

**ODISHA COOPERATIVE TASAR & SILK FEDERATION LTD
(SERIFED)**

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Bhubaneswar -751007.

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Email-serifedodisha@gmail.com

No-VI-12(26)/ Serifed/23-24/ 231

Date: 17.02.2024

QUOTATION CALL NOTICE

Sealed quotations are invited from interested registered computer software/hardware firms for AMC of 15 nos. of computers and 11 numbers of printers along with refilling of printer cartridges of Odisha Cooperative Tasar & Silk Federation Ltd. (SERIFED), Bhubaneswar. For details, please visit websites www.serifedodisha.in. The last date for submission of proposal is 02.03.2024, 4:00 P.M.

Sd/-

MANAGING DIRECTOR

Memo No. 232 / Date 17.02.2024 /

1. Copy to Notice Board of SERIFED, Bhubaneswar

Sd/-

MANAGING DIRECTOR

TERMS & CONDITIONS FOR AMC OF COMPUTERS/ PRINTERS /
REFILLING OF PRINTER CATRIDGES

The following terms and conditions must be fulfilled by the bidder for AMC of Computers, Printers and refilling of printer cartridges

1. The interested agencies/firms are required to submit the bid in Sealed Cover superscripted "Quotation for Annual Maintenance Contract (AMC) For Computers, Printers and Printer cartridges refilling" and should reach SERIFED Office on or before 2nd March 2024, 4.00 PM
2. No quotation will be accepted after last date of submission of quotation.
3. The contract will be on onsite basis for maintenance and repairs and replacement of spare parts. The cost of spare parts and consumable are not covered under the contract.
4. The contract will be effective for a period of one year from date of agreement. The contract may be renewed for further period of two years (one year on each occasion) on mutual consent / agreement and on same unit price, terms, conditions and if services of selected firm are found to be satisfactory during the contract period.
5. Bidder should provide the call logging system to log the call for providing repair / service to the computers on time by attending the call within 24 hours from the time of lodging the complaint.
6. Log Book of Visit with full details of complain and solution is to be maintained.
7. Preventive work is to be carried out at least once in every six months.
8. The firm/bidder will depute experienced and qualified Engineer to rectify the faults instantly.
9. The bidder shall be responsible for any loss or damage caused to any of the machines owing to negligence/mishandling on his part.
10. It shall be the responsibility of the bidder to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the SERIFED after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.

11. In addition to hardware maintenance the bidder is required to maintain the operating systems i.e, installation/re-installation/up-gradation. Further, the bidder has to maintain the application software like MS-Office/ adobe reader, antivirus software, biometric software and any other software SERIFED may require to install during the AMC period. Peripherals like printers, scanners are to be configured as per SERIFED's requirement from time to time. The bidder is debarred from installing any other device/operating system/application software without prior permission of SERIFED.
12. SERIFED may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner and other peripherals during the AMC period will be calculated on pro rata basis.
13. SERIFED may purchase the spare parts of computers or peripherals from any firm.
14. The payment will be released on half yearly basis on completion of 6 months of contract and submission of invoice.
15. Notwithstanding the above, the Managing Director, SERIFED reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of the contract.
16. The interested registered computer software/hardware firms are required to submit sealed quotations with required documents and financial quote by date 02.03.2024, 4:00 P.M.

Sd/-
MANAGING DIRECTOR

**GENERAL INFORMATION FOR AMC OF COMPUTERS/ PRINTERS /
REFILLING OF PRINTER CATRIDGES**

(To be signed and submitted to the SERIFED with self-attested supporting documents)

Sl. No	Particulars	
1	Name and address of Registered Agency/ Firm	
2	Name and address of the Owner	
3	Contact No.	
4	PAN Card No.	
5	GST Registration No.	
6	Previous experience in Govt. Department/Public Sector Units if any (enclose copy)	

Signature of the Owner/
Authorized Signatory_____

Full Name_____

Phone/Mobile NO._____

Place:

Date:

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, the agency/ firm will be blacklisted and will not have any dealing with the SERIFED in future. I hereby certify that I have gone through the tender/ quotation documents and I abide by it.

(Signature of authorized signatory with date)

**FINANCIAL BID FOR AMC OF COMPUTERS/ PRINTERS /
REFILLING OF PRINTER CATRIDGES OF SERIFED, BHUBANESWAR**

Sl. No	Name of the Item	Rate per Unit excluding GST (Rs.)	Remarks
1	AMC of Desktop Computers		
2	AMC of Printers		
3	Printer Cartridge Re-filling		

Signature of the Owner/

Authorized Signatory_____

Full Name_____

Phone/Mobile NO._____

Place:

Date: