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ODISHA STATE CIVIL SUPPLIES CORPORATION LTD.

Plot No. C/2, Nagampalli, Bhubaneswar-751012

CIN: U51211OR1980SGC000894

(A Govt. of Odisha Undertaking)

OSCSC -IT-IT-0009-2023 No 9348 dt-26.6.23

Quotation Call Notice

Sealed quotations in Official letter head/letter pad are invited from the intending Registered IT Firms/ approved IT Agencies located in Bhubaneswar having valid TIN/SRIN number with GST Registration Certificate for Cleaning & dusting, Repairing/restoration of IT Peripherals and other allied accessories like Computer Systems, Printers, UPS, Photocopiers, CCTV etc.

- Submissions of quotations in hard copy format shall only be considered for evaluation. quotations shall be submitted through Courier/Registered Post/ Speed Post only.
- The same Firm will also involve in repair, restoration work of IT Peripherals as and when needed by the OSCSC Ltd., Head Office. The quotation completed in all respect shall reach the undersigned by post/courier to OSCSC Ltd by dt 17/7/2023 by 4.00 P.M.
- The quotations shall be opened on dated 18/7/2023 at 4.00 PM in the presence of quotationers or their authorized representatives if they so like in the Board room of OSCSC Ltd. The quotations will not be received after the specified date & time as mentioned above.


26-06-23
FA & CAO
OSCSC Ltd.



SCOPE OF WORK

Primary Work:Cleaning, Dusting, & Repair/ restoration of IT peripherals and other allied accessories.

1. Cleaning and Dusting of all IT assets which are available in OSCSC Ltd. H.O shall be done four times a month with an equal interval period ensuring that the covers, screws, switches, etc. are properly fastened in respect of each piece of equipment.
2. The repair of IT assets service shall cover all hardware, including Computer Systems, Printers, Scanners/Xerox machines, UPS, CCTV, Network Components and all software components including OS Recovery, formatting, reinstallation of software, etc.
3. All complaints received will be attended by the IT Firm/Agency in the following manner:
 - i) Respond to troubleshooting calls immediately and resolve them immediately after receiving the complaint through phone call/whatsapp or any other mode.
 - ii) In case of defective hardware, the IT firm/agency shall replace the faulty part and make necessary arrangements for the installation of software as required. Solutions of IT issues over the phone /whatsapp etc will not be accepted, and the service engineer must visit in person to resolve the issue as per the requisition of OSCSC HO.
 - iii) The firm/agency shall be responsible for taking backup data and programs available on PCs before formatting the system and shall also be responsible for reloading the same. The backup copies are to be returned to the users under acknowledgment.
 - iv) It is the responsibility of the firm/agency to ensure that their service engineers are available 24/7 to attend to the complaints and resolve them within the stipulated time frame. The firm/agency must also ensure that their service engineers are equipped with the necessary tools and spare parts to carry out the repairs.
 - v) Repair and servicing of equipment shall be carried out onsite. In case the equipment is required to be transported to the agency/manufacturer's service for repairs, the same shall be undertaken at the risk and cost of the agency."
 - vi) Call attend sheet duly counter-signed by the concerned user shall be submitted to the IT cell (I/C) only after successfully resolve the IT issues.
4. The Firm/Agency shall ensure that all parts replaced are of comparable or better quality and capacity. Furthermore, if any changed component is incompatible with the current system, the Firm/Agency shall upgrade or replace the subsidiary or supplementary components within six months of replacement or repair, without any additional charges.
5. Whenever there is a requirement to replace any part of the computer/peripherals, the Agency shall utilize only genuine parts of the same specification and warranty. The

replacement process must be certified by the IT Cell, and they will ensure that the replacement parts meet the necessary standards and specifications.

6. The Firm/Agencies will prepare logbooks for each of the IT assets to be taken under the dusting & cleaning process. A Preventive Maintenance Report from the user would be submitted to the concerned officer.

GENERAL TERMS AND CONDITIONS

1. The quoted rate should be per-unit, per-month basis (Including all taxes) for the cleaning and dusting of IT peripherals as per the format below. The price quoted should include the cost of physical cleaning of all IT peripherals (Preventive maintenance) four times monthly. The total quantity mentioned may vary from time to time.

SL.NO.	ITEMS	NUMBER OF UNITS AVAILABLE (IN NOS.)	CHARGES PER UNIT PER MONTH (₹) [INCLUDING ALL TAXES]	TOTAL PRICE (₹) (PER MONTH) [INCLUDING ALL TAXES]
1	Desktops	89		
2	Printers	80		
3	Scanner	3		
4	Xerox Machine	4		
5	CCTV	15		

The charges per unit per month include cleaning and dusting of each of the IT Assets four times in a month.

2. Troubleshooting calls should be attended immediately after lodging of calls. The agency shall replace the defective hardware and make necessary arrangements for the installation of software as needed. Solutions over the telephone will not be accepted, and the service engineer shall visit personally to solve the issue.
3. The Firm/Agencies should have a previous experience in the maintenance of such equipment with Govt /Min. /PSU/Deptt. /Org. Undertaking maintaining not less than 50 computers per each of the last 5 years as on 31st March 2023.
4. The Firm/Agencies should furnish its performance certificate of previous maintenance work for the last three years.
5. The Firm/Agencies must have expertise in on-site maintenance and repair of Computer Systems, Printers, Scanners/Xerox machines, UPS, CCTV, Network Components and other hardware parts and accessories.
6. The machines are typically required to be repaired on-site, and in exceptional cases where the machines cannot be repaired on the office premises and need to be taken to the workshop, this office shall not make any payment towards cartage and expenses for the transportation to and from the workshop. The aforesaid cost and risk of



transportation to and fro from the workshop shall be that of the firm undertaking the work. In this case, the resolve time may be extended to a maximum of 48 hours.


7. Payment for the services provided will be made on a monthly basis. This means that the office will make payment month-wise for the services rendered during that period. However, before the payment process can be initiated, the final invoice generated every month shall be certified by the authority of this office. This certification will ensure that the services have been provided as per the agreed terms and conditions and that the invoice amount is accurate. Once the invoice is certified, the payment process will be initiated.
8. A Copy of the valid Trade License, GST No. & PAN should be furnished with the quotation.
9. The quoted price shall be valid for 1(one) year from the date of issue of work order/LoI which may be extended for subsequent years on mutually agreeable conditions by both the parties.
10. In the event of any dispute arising out of this contract the jurisdiction of court shall be at Bhubaneswar for both the parties. The sealed quotations received in incomplete shape or after the scheduled date and time shall be summarily rejected.
11. The authority reserves the right to accept or reject any quotation without assigning any reasons thereof.
12. The office reserves the right to reject any or all quotations without providing any reasons.
13. The office reserves the right to terminate the contract if the service provided is unsatisfactory or if there is a violation of the contract conditions


General Manager (Procurement.)
Cum
I/C of IT Cell

Memo No. 9349 date 26.6.23

Copy forwarded to:

- (i) Copy to Siddhartha Nayak, SA cum DEO, Diary Section, OSCSC Ltd, Bhubaneswar for information & request to handover all such quotations after due date & time to the undersigned immediately.
- (ii) Issue Section of OSCSC Ltd, Bhubaneswar with a request to host in the Office Notice Board immediately for wide publication.
- (iii) I.T Section, OSCSC Ltd, Bhubaneswar for information & request to hoist in the official website of OSCSC Ltd, Bhubaneswar.
- (iv) Copy to Sri Pravakar Patra, SAS, House-keeping Section for publishing Advt. in the Newspaper "The Samaj", "Samabad" on Dt. 27/6/2023 positively.


General Manager (Procurement.)
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I/C of IT Cell