

GOVT. OF ODISHA
OFFICE OF THE HEALTH & F.W. DEPTT.,
OFFICE OF THE SUPERINTENDENT
V.S.S. INSTITUTE OF MEDICAL SCIENCES & RESEARCH, BURLA (SAMBALPUR)
E-mail - vimsarsuptd24@gmail.com

No. 5300 /VIMSAR dt: 25/3/26

TENDER CALL NOTICE

Sealed Tenders are invited by the undersigned from the Registered firms/Authorised Dealers having GST holders to provide AMC of Computers, Network, Network Components, Printers, Lap Top etc. of VIMSAR, Burla, so as to reach of Office of the Superintendent, VSS Institute of Medical Sciences & Research, Burla on or before dt: 22-04-2026 up to 5.00 PM through Regd. Post/Speed Post/Courier only which will be opened in the next working day at 10.30 A.M.

The detail terms and conditions of the Tender call notice can be obtained from the office of the Superintendent, VIMSAR, Burla or can be downloaded from the District website <http://Sambalpur.odisha.gov.in> and Institute website www.vimsar.in from its date of publication.


Superintendent
VSS Inst. of Med. Sc. & Research, Burla


REQUIREMENT :

Scope of Work :

1. Hardware and software maintenance of Computer Systems, Printers, Scanners, and Internet connection of VIMSAR, Burla.
2. Maintenance includes Routine Corrective and Preventive Maintenance of the computer system and its peripherals to be covered under AMC also the maintenance of hardware and software installed. The software maintenance includes operationalizing. Loading/reformatting of software/discs with software like windows – 2000/2003/2007/2008/2010 in a XP, Vista, Windows 7, Linux, Microsoft Office, Software, Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Outlook Express. Anti virus software. Data retrieval and installation/removal of any other software purchased by VIMSAR, Burla from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above.
3. Replacement/Repair of each and every malfunctioning part of computer, printers and related items like Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Key Board, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card, router, switches, net plug in etc. The spare parts required to be replaced should be approved by hospital authority before replacement. Also the rate of parts may be approved every quarter.
4. All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number(if any) must be brought out clearly.
5. AMC shall cover Labour charges, breakage, servicing, preventive maintenance etc. except replacement of parts.
6. Preventive Maintenance for the whole computer systems shall be done on monthly basis or 15 days which shall include external/internal cleaning of the system, running the diagnostics, utilities to determine the existing or likelihood faults and their removal. The party should provide a service/preventive maintenance slip against the check up & obtain the signature of person concerned of the system.
7. System/Equipment/Network uptime shall be minimum 98% in a year.
8. Vendor shall stock commonly used spares at VIMSAR, Burla for immediate replacement.
9. The systems will have to be repaired in house. In rare cases when it is very essential to take out the equipment for repair outside the Institution, it is mandatory to have a valid pass for such equipment and making proper entries and the party should provide alternative so that there would be no service interruption.
10. Loss of any part in the product on account of negligence attributable to the vendor, the vendor at his own discretion may re-instate or replace the malfunctioning/non functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, vendor should provide a new hard disc of matching or higher configuration.
11. 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 information in the computer system shall be maintained.

12. The authority they should allow the bidders to check before bidding about the health status of the systems, seeking for AMC.
13. The firm will provide a complaint registration number (Telephone number). Faults reported before 14.00 hours shall be attended on the same day and those booked after 14.00 hours shall be attended on the next working day by 11.00 hours.
14. The AMC will include rectification of all Hardware and Software problems. The engineer(s) will have to ensure that all calls are attended within 1 (One) hour and the upkeep time for the repair of any system would be up to two working days. In case of failure to do so, a penalty will be charged for downtime at the rate of Rs. 200/- (Rupees two hundred) only per day or part thereof beyond the demarked time limit replacements have to be effected within 48 hours of the lodging of complaint. The downtime penalty for this work would be double the normal rate.
15. The cost of the Tender paper is Rs. 2000/- (Rupees Two thousand) only which should be in favour of the Superintendent, VSS Institute of Medical Sciences & Research, Burla. The firms who will download the Tender call notice from Dist. Website [www. Sambalpur nic. in](http://www.Sambalpur.nic.in) should enclose Rs. 2000/- as Bank Draft drawn in favour of the Superintendent, VSS Institute of Medical Sciences & Research, Burla and GST extra in the technical bid of the Tender. The cost of tender paper i.e. Rs. 2000/- is non refundable.
16. The Undersigned/Committee reserves the full right to accept in full or reject any or all the Tenders with out assigning any reasons thereof.
17. AMC shall be for 2 years from the date of agreement. The institute reserves right to cancel the contract on poor performance of any time with one month notice.
18. The daily repair list shall be verified by competent authority and any installation of new part shall be approved by the competent authority.
19. The selected bidder shall maintain all networks and if require must install new network. Necessary Switch, Modern, Cable must be maintained regularly. In case of new network to be established separate estimate must be submitted.
20. Components not covered under AMC :
 - (i) Non operational machines..
 - (ii) Ribbon Cartridge, Tape Cartridge, Ink Cartridge and Tonor Cartridge.
 - (iii) Plastic parts such as covers, switches, sprockets, Platen knob. of Printers, PCU (Photo conductor unit) of MFP and Fuser maintenance kit of high end laser printer.
 - (iv) Damages caused due to force major like natural calamities, electrical surges, high voltages & lightening and damage caused by rodent.
 - (v) Maintenance of software at Registration Counter, User Counter, R.D.C. The maintained of above said software will be done by the parent firm.

21. Payment Term :

Payment will be made on half yearly basis (50% of order value of AMC) after completion of six months service, subject to their satisfactory performance to be certified by customer on production of the duplicate service slip of preventive maintenance & others as & when they have attended the call or alternatively, 50% of order value may be released in advance on submission of Bank Guarantee against 50% of order value of AMC. The penalty imposed if any as per the service level agreement while signing the contract will be deducted from the AMC charges.

The firm will give a performance Bank Guarantee of 10% of order value if i.e. Rs. 30000/- (Rupees Thirty thousand) only.

22. Exit Management :

At the end of AMC period, contractor shall be responsible to make over all the equipment under maintenance, to the new AMC contractor in the working order and shall submit a letter of making over – taking over, failing which any dues to AMC contractor shall be withheld till such time it is fully accomplished.

23. Working Hours for Repair :

The maintenance shall normally be done during working hours of the customer. i.e. from 9.00 AM to 5.00 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.

25. The selected firm will follow Odisha State Pollution Control Board guidelines on e-waste management. The e-waste must be discarded as per the rules and proper record should be maintained. No separate cost will be made against it.

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

	Period	Penalty
Response Time	Above 24 hours & below 48 hours	A penalty of 0.5% of the AMC value of equipment.
	Above 48 hours & below 96 hours	A penalty of 1% of the AMC value of equipment.
	Above 96 hour & below 192 hours	A penalty of 2% of the AMC value of equipment.
	Above 192 hours	A penalty of 5% of the AMC value of equipment.

27. Jurisdiction:

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 Sambalpur.

General Terms & Conditions:

1. Subcontracting of AMC is not allowed.
2. No change in AMC cost is allowed during contract period.
3. The Institute reserves the right to cancel the AMC in the middle of the contract period due to poor performance of the firm/agency.

4. 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.

DOCUMENTS TO BE SUBMITTED :

1. Experience certificate regarding performance of such type of work in a reputed organization/Institutions/hospital should be enclosed with the tender.
2. GST Registration Certificate.
3. TIN allotted certificate.
4. Photo copy of PAN Card.
5. Income tax return for last 3 years.
6. EMD of Rs. 10000/- (Rupees Ten thousand) only in shape of Bank Draft duly pledged in favour of the under signed to be enclosed.
7. User fee receipt of purchase of Tender Paper or Bank Draft of Rs. 2000/- for the cost of the tender paper.

FORMAT FOR QUOTATION:

S.NO.	ITEM/DESCRIPTION	AMC RATE	
		(in Rs.)	in Words
1	COMPUTER and its accessories like mouse, key board etc.		
2	LAPTOP includes charger		
3	LASER PRINTER		
4	LINE PRINTER		
5	PROJECTOR		
6	SCANNER		
7	SERVER		
8	ROUTER/SWITCHES		
9	INSTALLATION/RECTIFICATION OF SOFTWARES/ OS		
10	Others If any		

- The rate quoted should be inclusive of taxes, transportation charges, and other incidental charges. Any overwriting in the financial bid will be rejected out rightly.
- The Vender where AMC rates for more than 7 (Seven) items will be lowest shall be selected. In the seven items computer should be one of the items. In any ambiguity the firm having lowest rate for computer AMC will be selected and negotiated.
- In case of equal rate quoted, by firm the firm having more nos of experience in a Govt./Large organization will be selected.

Rate of Spare Parts :

Sl. No.	Name of the Spare Parts	Rate in Rs.
1.	Hard Disk	
2	RAM	
3	Monitor	
4	Key Board	
5	Mouse	
6	SMPS	
7	Mother Board	
8	Cable Computer	
9	Switch	
10	Modem	
11	CAT Cable	
12	Antivirus	
13	UPS Battery	
14	LAPTOP Battery	
15	Any other	

Authorised Signatory