

TRANSPORT COMMISSIONER-CUM-CHAIRMAN  
STATE TRANSPORT AUTHORITY, ODISHA, CUTTACK

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Tender Call notice no. 6765 Dt.13.05.2025 for awarding Annual Maintenance Contract of

Computers & peripherals of STA,Cuttack.

No-LXVI-15/24: 7121

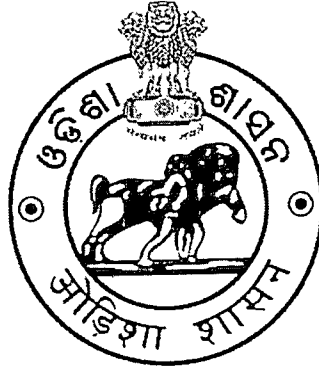
Dated: 13.05.2025

Sealed tenders are invited for AMC of Computer & Peripherals for  
STA,Cuttack latest by 02.06.2025. For detailed tender notice go through this  
office website:

[www.orissatransport.gov.in](http://www.orissatransport.gov.in)



Joint Commissioner Transport(Tech)



STATE TRANSPORT AUTHORITY, ODISHA

**REQUEST FOR PROPOSAL**  
**'ANNUAL MAINTENANCE CONTRACT OF COMPUTER**  
**AND PERIPHERALS'**

Office of Transport Commissioner, Odisha  
6th Floor, Rajaswa Bhawan, P.O. Chandini Chowk,  
Cuttack, Odisha – 753002  
E-mail ID: ori\_stalaw@yahoo.co.in

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**Document Title:** Request for Proposal for Annual Maintenance Contract (AMC) of Computer and Peripherals of State Transport Authority, Odisha.

**Department:** State Transport Authority, Odisha.

**Abstract:** This RFP document provides the details of technical and financial qualification requirement and process to submit the bids and selection process of the bidder.

#### Bid Data Sheet

RFP Reference	LXVI-15/2024 /TC :6765 Dated: 13/05 /2025
Name of Department	State Transport Authority, Odisha.
Date of issue of Request for proposal (RFP)	13/05/2025
Type of Bid	Two Bid process
Bid Submission end date & time	02.06 .2025 at 4:00 pm
Opening of Technical Proposals through GeM portal	03.06 .2025 at 5:00 pm
Opening of Financial Proposal through GeM portal	To be informed later who will qualified in technical bid
Bid offer validity	90 days
Signing of Agreement	Within 7 days of acceptance of LoA
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Address for Communication	Additional Commissioner Transport (Tech.) State Transport Authority, 6 <sup>th</sup> floor, Cuttack, Odisha - 753002

Note:

- This bid document is not transferable.
- Bids without relevant documents as specified in this Request for Proposal (RFP), shall be summarily ejected.
- State Transport Authority, Odisha may extend this tender schedule for any other administrative reason.

## Notice for inviting tender

### State Transport Authority

6<sup>th</sup> Floor, Rajaswa Bhawan, Chandini Chowk, Cuttack – 753002

Ref: .....

Date.....

### RFP FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTERS AND PERIPHERALS

- a. State Transport Authority, Odisha seeking submission of bids by experienced, reputed and qualified Firms / Agency having sound financial and relevant technical capabilities for signing a Annual Maintenance Contract (AMC) of its various computer devices and its peripherals. The Annual Maintenance Contract (AMC) may be extended beyond the expiry of the AMC based on the performance of the selected Firms / Agency.
- b. To participate in the e-bid, it is mandatory for the Bidders to get themselves registered with the GeM portal ([www.gem.gov.in](http://www.gem.gov.in)).
- c. The bidders shall upload two separate e-file for Technical and Financial bid. Bidders are not required to submit hard copy of their bid. Submission of hard copy of the bid shall result in disqualification of the bidder.
- d. All the pages of the bid document shall be signed and stamped on all pages and shall conform to the specified format, else the bids shall be summarily rejected. Submission of unnecessary documents in the bid shall be avoided.
- e. The bid shall be valid for 90 days from the Proposal Due Date.
- f. The bidders shall not engage in multiple bidding which may lead to disqualification.
- g. The Corrigendum/Addendums/Amendments/Clarifications to the Bid Document / RFP, if any will be hosted on the website ([www.gem.gov.in](http://www.gem.gov.in) and <https://odishatransport.gov.in>) only and shall be binding on Bidders and shall form part of the RFP document.
- h. State Transport Authority, Odisha may in exceptional circumstances and at its sole discretion may extend the last date & time of submission of bid by issuing an appropriate notice on ([www.gem.gov.in](http://www.gem.gov.in) and <https://odishatransport.gov.in>)
- i. No bid will be accepted after last date of submission of Bid.
- j. Amount of Earnest Money (EMD) to be Deposited as Rs. 22,000/- (Rupees Fifteen Thousand Only) in the shape of Demand Draft in favour of Transport Commissioner, Odisha payable at Cuttack.
- k. EMD is to be submitted with technical proposal, without which tender will be considered as incomplete and shall be liable for rejection of the proposal.
- l. Entities who meet the eligibility requirements in terms of the RFP are eligible to submit proposals in response to this RFP document.
- m. The bidder shall be awarded on the basis of Least Cost Selection (LCS) method on the Agency's quoted rate (excluding of Taxes).
- n. STA, Odisha will award the contract to the L1 Bidder to perform the contract satisfactorily as per the terms and conditions incorporated in the RFP document.

- p.** The L1 Bidder will be required to commence the assignment at the earliest as communicated by STA, Odisha in this regard.
- p.** The L1 Bidder will be required to execute the contract for the services within a period of seven (7) days from the date of issue of Letter of Award.
- q.** The successful bidder shall be required to, inter alia: (a) enter into the agreement, (b) adhere to the provisions of the agreement so entered into, and (c) Provide the services in accordance with the terms and conditions of the said agreement.

**Additional Commissioner Transport (Tech.)  
STA, Odisha**

**1. Application Letter**

(Bidding through GeM Portal only)

To,

The Transport Commissioner,

 State Transport Authority, Odisha  
6<sup>th</sup> Floor, Rajaswa Bhawan, Cuttack-753002

Subject: "RFP for Annual Maintenance Contract (AMC) for Computers and Peripherals"

Sir,

In response to your RFP Notice for the above-mentioned subject, I/We, a Private/Public Ltd Company / Partnership / Sole Proprietor submit the bid with the following particulars:

Sl. No.	Particulars	Description
1	Name of the Firm	
2	Year of Registration	
3	Registration Number with a copy of registration certificate	
4	Registered Address	
5	Name and Designation of the contact person to whom all references shall be made regarding this Bid	
6	Telephone Number	
7	Mobile Number	
8	Email ID	
9	Website address, if any	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as affecting the tender invited by on behalf of the State Transport Authority, Odisha. I/We, the undersigned hereby offer for Annual Maintenance Contract (AMC) for Computers and Peripherals strictly in accordance with the terms and conditions as indicated by State Transport Authority, Odisha in this document.

I/We understand that the State Transport Authority, Odisha reserves the right to reject any or all the bids or accept them in part or to reject the lowest financial bid without assigning any reasons. The State Transport Authority, Odisha further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

Thanking You,

Your faithfully,

Signature:

Name:

Designation:

Address:

Date:

## 2. Technical Qualifications Criteria

State Transport Authority, Odisha shall carry out the evaluation and documents verification of bidder, Bidders have to meet the following eligibility criteria:

Sl#	Basic requirements	Documents to be submit
1.	The Firm/Agency should be a registered entity/ Private/Public Ltd Company / Partnership / Sole Proprietor / Company	a. Bidding Entity registration certificates. b. Incorporation Certificate.

	in India having local registered office in Odisha	c. GST Registration Certificate. d. PAN
2.	Firm/Agency must have Average Annual Turnover business at least of <b>Rs. 20 lacs (Twenty Lacs)</b> only in last three completed financial years (FY 2021-22, 2022-23, 2023-24) with positive net worth.	Certificate from the Statutory Auditor / Chartered Accountant clearly specifying the Cumulative turnover and net worth as per <b>Annexure- B</b> .  Self-attested Copies of balance sheets/provisional/ audited account statements
3.	Experience of having successfully completed similar works (CMC/AMC or others of IT equipment's or peripherals) carried out in Central/State Govt. bodies/ Departments/ PSUs/ Autonomous bodies/ industries/ factories/ or other similar organizations during the last 3 year.	Self-attested copies of work order on the name of applicant along with the Annexure – C of this document.
4.	Valid GST certificate	Self-attested copy of valid GST certificate by the duly authorized signatory of Firm/Agency.
5.	PAN Number	Self-attested copy of company/firm PAN (in case of company/ partnership firm), Proprietor's PAN (in case of proprietorship) by the duly authorized signatory of Firm/Agency.
6.	T.I.N. No.	Self-attested copy of T.I.N. by the duly authorized signatory of Firm/Agency.
7.	Non-Blacklisted Undertaking	Self-declaration by the bidder duly signed by the authorized signatory confirming that they have not been blacklisted by any Central / State Government department or Central/State Public Sector Units (PSUs) or Organization in India as on proposal due date.
8.	General Terms and Conditions of the Contract to be fulfilled by the Firm/ Agency mentioned in this document.	Firm/Agency shall submit the undertaking as per Annexure- D

(The bidders must meet all the above Selection Criteria and relevant documents is required to be submitted).



### **3. Format and Signing of Bid**

- 3.1. Each Bidder shall prepare one electronic copy of the Technical e-bid (Vol-I) and financial e-bid (Vol-II) each separately.
- 3.2. The documents comprising the bid, designated to be uploaded shall be typed and all pages of the bid and indicated places shall be signed and stamped by the person duly authorized to sign on behalf of the bidder.
- 3.3. The e-bid document shall be digitally signed, at the time of loading, by the bidder or a person or persons duly authorized to bind the bidder to the contract. All the pages/documents of the e-bid that are to be uploaded shall be digitally signed by the person authorized to sign the e-bid.
- 3.4. The authority of the person or persons signing the Bid to bind the Bidder shall be demonstrated by a written and duly notarized power of attorney included in the Bid and submitted which shall bind the Bidder for the full length of the Bid Validity Period.
- 3.5. The bid shall contain no alternations, omissions or additions except those to comply with instruction issued by STA, Odisha or are necessary to correct errors made by the bidder, in which case such corrections shall be initialled/singed by the person signing the bid.
- 3.6. The proposal shall be properly indexed and serially numbered.

### **4. Submission of Bids**

- 4.1. The bidder shall download the bid document from the website: ([www.gem.gov.in](http://www.gem.gov.in) and [https://odishatransport.gov.in](http://odishatransport.gov.in)) and upload the softcopy/scanned copy of required documents together with filled up documents on the same e-portal. The contents of Technical and Financial Bids will be as per bid document.
- 4.2. Bidder shall submit Power of Attorney and Declarations in a sealed envelope. It is clarified that the Bidder will not be required to submit a hard copy of its Technical and/or Financial Bid, and if a hard copy of the Technical and/or Financial Bid is submitted, then the Bid submitted by such Bidder shall be rejected as being non-responsive.
- 4.3. The hard copy of the Power of Attorney and Declarations etc. will either be hand delivered or sent by registered post acknowledgement due or courier to the address specified in Bid Data Sheet.
- 4.4. Bids must be uploaded on the website specified in the Bid Data Sheet no later than the time and date stated in the Bid Data Sheet as the Submission Deadline.

### **5. Late and Delayed Bids**

- 5.1. Bids must be received not later than the date and time stipulated in the RFP document. STA, Odisha may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of STA, Odisha and the bidder will be the same.

- 5.6 Any bid received by STA, Odisha after the deadline for submission of bids, as stipulated above, shall not be considered.

## **6. Withdrawal, Substitution, and Modification of Bids**

- 6.1. Bidders may modify their bids by using the appropriate option for bid modification on GeM Portal, before the deadline for submission of bids. For bid modification and consequential re-submission, the Bidder is not required to withdraw his bid submitted earlier. The last modified Bid submitted by the Bidder within the Bid Due Date shall be considered as the Bid. In online system of bid submission, the modification and consequential re-submission of Bid is allowed any number of times. A bidder may withdraw his Bid by using the appropriate option for Bid withdrawal, before the deadline for submission of Bids. However, if the Bid is withdrawn, re-submission of the Bid is not allowed.
- 6.2. No Bid may be modified, substituted or withdrawn in the interval between the deadline for Bid Submission and the expiration of the Bid Validity Period. Withdrawal of a Bid during this interval may result in the Bidder's disqualification.

## **7. Opening and Evaluation of Technical Bid**

- 7.1. The electronic Technical Bids will be opened in the presence of the bidders' representatives who choose to attend at the appointed place and time.
- 7.2. The Financial Proposals of the Bids shall remain unopened in the GeM Portal, until the subsequent public opening following the evaluation of the Technical Proposals of the Bids.
- 7.3. The Technical Bid of the bidder would be evaluated to check if they are meeting the eligibility criteria set out in the RFP document. Bids will be checked based on the information submitted by the bidders. However, STA, Odisha reserves the right to seek clarification/documents from the bidders, if STA, Odisha considers it necessary for proper assessment of the bid.

## **8. Opening of Financial Bid**

- 8.1. The Financial Bids of only technically selected bidders shall be opened.
- 8.2. The selection of the bidder shall be based on LCS (Lowest Cost Selection) method on the Agency's quoted rate.
- 8.3. The Bidder with the lowest financial quote (L1) shall be awarded.
- 8.4. Failure of the Successful Bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the LOA. In such an event, STA, Odisha reserves the right to take any such measure as may be deemed fit including annulment of the Bidding Process.
- 8.5. Right to accept any Bid and to reject any or all Bids
- 8.6. STA, Odisha is not bound to accept the L1 bid or any bid and may at any time by giving notice in writing to terminate the tendering process.

- 8.7. STA, Odisha may also terminate the contract/cancel the LOA in the event the Successful Bidder fails to execute the agreement.

## 9. Scope of Work

1. Annual Maintenance and Service of CPU, Desktop, Computers, Printers, Scanners and its peripherals at office of Transport Commissioner-cum-Chairman State Transport Authority, Odisha, 6th and 7th Floor, Rajaswa Bhawan, Cuttack-753002 as per list and specification enclosed at Annexure- A.
2. Note: All types of All-in-one desktops, Computers, CPUs, Dot-matrix Printers, Laser Printers, Scanners and UPS shall be covered under AMC inclusive of all types of spares including plastic parts, fuser assembly of Laser printers, printer heads. The cost of these spare parts shall be reimbursed by the Office of the STA, Odisha, upon submission of bills/invoices as per actuals, subject to the terms and conditions of this tender
3. Annual Maintenance and Service of equipment includes the repair, replacement and servicing of equipment or their parts to make the equipment operational for its purposed.
4. The Bidder shall correct any faults and failures in the Equipment and shall repair defective parts of the Equipment during the Office's normal working hours on all working days. In cases where unserviceable parts of the Equipment, including printer bands, print heads etc. need replacement the Bidder shall replace all such parts, with brand new parts or those equivalent to new parts in performance. The Bidder shall further ensure that the Equipment is not down at any time or want of spare parts. The Service Provider shall provide all necessary spare parts for maintenance and repairs. The cost of these spare parts shall be reimbursed by the Office of the STA, Odisha, upon submission of bills/invoices as per actuals, subject to the terms and conditions of this tender
5. All quoted rate for Annual Maintenance Contract is inclusive of repair of equipment, transportation if required, service charges for repair.
6. All the items under maintenance as per list at Annexure- A are in working condition. At the end of the contract, this equipment should also be in working condition leading to settlement of the final bill raised by the Service Provider.
7. Inspection - Before any bidder participates in the bid, it is suggested that the bidder will have to do the necessary onsite inspection of the condition of IT assets at the location of STA office, Cuttack. After that, no representations will be considered from any bidder regarding the condition of the IT Assets.
8. The contract is on site i.e. the Service Provider must attend the call in the office of the STA, Odisha and in any case the STA, Odisha will not bring the equipment to the Service Provider's office.
9. The list of items covered under Annual Maintenance Contract is given in Annexure- A which may vary at the time of awarding Annual Maintenance
10. In case the equipment goes out of order during normal operation, it shall be covered under Annual Maintenance Contract

## 8.1. Maintenance Support Services (MSS)

1. The services provided by the contractor during AMC period will comprise but not limited to the following:

- a. **Preventive Maintenance:** Preventive maintenance would be carried on quarterly basis as per the checklist.

During the Preventive maintenance, the contractor's maintenance engineer will visit STA at least once in three months to take up the preventive maintenance of all equipment covered in the contract such as testing and checking the various functions/performance of the equipment and reconfiguration if required to ensure optimum performance of the system, cleaning of cabinets, cables, connectors etc. During the visit, he will coordinate with the nodal officer / officer in charge of STA and discuss in details operational problem and advise accordingly. Detailed report for the checking/testing should be carried out during each preventive maintenance visit and should be submitted to nodal officer / officer in charge of STA.

- b. **Breakdown Maintenance:** Breakdown maintenance is to be carried out as and when required. Coordinate with OEMs for support in case of breakdown, or any other issue in any particular equipment. Repair of parts, modules, sub-modules, assemblies, sub-assemblies, spares, up gradation of software if any etc. to make the system operational. Support in case of difficulty in operation. During any breakdown of equipment, the contractor shall attend unlimited emergency breakdown calls. There shall be no restriction on number of breakdown maintenance per month/year. It is the responsibility of the contractor to maintain 100% accessibility of computer systems and its peripherals. Contractor's maintenance engineer is required to respond and report to STA's designated engineer in charge within 24 hours from the time of fault reported. The allowable resolution time will be 48 hrs from the time of fault reported including Saturdays, Sundays and closed holidays. The transportation of man and materials to the site shall be in the scope of contractor. The engineer should carry the required test equipment required for diagnosis of the fault and make the system operation. After the breakdown maintenance of the system/equipment, the maintenance engineer of the contractor shall submit the detailed report on the repair carried out on the system/equipment. The engineer shall give details of the assemble parts repaired/replaced along with fault analysis for making the history sheets of faults/problems of each equipment. STA would also like to know the reasons of failure and suggestion to avoid such problems in future.

## 9.2. Call Reporting & Downtime

1. On detection of any fault on any equipment, the officer in charge of the STA, Odisha will intimate to the Service Provider by e-mail/call who shall intimate a complainant booking number to the STA, Odisha by e-mail for reference.
2. The service engineer of the Service Provider must attend the call within 24 hours of call booking.

3. In exceptional cases, where the equipment is required to be taken out of the site by the Service Provider, proper documentation of transit has to be maintained by the officer in charge of the STA, Odisha as well as the Service Provider.
4. The parts to be replaced by the Service Provider should be of same standard, specification and make or higher standard to suit the equipment. In case the parts required for replacement is not available and the Service Provider is required to replace any other make with different specification, in such event the Service Provider has to get it certified from the office of STA, Odisha prior to replacement of parts.
5. The AMC period shall start after expiry of warranty period. The period of AMC shall be counted proportionately excluding period covered under warranty. Cost of spare parts to be replaced will be reimbursed at lowest rate as per GEM norms.

### 9.3. Roles and Responsibility of service provider

1. Routine corrective and preventive maintenance (as per the service level agreement) of computer system and its peripherals as specified in the inventory of equipment to be covered under AMC.
2. Software installation, un-installation, configuration, Virus removal, Antivirus software up-gradation and integrity maintenance to make the system/equipment/network fully functional.
3. Preventive maintenance for the whole computer system shall be done on quarterly basis which shall include external/internal cleaning of the system, running the diagnostics/utilities tools to determine the existing or likelihood faults and their removal.
4. Service Provider may change the configuration of the System/Equipment by way of adding/removing components as per the requirement of the STA, Odisha and Service Provider shall continue to provide the service for the new configuration without any additional charge.
5. Shifting and reinstallation of equipment, if necessary, will be executed by the Service Provider without any additional cost.
6. 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 computer system shall be maintained.
- 7.
8. A health-card should be maintained by Service Provider for all equipment under AMC for each incident of malfunctioning, complain lodging and solving.

### 9.4. Replacement of Parts

1. The Company should give specifications and other details of spare parts required to be replaced and seek prior approval before replacing any parts of hardware, etc. The Service Provider shall provide all necessary spare parts for maintenance and repairs. The cost of these spare parts shall be reimbursed by the Office of the STA, Odisha, upon submission of bills/invoices as per actuals, subject to the terms and conditions of this tender.

## 95. List of Computer Systems and Peripherals (Annexure- A)

Sr. No.	Section	Laptop	All In One System	CPU	Make Model (Laptop/ AIO/ CPU)	Monitor	Printer	Scanner	UPS
1.	Transport Commissioner		AIO (2019)		Dell		Epson Printer		2 KVA, Numeric (2017)
2.	Secretary	Laptop (2019)			HP				
3.	Admin (ACT)		AIO (2019)		Dell		HP LaserJet P1108		0.5 KVA Luminol s (2018)
4.	Admin (ACT)	Laptop (2022)			HP				
5.	Technical Section (ACT)		AIO (2019)		Dell		Epson M 2170 (2023)		
6.	Technical Section (JCT)		AIO (2019)		Dell		HP Laserjet P 1606 DN (2010)		
7.	Technical Section		AIO (2019)		Dell		Canon Image Class MF 3010 (2023)		
8.	Enforcement			CPU (2017)	HP Compac elite 8300	Acer V 196 HQL (2022)	HP LaserJet P1007 (2016)		
9.	Enforcement			CPU (2022)	HP New	HP New (2022)	Epson M 100 (2016)		
10.	Enforcement		AIO (2019)		Dell		Canon imageles s MP3010 (2021)		
11.	Enforcement			CPU (2023)	HP new	HP monitor 2023	EISON L3215 (2013)	HP Scan jet 200 (2017)	
12.	Account Officer		AIO (2019)		Dell		HP LaserJet p1606 dn(2016)		
13.	Accounts		AIO (2019)		Dell				
14.	Accounts			CPU (2016)	Acer Veriton M200 (2022)	Acer v206hql (2022)	HP LaserJet m1005m fp (2015)	HP scanjet 200 (2016)	
15.	Accounts			CPU (2022)	HP 10CMT SGH2022DGY (2018)	Acer V206 HQL (2022)	HP Laser jet p1007(2016)		
16.	Accounts			CPU (2016)	HP Compaq 4000Pro	HP LE185/W	HP Laser jet	CANNON-1	

RFP for AMC of Computer and Peripherals of State Transport Authority, Odisha

Sr. No.	Section	Laptop	All In One System	CPU	Make Model (Laptop/ AIO/ CPU)	Monitor	Printer	Scanner	UPS
						(2016)	p1007(2016)		
17.	Audit			CPU (2018)	Acer Veriton M200	HP Compaq LE 1711 (2018)	Canon Image class MP3010 (2023)		
18.	Audit			CPU (2021)	Accer veriton M200	Acer V206 HQL (2022)	Canon I kageslas s MF 3010 (2023)		
19.	Audit			CPU (2022)	Accer veriton M200	Acer V206 HQL (2022)	HP laserjet M208dw (2022)		
20.	Audit			CPU (2016)	HP Old Pc	HP Pro display p221 (2016)	Canon Image plus MF 3010 & Epson m200 (printer) (2017)	Canon lide120 (2016)	
21.	Communication Cell			CPU (2021)	Antec	Dell SE2722H (2021)			
22.	Communication Cell			CPU (2021)	Antec	PD2700U-B (2021)			
23.	Computer/Store			CPU (2016)	HP Compaq elite 8300 Microtova (2016)	HP220 (2016)	Canon Image class MP3010 (2023)		
24.	Computer/Store			CPU (2022)	HP Compaq 2480 x1208	Acer v206HQL (2022)	HP Laser jet pro m203dw (2020)		
25.	Computer			CPU (2019)	Acer veriton M200 (2022)	HP LE1851w (2019)	Hp Laser jet 1020plus (2021)		
26.	DCT (CZ)		AIO (2019)		Dell		HP Laser jet p1108 (2017)		
27.	DCT (CZ)		AIO (2019)		Dell				
28.	DCT (CZ)		AIO		HP				
29.	DCT (CZ)		AIO (2019)		Dell		Epson L3110		
30.	DDO		AIO (2019)		Dell		HP Laserjet m208 (2021)		

RFP for AMC of Computer and Peripherals of State Transport Authority, Odisha

Sr. No.	Section	Laptop	All In One System	CPU	Make Model (Laptop/ AIO/ CPU)	Monitor	Printer	Scanner	UPS
31.	DDO			CPU (2017)	Acer PC (2017)	HP Compaq LE1711 (2017)			
32.	Despatch			CPU (2016)	Acer Veriton M200 (2022)	HP LE18-51W (2016)	Canon LBP 2900 & HP Laser jet ProMBP M128fn (2022)	Cannon-1 (2023)	
33.	Diary			CPU (2018)	Acer Veriton m 200	Acer V 206 HQL (2022)			
34.	Establishment		AIO (2019)		HP				
35.	Establishment		AIO (2019)		Dell		HP Laser jet 1022 (2017)		
36.	Establishment		AIO (2019)		Dell		HP laser jet 1007 (2016)		
37.	Establishment		AIO (2019)		Dell		HP laser jet 1022 (2017)		
38.	Establishment		AIO (2019)		Dell		HP laserjet P1007 (2016) & HP laserjet 1536 dnf	HP Scanjet 200 (2015) & Canon Imageless MF 3010 (2023)	
39.	Establishment			CPU (2022)	Acer Veriton m 200 (2020)	Acer V206 HQL (2022)	HP Leserjet 1020 ples (2018)	EPSON Scanner (2024)	
40.	Establishment	Laptop (2019)			HP				
41.	Law Officer		AIO (2019)		DELL				
42.	Law Officer			CPU (2016)	DELL (2019)	HP V 193 (2016)	HP Laserjet 1022 (2017)		
43.	Law			CPU (2019)	HP Compaq 8100 Elite	HP V 192 (2019)	HP Laserjet P 1108 (2018)	HP Scanjet 200 (2016)	
44.	Law			CPU (2016)	HP Cmpaq dx 2480	HP (2016)			
45.	ALO		AIO (2019)		Dell		Canon Image Class MF 244dw		



## RFP for AMC of Computer and Peripherals of State Transport Authority, Odisha

Sr. No.	Section	Laptop	All In One System	CPU	Make Model (Laptop/ AIO/ CPU)	Monitor	Printer	Scanner	UPS
							(2021)		
46.	ALO			CPU (2022)	HP Compaq 8100 Elite	Acer V206 HQL (2022)	Canon Image Class mf244 dwc(2021)	Epson (2020)	
47.	ALO			CPU (2016)	HP CMT	HP LE18-81W (2016)	HP laserjet P1007 (2016)	Canon lide 300 (2017)	
48.	ALO	Laptop (2022)			HP				
49.	NIC		AIO (2019)		Dell		Canon Image class LBP 161dn (2019)		3 KVA, Numeric (2016)
50.	NIC	Laptop (2019)			HP				
51.	NIC	Laptop (2019)			HP				
52.	NIC		AIO (2019)		Dell		Eison M100 (2017)	EPSON DS77011 (2024)	
53.	NIC			CPU (2018)	Acer Veriton M200 (2018)	HP pavellion 22XW (2018)	HP Laserjet PI606dn(2018)	EPSON Scanner	
54.	NIC		AIO (2019)		Dell				
55.	ORSS		AIO (2019)		Dell		Epson Es-3256 (2023)		
56.	ORSS		AIO (2019)		Dell				
57.	ORSS			CPU (2015)	HP Compaq Elite 8100	HP LE185 (2015)	HP Laserjet Pro m 203dn		
58.	ORSS			CPU (2016)	HP Compaq 8100 Elite	LE1851W (2016)	HP Laserjet m208dw (2022)		
59.	ORSS		AIO (2019)		Dell				
60.	ORSS			CPU (2017)	HP Compaq 8100 Elite	Dell Rev A00 (2018)	HP Laserjet 1022 (2018)		
61.	ORSS		AIO (2019)		Dell				
62.	ORSS		AIO (2019)		Dell				
63.	ORSS			CPU (2022)	Acer Veriton M200	Acer v206hql	HP leaserjet		

Sr. No.	Section	Laptop	All In One System	CPU	Make Model (Laptop/ AIO/ CPU)	Monitor	Printer	Scanner	UPS
						(2022)	p1007 (2016)		
64.	OSD to TC			CPU (2017)	Dell Optilex 1020	Dell monitor big (2017)	HP Laserjet Pro mfp m128fn (2018)		
65.	OSD			CPU (2015)	HP	Acer V 206 HQL (2015)	HP leaserjet p1007 (2016)		
66.	OSD to TC			CPU (2015)	HP Compaq	Acer (2015)	HP laserjet 1020plus (2017)		
67.	Permit		AIO (2019)		Dell				
68.	Permit		AIO (2019)		Dell			HP Scanjet 200 (2016)	
69.	Permit			CPU (2018)	Acer Veriton IC 6034	Acer.V206 HQL (2022)	HP laser jet 1022/2016 (2021)		
70.	Permit			CPU (2022)	Acer Veriton M200	Acer V206 HQL (2022)	HP laser jet M207-m-212 (2021)		
71.	Permit			CPU (2016)	Dell		HP Laser jet 1020plus (2019)		
72.	Permit			CPU (2019)	HP Cmpaq dx 2480	H.P 19 KA	& HP Laser jet P1007 (2016)		
73.	Permit		AIO (2019)		Dell		HP Laserjet P 1606dn		
74.	Permit			CPU (2019)	HP				
75.	Permit		AIO (2019)		Dell		HP Laserjet P 1007 (2016)	HP Scanjet 200 (2016)	
76.	Permit		AIO (2019)		HP				
77.	Permit		AIO (2019)		Dell		HP Laserjet m208dw (2022)		
78.	Permit		AIO		Dell	HP Laserjet	HP	Canon	

Sr. No.	Section	Laptop	All In One System	CPU	Make Model (Laptop/ AIO/ CPU)	Monitor	Printer	Scanner	UPS
			(2019)			p1007 (2017)	Laserjet p1007 (2017)	lide 110 (scanner) (2016)	
79.	Permit		AIO (2019)		Dell				
80.	Store (Stock)	Laptop (2012)			HP				
81.	Store (Stock)	Laptop (2012)			HP				
82.	Store (Stock)	Laptop (2012)			Dell				
83.	Server Room								10 KVA, APC (2023)
84.	Server Room								10 KVA, APC (2023)
85.	Server Room								5 KVA, Microtech (2023)
86.	Tax			CPU (2016)	HP Compaq Elite 8500	HP V192 (2016)			
87.	Tax			CPU (2022)	Acer veriton m200	Acer v206hql (2022)	Hp laserjet m208dw (2020)		
88.	Tax			CPU	Acer veriton M200 (2022)	Acer V206 HQL (2022)	HP laserjet1 020plus (2016)		

**\*\*Note:** The Bill of Quantity details are exhaustive. 10% deviation in the systems & its peripherals may increase or decrease which will be also considered in the Annual Maintenance Contract.

### 9.6. Section wise Equipment Detail:

SI No	Section	Laptop	All In One	Monitor	CPU	Printer	Scanner	UPS
1.	Transport Commissioner	0	1	0	0	1	0	1
2.	Secretary	1	0	0	0	0	0	0
3.	Admin	1	1	0	0	1	0	1
4.	Account Officer	0	1	0	0	1	0	0
5.	Accounts	0	1	3	3	3	2	0
6.	Asst. Law Officer	0	1	0	0	1	0	0
7.	Audit	0	0	4	4	5	1	0
8.	ALO	1	0	2	2	2	2	0
9.	Computer	0	0	1	1	1	0	0
10.	Computer Store	0	0	2	2	2	0	0
11.	Communication Cell	0	0	2	2	0	0	0
12.	DCT	0	4	0	0	3	0	0
13.	Dispatch	0	0	1	1	2	1	0
14.	Diary Section	0	0	1	1	0	0	0
15.	DDO	0	1	1	1	1	0	0
16.	Establishment	1	5	1	1	6	3	0

17.	Enforcement	0	1	3	3	4	1	0
18.	Law	0	0	2	2	1	1	0
19.	Law Officer	0	1	1	1	1	0	0
20.	NIC	2	3	1	1	2	3	1
21.	ORSS	0	5	4	4	5	0	0
22.	OSD to TC	0	0	3	3	3	0	0
23.	Permit	0	8	5	5	8	3	0
24.	Tax	0	0	3	3	2	0	0
25.	Technical Section		3	0	0	3	0	0
26.	Store (Stock)	3	0	0	0	3	0	0
27.	Server Room	0	0	0	0	0	0	3
	<b>Total</b>	<b>9</b>	<b>36</b>	<b>40</b>	<b>40</b>	<b>61</b>	<b>17</b>	<b>6</b>

#### 9.7. Components not covered under AMC

- a. Non-operational machines.
- b. Ribbon cartridge, Tape cartridge, ink cartridge and Toner cartridge & Teflon of LaserJet.
- c. 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.
- d. Damages caused due to force measure like natural calamities, electrical surges, high voltages & lightening and damage caused by rodent.
- e. Laptop battery
- f. UPS battery

#### 9.8. Service Level Agreement

- a. The maintenance shall normally be done during working hours of the STA, Odisha. i.e from 10.00 am to 6.00 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 Provider. The Service Engineer will be allowed to handle the respective equipment only with permission of the Officer-in-Charge of STA, Odisha.
- b. If the equipment is not repaired within 48 hours, it shall be treated as Down time. The Service Provider has to pay the penalty for the down time for the equipment per day of Rs. 500 only and the penalty under downtime shall be deducted from the bill raised by the Service Provider for the period covered under this agreement.

## Terms and Conditions

- 10.1. The firm/bidder will depute full time experienced and qualified Resident Engineer to rectify the faults instantly.
- 10.2. Amount of Earnest Money (EMD) to be Deposited as Rs. 22,000/- (Rupees Fifteen Thousand Only) in the shape of Demand Draft in favour of Transport Commissioner, Odisha payable at Cuttack.
- 10.3. Payment of will be made on quarterly basis subject to their satisfactory performance to be certified by STA, Odisha. The penalty imposed if any as per the service level agreement while signing the contract will be deducted from the AMC charges.
- 10.4. The bidder shall give a Performance Bank Guarantee (PBG) of 10% of AMC order value to the STA Odisha
- 10.5. The PBG should remain valid for a period of 60 days or more beyond the date of the completion of AMC period.
- 10.6. The approved price and terms & conditions for AMC services mentioned hereinabove will remain valid till validity of this agreement. No change in AMC cost is allowed during contract period.
- 10.7. The period of AMC will be for a period of two (2) years from the date of signing of contract agreement, which can be extended for another one year subject to satisfactorily completion of first two years, if possible, upon approval consent from STA. The amount shall be inclusive of all labour cost, transportation & conveyance charges, administrative charges, monitoring and supervisory charges, agency profit and etc.
- 10.8. If any additional equipment procured by STA upon successful completion of its warranty period will also go through Annual Maintenance Period. The rates of maintenance of the newly procured systems (up to 5% of total quantity) will be considered in contract at no additional cost.
- 10.9. The Service Provider shall not assign or sublet the contract or any part of it to any other agency under any circumstances. Violation of this condition will entail revocation of contract and forfeiture of Security Deposit.
- 10.10. The Service Provider shall not be blacklisted by any Central / State Government Department or Central/State Public Sector Units (PSUs) or any other Government (Central / State / PSU/ ULBs/Smart Cites SPV) Organization in India as on proposal due date.
- 10.11. The Service Provider shall be entirely responsible for payment of all taxes, duties, fees, etc incurred in course of maintenance of the item. No extra taxes or duties shall be payable by the STA, Odisha beyond the price mentioned in this agreement.
- 10.12. The STA, Odisha will not be liable for any lapse on the part of the Service Provider in discharging its responsibilities.
- 10.13. The rates for Annual Maintenance Contract finalized, will be operative for a period of 24 months from the date of signing of agreement.
- 10.14. Any other problem if arises and brought to the notice of the STA, Odisha it shall be decided as per existing Government rules and regulations etc. as may be deemed proper and the decision of the STA, Odisha in such matter shall be final.

- 10.15.** In case of breach of any of the conditions of this Agreement or poor performance or non-performance by the Service Provider, the STA, Odisha have the right to terminate the Agreement after giving fifteen days' notice in writing to the Service Provider and forfeiture of Security Deposit.
- 10.16.** In the event of any dispute not resolved between the parties, courts having jurisdiction at Cuttack will adjudicate the dispute.
- 10.17.** In case of breach of any conditions of the contract and for all type of losses caused on the part of Contractor, Transport Commissioner, Odisha shall make deductions, as deemed fit, from the bills preferred by the Contractor or that may become due to the contractor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the State Transport Authority, Odisha.
- 10.18.** The powers of the Transport Commissioner, Odisha under these conditions shall in no way affect or prejudice the powers in certain events to terminate the contract vested in him/her as herein provided or to endanger forfeiture of deposit mentioned under clause above.
- 10.19.** The prices should be quoted in Indian Rupees only.
- 10.20.** Each bidder shall submit only one Bid.
- 10.21.** The bidder should have a registered office in the Odisha.
- 10.22.** Telex or Facsimile Bid are not acceptable.
- 10.23.** The Competent Authority will award the contract to the bidder whose bid has been determined to be substantially responsive and who has offered the lowest price (excluding of Tax).
- 10.24.** Notwithstanding the above, the Competent Authority reserves the right to accept or reject any bid and to cancel the bidding process and reject all bids at any time prior to the award of the contract.
- 10.25.** No party shall be permitted to submit bid for work in the State Transport Authority, Odisha in which any of their near relatives is an employee. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the State Transport Authority, Odisha. Any violation of this condition which comes to the Notice of the Transport Commissioner, Odisha after the contract is awarded will entitle the State Transport Authority, Odisha to treat the contractor as having committed a breach of contract and to exercise all the rights and remedies available to the State Transport Authority, Odisha on account thereof.
- 10.26.** Sales tax/other levies to be charged should be specifically indicated.
- 10.27.** Incomplete bids are liable to be rejected.
- 10.28.** The decision of the Transport Authority, Odisha shall be binding on all issued relating to Bids.

## **11. Pre-Bid Meeting**

Pre-Bid Meeting for the tender will be held on xx.xx.2025 commencing at xx:00 Hrs IST at 6<sup>th</sup> Floor, Rajaswa Bhawan, Chandini Chowk, Cuttack-753002. Bidders

- interested in participating in the pre-bid meeting may contact the following Procurement Officer for details/modalities of the meeting:  
XXXXXX XXXXX  
E-mail –  
Contact no -

## 12. Arbitration

1. In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of the agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration to the nominee of the Transport Commissioner, Odisha. The decision of arbitration to the agreement in this regard shall be final and binding upon both the parties.
2. The parties shall continue to perform their obligations under this agreement during arbitration proceedings. The cost of arbitration (including the fees and expenses of the arbitration) shall be bear by the Firm/Agency.
3. The venue for arbitration will be Cuttack.

## 13. Exit Management

At the end of AMC period, Service Provider shall be responsible to make handover of all the AMC equipment to the newly engaged AMC Service Provider in working condition and in such case pending bill and security deposit of Service Provider shall be withheld till such time it is fully process of handing over equipment completed by Service Provider.

## 14. Annexure- B: Turnover and Net worth

*(To be printed on Chartered Accountant Letter Head and Signed and Stamped by Chartered Accountant)*

To,

The Transport Commissioner,  
6th Floor, Rajaswa Bhawan,  
Cuttack-753002  
Odisha

**Sub: Turnover and Net worth**

○

Sir,

With reference to your document No. .... dated....., I  
<.....Name of the Chartered Accountant.....> certifying that <.....Firm  
name.....> has Average turnover business of Rs. ....(.....in words.....) in  
last three completed financial years with positive net worth as mentioned in below table.

Financial Year	Turn Over	Net worth
FY 2021-2022		
FY 2022-2023		
FY 2023-2024		
Average Total		

Sincerely,

Name of the Chartered Accountant:

Registration No.:

Signature of the Chartered Accountant:

Phone Number:

Email:

Address with Pin Code:

## 15. Annexure- C: Details of the Organisation

*(To be printed on Bidder's Letter Head and Signed by Authorised Signatory of Firm/Agency)*

To,

The Transport Commissioner,  
State Transport Authority, Odisha  
6<sup>th</sup> Floor, Rajaswa Bhawan, Cuttack-753002  
Government of Odisha

Subject: Details of the organisation where similar work executed

Sir,



● In response to your RFP for the above-mentioned subject, I/We, a Private/Public Ltd Company / Partnership / Sole Proprietor submit the details of the work executed by our firm/agency in last 3 completed years ending 30<sup>th</sup> April 2025:

SL. No.	Name of the Organisation	Contact number of the organisation	Work Order Value	Year	Nature of Work
1					
2					
3					
4					
5					

(Enclosed supporting Documents in Technical Bid)

Thanking You,

Your faithfully,

Signature:

Name:

Designation:

Address:

Date:

#### 16. Annexure- D: Undertaking for terms and conditions of RFP

*(To be printed on Bidder's Letter Head and Signed by Authorised Signatory of Firm/Agency)*

To,

The Transport Commissioner,  
State Transport Authority, Odisha  
6<sup>th</sup> Floor, Rajaswa Bhawan, Cuttack-753002  
Government of Odisha

Subject: Undertaking to accepting all the terms and conditions of this document

Sir,

○ In response to your RFP for the above-mentioned subject this is to certify that I/We before signing this undertaking have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Thanking You,

Your faithfully,

Signature:

Name:

Designation:

Address:

Date:

## **17. Annexure- E: Format of Financial Bid Letter**

(To be uploaded on GeM Portal along with Financial Proposal only)


To,

The Transport Commissioner,  
State Transport Authority, Odisha  
6th Floor, Rajaswa Bhawan, Cuttack-753002  
Government of Odisha

Sub: Letter for Financial Bid

Respected Sir,

I/we have examined the Bidding Document placed along with tender, we, the undersigned, offer to provide the services in conformity with the said RFP document and we herewith submit our Financial Bid.

 We offer to provide the Services for the amount (exclusive of all applicable taxes) in accordance with the rate quoted as part of Financial Bid attached herewith and made part of this Bid.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by STA, Odisha up to the period prescribed in the Bid which shall remain binding upon us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand and accept that you are not bound to accept the lowest or any Bid you may receive.

Your faithfully,

Signature of authorised person:

Name of authorised person:

Designation of authorised person:

Address:

Date:

## 18. Annexure- F: Financial Proposal

To,

The Transport Commissioner,  
State Transport Authority, Odisha  
6th Floor, Rajaswa Bhawan, Cuttack-753002  
Government of Odisha

Subject: Financial Proposal

Sir,

In response to your RFP for the above-mentioned subject, I/We, a Private/Public Ltd Company / Partnership / Sole Proprietor submit the financial proposal:

SL NO	Section	Quantity	Total Amount without Tax	Tax if any	Total amount with Tax
1	Laptop	9			

S NO	Section	Quantity	Total Amount without Tax	Tax if any	Total amount with Tax
2	All In One System (AIO)	36			
3	CPU & Monitor	40			
4	Printer	61			
5	Scanner	17			
6	UPS	6			
75	Any Additional Cost of AMC for All-in-One System (AIO) – If Additional system is found during the feasibility study				
76	Any Additional Cost of AMC for CPU - If Additional system is found during the feasibility study				
77	Any Additional Cost of AMC for Monitor - If Additional system is found during the feasibility study				
78	Any Additional Cost of AMC of Printer - If Additional system is found during the feasibility study				
79	Any Additional Cost of AMC of Scanner - If Additional system is found during the feasibility study				
	<b>Grand Total</b>				
	<b>Grand Total (in words)</b>				

**Note:**

The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words only will be taken as authentic and no further clarification will be sought from the bidder.

Your faithfully,

Signature:

Name:

Designation:

Address:

Date:

-----END OF THE DOCUMENT-----