.10 If at any point of time, the services of the vendor are not found to be satisfactory the contact will be terminated giving one-month notice.

2.11 The operating environment condition in which the equipment is presently installed is quite satisfactory and the first party will not raise any condition with regard to the working environments for the equipment covered under AMC.

2.12 However during the currency of the agreement, ORSAC is at liberty to add to, or delete from the annexure-A any numbers of systems/peripherals, if so warranted. In case of addition of work, services will be performed, the same will be done on already agreed and settled rates for the contract maintenance.

2.13 _____ shall provide the service of AMC Engineer while the systems are on move from headquarter to other place in project work. The TA/DA/Hotel Accommodation of the Engineer shall be paid by the vendor.

2.14 _____ AMC Engineer shall maintain the break down register that is provided by ORSAC, which shall be countersigned by Computer Facility In-charge, ORSAC for keeping day to day record and calculation of down time of the computers and peripherals under AMC.

3.0 PAYMENT

3.1 In consideration of making available services as described in clause 2.0 ORSAC shall pay to _____ an amount of Rs. _____ (Rupees _____) only inclusive of all taxes for the maintenance contract period as in 1.1.

These charges are applicable for single shift operation i.e 176 hours per calendar month. This is a minimum charge and shall be payable by ORSAC irrespective of whether ORSAC uses the computer or not.

3.2 Maintenance charges will be paid in quarterly.

3.3 _____ will have to furnish a performance bank guarantee to the tune of 10% of the value of the contract for proper fulfillment of the contract. The PBG should issued by any Nationalized Bank at Bhubaneswar This performance Guarantee shall be released on the expiry of the period of AMC agreement.

4.0 _____ will ensure a minimum up time of 90% for the workstations and printer.

Total systems POH-Down time (in hours)
Total system POH

Where, POH is the power on time of the computer system during the declared working hours of the installation.

Downtime is the no. of the hours within POH in which availability of the system goes below the minimum configuration.

Declared working hours will be general shift hours unless customer notifies PCSTL in writing about extra shift working.

The shortfall in minimum uptime will be compensated by extension of maintenance contract period at the end of the contract.

5.0 CARE OF THE EQUIPMENT

5.1 ORSAC will give _____ full access to the equipment to enable _____ to provide maintenance services make available to _____ engineers and other appropriate staff who are familiar with the programs and/ or applications and provide suitable working space and facilities and suitable safe storage for maintenance of equipment and spare parts.

5.2 ORSAC will care for the equipment, will house it in suitable premises and under suitable conditions and will follow such instructions on operating the equipment and carrying out operator's routine maintenance on the equipment as _____ gives from time to time such as:

- a) Dry dusty of the equipment
- b) Cleaning of the line printer/ DMP's for the paper dust with a good quality vacuum cleaner.
- c) Cleaning the head of the magnetic tape drives for the dust.

5.3 No equipment of part thereof shall be moved except by _____ or with _____ written consent. Any defects arising of non adherence of operational rules or environmental conditions or due to reasons no attributable to _____ shall not be the responsibility of _____.

5.4 Maintenance charges during the period of movement of the equipment or any part thereof shall continue to be paid by ORSAC.

5.5 In the event ORSAC requires modifications or replacement of additions or alterations to the said computer systems _____ shall undertake the same at an additional charge to be mutually agreed upon.

6.0 EXEMPTION

6.1 _____ will not be liable for any delay failure, break down, damage, loss or injury caused by:

- a) Equipment and services supplied by ORSAC or any third party.
- b) Equipment modified by ORSAC or any third party without knowledge or presence of AMC Engineer.
- c) Equipments run without supervision of AMC Engineer.

7.0 ARBITRATION

7.1 Any queries or differences whatsoever which shall at any time hereafter arises between the parties hereto their respective representatives or assignees or any of them touching or concerning this agreement of the construction, meaning, operation or effect thereof or any clause or thing herein contained or as to the respective representatives or any of them under or by virtue of this agreement or otherwise or touching any matter herein contained or arising out of or in relation there to shall be referred to a single arbitrators, one to be appointed by PCSTL and the other to be appointed by ORSAC in accordance with and subject to provisions of the Indian Arbitrations Act 1940 or any statutory modification or reenactments thereof for the time being in force. The venue or arbitration shall be at Bhubaneswar and reference to arbitration is to be made within three months of the arising of the dispute.

For and on behalf of:

M/s.

Signature

Name

Designation

For and on behalf of:

Odisha Space Applications Centre

Signature

Name

Designation