

**OFFICE OF THE TRANSPORT COMMISSIONER-CUM-CHAIRMAN
STATE TRANSPORT AUTHORITY, ODISHA, KATAKA**

Lr. No. LXVI-44/10-14627 /TC

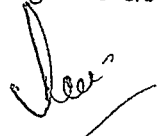
Dt. 13/08/2026

**Quotation Call Notice for providing Annual Maintenance Contract (AMC) for the
Computer Hardware and It equipments installed in the
6th and 7th Floor of STA, Odisha, Kataka**

Sealed quotations are invited from the Government approved empanelled list of service agencies vide It. No. EIT-DEV-II-HWSW-0001-2018, dt. 29.01.2026 of E & I.T Department for providing Annual Maintenance Contract (AMC) for the Computer Hardware and IT equipments installed in the 6th and 7th Floor of STA, Odisha, Kataka.

The quotation in official pad having GST no., company make and specification should reach by 28.08.2026, within 02:00 P.M in the office of the Transport Commissioner-cum-Chairman, 6th Floor, Rajaswa Bhawan, Kataka. The quotation shall be opened on the same day at 04.00 P.M in presence of the authorized representative of the bidders.

The Transport Commissioner, Odisha deserves the right to accept or reject any or all quotations without assigning any reason thereof.


**Additional Commissioner Transport (Admin.)
STA, Odisha, Kataka**

Memo No. 14628 /TC

Date 13/08/2026

Copy to the Notice Board and website of STA, Odisha, Cuttack / R.D.C, Kataka / Collector & D.M, Kataka / RTO, Kataka for wide publicity.


**Additional Commissioner Transport (Admin.)
STA, Odisha, Kataka**

OFFICE OF CHAIRMAN-CUM-TRANSPORT COMMISSIONER

State transport Authority, Odisha, Kataka

Government of Odisha, rajaswa bhawan, (6th & 7th) floor *Kataka* – 753002

REQUEST FOR PROPOSAL

For

Selection of Service Agency for Annual Maintenance Contract for Computers /
Peripherals in the office of *State Transport Authority, Odisha, Kataka*.

Date of issue of tender: 13.08.206

Submission of tender paper:-28.08.26 upto 2.00PM

ELIGIBILITY CRITERIA

- a) The firm registered under GST Act. Valid copies of such registration certificates must be submitted.
- b) The bidder should have been empanelled as one of the AMC service providers by I&ET Department, Govt. of Odisha.
- c) The firm should have at least 03 years of experience in executing Computer Hardware Maintenance type (Annual maintenance of IT assets) of contracts with Govt./ Semi-Govt./ Public Sector Organizations/ Nationalized Banks before the starting date of tender.
- d) The office of the Bidder should be located in *Kataka/Bhubaneswar* so that immediate service can be attended to at short notice.
- e) Experience/Knowledge & Skills: (Supporting documents must have been submitted): Sufficient manpower for the following:-
 - a. Working technical knowledge of operating systems.
 - b. Ability to operate tools, components and peripheral accessories.
 - c. Software and Hardware troubleshooting.
 - d. Windows 7/8/10/11 working experience.
 - e. Working experience of Network switches and other network devices.
 - f. Microsoft Office 2007/2010/2013/2019/2021/Office 365 support.
 - g. Knowledge of all software applications used within the organization.
- f) The Bidder must be currently maintaining more than 70-100 computers for any two clients in Govt. of Odisha / Public Undertaking/Corporation in the last 3 years. Copies of such work order or any other documentary evidence should be attached. The dealership obtained from any computer organization may be specified by the bidders if any.
- g) Bidder should submit latest GST Return for the last 03 months, GST Certificate, IT Returns certificate & PAN card document along with the bid documents.

2. SCOPE OF WORKS/SERVICES

The firm should agree to provide the following services under the contract to keep the system (as at Annexure 'I') in good working condition. For this, the selected firm has to carry out the following AMC works:-

- i. Scheduled preventive maintenance of all the components at least once in a quarter by furnishing a report unit-wise in a reporting format.
- ii. During the Assembly Sessions, a service Engineer must be present throughout the day at the Office.
- iii. Immediate service should be provided by service engineers in the office on all working days.
- iv. In case of necessity, the firm must be able to provide a machine in lieu of the machine/printer to be taken up for repair.
- v. Immediate on-call corrective and remedial maintenance is to be provided by the firm to make the system functional. This includes the replacement of unserviceable parts as well as the repair of the non-functional/mal-functional system. The replaced part will be either a new part/parts or equivalent in performance to the new part/parts.
- vi. In a situation where the selected firm suggests replacing/repairing any defective components/items, the necessary decision on this matter is the sole discretion of the officer-in-charge of IT.
- vii. The system to be maintained by the selected firm includes Personal Computers, Laser Jet Printers/Multi-function Printers, Scanners, Servers, Laptops and UPS. The rate quoted should also cover the maintenance of operating systems, software installation, data recovery, pre-emptive

actions against virus spread, detection/removal of virus, configuration of internet, configuration of applications. The rate must align with the fixed rate set by the I&ET Department, Government of Odisha, and cannot exceed it

The scope of software maintenance covers:

- i. Maintenance of all software already installed in the personal computers and peripherals and the software to be installed at a later stage.
- ii. The number of items viz. PCs, Printers, UPS etc. may increase or decrease during the contract period and the chargeable amount payable to the vendor will be calculated/ adjusted accordingly on the basis of per unit price.
- iii. Any reported fault would be taken up by the service engineers within one hour. As far as possible; the repairs would be carried out on site itself.
- iv. A logbook shall be maintained in which the resident engineers shall record all the complaints made. All the complaints received shall be attended by them in the following manner: -
 - a. Minor faults like the Computer Monitor displaying fuzzy Images, the Computer Freezes with a Blue Screen Hijacking Your Display, the Computer Reboots itself Again and Again, the Computer making strange Noises, the Computer giving error Messages on Start-up, Crashes before Loading the Operating System etc. immediately.
 - b. Major faults like Hard Drive Failure, hardware-related issue etc. within 48 hours by replacement method, with the available spares and replacement of spares where required.
 - c. The firm shall be responsible for taking backup data and programs available on PCs before attending to the fault and shall be also responsible for reloading the same.
 - d. The backup copies are to be returned to the users, under acknowledgement.
 - e. If the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
 - f. Repair and servicing of equipment can be carried out onsite or at the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints in case of major fault. This record would be signed by the firm's service engineer and users of office not below the rank of ASO/SO. After the complaint has been redressed by the AMC firm, the same shall be countersigned by the competent authority.
 - g. The firms shall also be responsible for the deployment of necessary staff for cleaning of all hardware's using suitable cleaning materials and equipment. Each equipment has to be cleaned once in every quarter. A register shall be maintained showing cleaning of each equipment, and after cleaning of the same the user must certify it and after that it will be duly countersigned by Branch Officer (IT).
 - h. Systems maintenance charges shall not include the cost of consumable and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, print heads, tractors, gears, sockets, covers of DMP, fuser assembly, Teflon sheet, power adaptors, encoder strips, pinch roller of laser printers, lamps and paper pickup, roller of scanner and any kind of plastic parts and computer stationary etc.
 - i. Any damages caused by lightning/ rodents (like rat cuts) will not be covered under the scope of the AMC
 - j. The quarterly schedule of preventive maintenance shall be as follows:
 - a. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - b. Running of test programmes to ensure quality print/data reliability.
 - c. Checking of power supply source for proper grounding and safety of equipment.
 - d. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - e. Shifting of equipment as and when required.
 - f. Running of diagnostic software for system performance.

3. GENERAL INSTRUCTIONS/TERMS AND CONDITIONS

- a) Annual Maintenance Contract (AMC) required for computers/ peripherals, installed etc. in the STA, Odisha, Kataka. The contract shall be initially for a period of one year from the date of awarding the contract. However, the contract may be extended for a further period of two years (one year on each occasion) on mutual consent/agreement and on the same unit price, terms, conditions and if services of the selected firm are found to be satisfactory during the contract period. Renewal should be proposed by either of the interested parties at least one month in advance prior to the expiry to the agreement. The STA can terminate the contract with the selected firm at any point of time by giving one-month advance notice in writing and mentioning the reason thereof.
- b) Subcontracting of AMC is strictly prohibited.
- c) No change in AMC cost is allowed during the contract period.
- d) The firms shall not be liable for failure to perform any of its obligations under or arising out of this contract if such failure results from any force majeure, act of God, fire, storm, natural disasters, earthquake, water damage, neglect, improper use, strikes, lightning or electrical disturbances, damage during transportation etc.
- e) The equipment which is under repair by the firm will be handed over back to STA, Odisha, Kataka after maintenance and repair immediately. Security deposit shall not be returned to the selected firm in the event of noncompliance to the tender terms and conditions.
- f) All entries in the tender form should be legible and filled clearly. No underwriting/overwriting is allowed. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized person may be submitted.
- g) The financial bid of only those renderers will be opened who qualify in the technical bid.
- h) No bidding firm will be allowed to withdraw its bids after technical bids have been opened
- i) The successful Tenderer has to provide service in the STA, Odisha, KATAKA
- j) STA, Odisha, KATAKA reserves the right to accept or reject any tender without assigning any reason thereof. Any clarification in the matter may please be obtained from the undersigned.
- k) In case the contracting firm is not able to accept the contract after it is awarded or if it is not able to do the work after getting the contract, the EMD and security deposit of the selected firm shall be forfeited. In such an event the office will award such a contract to the L2 firm at L1 rate and so on.
- l) Any blacklisted Firm/Agency shall not be allowed to participate in the tender.
- m) Any legal dispute is subject to the Civil Courts of KATAKA, Odisha only.
- n) Minimum one technical staff in the office of the STA, Odisha, KATAKA from 10.00 hrs. to 18.00 hrs. on all working days must be available and if required, they should also be available on Saturdays and Sundays and also after 18.00 hrs on all working days. The interested firm has to submit an EMD of Rs. 5,000/- in the shape of DD/ Banker's Cheque in favour of DDO, STA, Odisha, Kataka.
- o) The selected firm has to deposit the performance Security Deposit of Rs.21,000/- (in case of firms not registered under MSME registration certificate of AMC category) and 25% of the security deposit in shape of DD/ Banker's Cheque in case of firms registered under MSME registration certificate under AMC category. Any interested firm seeking relaxation of EMD/Security Deposit must have to furnish the necessary MSME registration certificate under AMC category within seven days of the award of the contract/ acceptance of the work order, the selected firm has to deposit the PBG (Performance Bank Guarantee) in lieu of security deposit.
- p) An agreement has to be signed between the selected firm and the authority of STA .
- q) The interested Bidder has to submit the technical bid and financial bid separately in a single master envelope. Tenders submitted after the due date and time will be rejected. The financial bid should contain the EMD.

4. PAYMENT CLAUSE

No advance payment will be made to the firm/ company in any case. Payment shall be made quarterly on a pro-rata basis at the end of each quarter after submission of the quarterly maintenance log book and its due certification by the Branch Officer (IT) & Payment towards any additional AMC for any new Computer/ Printers/ Scanner etc. during the AMC period will be calculated on pro-rata basis.

5. SERVICE ASSURANCE

Maximum acceptance downtime will be one working day excluding the days which the calls is reported and completed and the intervene holidays, if any. However, the maximum delay in all rectifications averaged over one month for all the machines installed in centre should not exceed half working day.

Furthermore, it is binding on the part of the firm to attend the service calls in off hours (i.e. outside the normal office hours and even on holidays) during the period of supplementary and Annual Budget processing and in case of emergency (as notified by Odisha Relief Code and/or come under the purview of Disaster Management. These periods will be duly intimated by the STA, Odisha, Kataka from time to time.

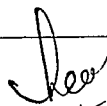
6. PENALTY:

Whenever a terminal or other installations as per the above terms and conditions except.

Normal response time for repair is 24 hours.

The customer may charge penalty in case of delay in response as mentioned below:

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



Additional Commissioner Transport(Admn.)