

TENDER CALL NOTICE

"HIRING OF AGENCY FOR PROVIDING IT FACILITY MANAGEMENT AND COMPREHENSIVE AMC OF IT EQUIPMENT UNDER ODISHA LIVELIHOODS MISSION, DEPARTMENT OF MISSION SHAKTI"

State Mission Director, Odisha Livelihoods Mission (OLM), Mission Shakti Department, Govt. of Odisha invites sealed Tenders from Service registered firms/ Service agencies which are OCAC empaneled and located at Bhubaneswar having valid PAN & GST **For Providing IT Facility Management and Comprehensive AMC of IT Equipment under Odisha Livelihoods Mission**, Department of Mission Shakti. Bidders fulfilling the prescribed eligibility criteria of the tender can access and download the complete bid Document and other details from <https://missionshakti.odisha.gov.in/>.

The bid calendars under the end-to-end process are:

Sl. No.	Critical Events	Time Line
1	Date of Issue of Tender	26.05.2025
2	Last Date and Time for Submission of Bid	16.06.2025,3.30 PM
3	Opening of Technical Bid	16.06.2025,4.00 PM
4	Opening of Financial Bid	16.06.2025,5.00 PM

The proposal complete in all respects must reach at **State Mission Director, Odisha Livelihoods Mission, SIRD & PR Campus, Unit-VIII, Bhubaneswar-751012** by Speed Post/ Registered Post/ Courier only latest by **16.06.2025, 3:30 P.M.** in a sealed envelope clearly mentioning on the top of it "**Hiring of Agency for Providing IT Facility Management and Comprehensive AMC of IT Equipment under Odisha Livelihoods Mission**". The proposals received beyond the last date and time will be rejected. In case of any Addendum/ Clarification/ Corrigendum/ Extension regarding this tender, the same will be published in the above-mentioned official websites only. The authority reserves the right to reject any/ all proposals without any reason thereof.

By the order of State Mission Director

Sd/-

**Joint Secretary cum Addl CEO(PS)
Odisha Livelihoods Mission**

Memo No: 590/25

Date: 22.02.2025

Copy to Additional Secretary, Department of Mission Shakti, for kind information of Commissioner cum Secretary, Department of Mission Shakti. Further, it is requested to publish the advertisement in the website of Department of Mission Shakti for wide publicity.

Sd/-

**Joint Secretary cum Addl CEO(PS)
Odisha Livelihoods Mission**

**Odisha Livelihoods Mission
Department of Mission Shakti
Government of Odisha**

**INVITATION OF TENDER FOR
“HIRING OF AGENCY FOR PROVIDING IT
FACILITY MANAGEMENT AND
COMPREHENSIVE AMC OF IT EQUIPMENT
UNDER ODISHA LIVELIHOODS MISSION,
DEPARTMENT OF MISSION SHAKTI”**

**Odisha Livelihoods Mission,
SIRD & PR Campus, Unit-VIII, Bhubanswar-12**

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Section – I

Bidder's Data Sheet

Sl. No.	Particular	Details
1.	Name of the Client	State Mission Director, Odisha Livelihoods Mission under the Department of Mission Shakti, Government of Odisha
2.	Method of Selection	Least Cost Selection (LCS)
3.	Availability of Tender Document	missionshakti.odisha.gov.in
4.	Date of Issue of Tender	26.05.2025
5.	Last Date and Time for submission of Bid	16.06.2025, 3.30 PM
6.	Date of opening of Technical Proposal	16.06.2025, 4.00 PM
7.	Date of opening of Financial Proposal	16.06.2025, 5.00 PM
8.	Bid Processing Fee (Non-Refundable)	Rs.500/- INR (Rupees Five Hundred) only in shape of Demand Draft in favour of "Odisha Livelihoods Mission-NRLM" drawn in any Scheduled Commercial Bank payable at Bhubaneswar.
9.	Earnest Money Deposit (EMD) (Refundable)	Rs.50,000/ - INR (Rupees Fifty Thousand) only in shape of Demand Draft in favour of "Odisha Livelihoods Mission-NRLM" drawn in any Scheduled Commercial Bank payable at Bhubaneswar.
10.	Performance Security	The performance security of 10% of Contract Value shall be submitted by the selected bidder and retained for contract period
11.	Address for Submission of Proposal	State Mission Director, Odisha Livelihoods Mission, SIRD & PR Campus, Unit-8, Bhubaneswar, Odisha, Pin Code: 751012 E-mail:- procure.olm@gmail.com
12.	Mode of Submission of Proposal	Mode of Submission: Speed Post / Registered Post/ Courier only to the address as specified above during office hour only. Submission of bid through other mode and late bid will be out rightly rejected.
13.	Contact Person	Name: Shri Rabi Prasad Mishra, Designation: Dy. CEO (Admin & Procurement), OLM Mob: 9937462008
14.	Place of Opening of Technical Proposal	Conference Hall of Odisha Livelihoods Mission

-Sd-

Joint Secretary cum Addl CEO(PS), OLM

Section – II

Objective and Scope of Assignment

Introduction: -

Odisha Livelihoods Mission (OLM) is an autonomous society under the aegis of Department of Mission Shakti, Government of Odisha. OLM is the nodal agency for the implementation of National Rural Livelihoods Mission Programme in the state.

OLM has put in place a dedicated and sensitive support structure, to take the rural poor households out of poverty line through capacity building, financial assistance and self-reliant institutions. Through Self Help Groups, their Federation and value chain institutions like Producer Groups and Producers Company, OLM is creating a sustainable Livelihoods eco-system across the state.

OLM has reached out to 30 districts in Odisha through both intensive and non-intensive modes.

Scope of Work: -

- IT Equipment include Servers, Desktop, Laptop, UPS system, Printers, Scanner, Hubs and switches for LAN Connectivity, Modems, Projector and such other IT equipment. The rate to be quoted should also cover maintenance of operating system, software installation, data recovery, preventive action against virus spread, deletion/removal of virus, configuration of internet, configuration of application, connection of computers to the projector for presentation
- The software maintenance covers all software already installed in the personal computer and peripheral and the software to be installed in latter stage. The number of items viz. PCs, Laptop, UPS, Printer etc. may increase and 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.
- The System Support Engineers will work under Dy. CEO (Admin & Procurement), OLM.
- The System Support Engineers has to maintain a register and will record IT related complaints received from the officers/ sections of the Department and the System Support Engineer shall attend the call immediately for remedial actions to solve the hardware/software problems
- The action taken on the call shall also be recorded in the Register.
- In case of requirement of any spares or services the same should be immediately brought to the notice of the officer/Section concerned for quick redressal.
- The System Support Engineer shall be responsible for up- keeping of all machines and the equipment and physical shifting of the machines, equipment/articles as and when required.
- The System Support Engineers have to sign the attendance Register in SMMU OLM and has to work from 10:00 am to 6:00 pm during working days and if required in holidays as will be intimated by the office.
- In case of absence of any Facility Management personnel provided by the party on any day or failing to attend duty, the remuneration calculated on day basis will be recovered from the party in every quarter.

- The successful bidder shall have to provide trained expert immediately as and when required by the office and in case of any fault, which could not be rectified /difficulties faced by the deputed System Support Engineer.
- Whenever any fault arises on the items under warranty the System Support Engineer shall sort out the problem in coordination with the respective suppliers/vendor.
- The successful bidder will not be allowed for frequently change the System Support Engineer.
- Any legal complicity arising is subject to Bhubaneswar jurisdiction only.
- The Contract Shall be for one year
- OLM may add/delete the items from the schedule as per requirement and payment will be made on pro-rata basic for such addition or deletion of the items for comprehensive AMC / Co-ordination for items which are already in Warranty & AMC .
- The comprehensive AMC should cover the maintenance of all equipment including software supplied and installed in the system. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare-parts without any extra payments However the Software License will be provided by OLM.
- The contractor shall attend the failure within 2 hrs. and restore the system within 4 hrs. from the time of informing the failure. The contractor shall repair and restore the system at the site with own cost and staff. Defective equipment's should be repaired at site within 24 (Twenty-Four) hours.
- If the equipment or system cannot be repaired at the site, the contractor can take faulty or defective equipment or system to his premises after taking prior permission of the competent authority of the OLM. The defective equipment will also be taken out for repair in presence of OLM personnel after providing spare/relief of similar equipment.
- The contractor shall supply and install the spare equipment in presence of officer In charge or authorized representative of State Mission Director, OLM
- At the time of taking the defective equipment for repair to his premises. The contractor shall return the repaired equipment and install them in the system in presence of Officer-in charge or the authorized representative of State Mission Director, OLM within 15 days from the date of taking the defective equipment for repair as early as possible, ensuring proper functioning of the system.
- The carrying cost of all spares defective and repaired equipment from the site to the contractor premises and vice versa shall have to be borne by the contractor itself.
- The contractor shall supply all the components or parts thereof to repair the equipment and system by his own machinery and at his own cost.
- If the software's of the system crash during the AMC period, the contractor shall have to reinstall the original software. All Software's will be provided by OLM with original License. No pirated software will be used.
- In case of any additional requirement of IT items, spare parts, software etc. in addition to the AMC items, OLM may purchase these items from open market by following due financial procedure.

Preventive Maintenance

- Preventive maintenance like cleaning and dusting of all equipment along with the checking of the function of the system and taking necessary action for smooth functioning of the system should be done once in a month by taking shutdown of the system (if necessary) after taking prior permission of the competent authority of the OLM. The attending staff should always endorse his attendance during preventive maintenance and also during attending of any failure from officer in charge or authorized representative of State Mission Director, OLM.
- Attending representative of the firm should scan for any virus in the software in all the systems and if it is found that the software are virus infected, they are to be cleaned off during preventive maintenance and also during attending of any failure.

Corrective Maintenance:

- The contractor should submit the address of the firm where to be informed in the event of any failure or break down of the system. The contractor should confirm the call by exchanging suitable code no/private no with the competent authority of OLM complaint. It is obligatory on the part of the contractor to indicate the local contact no on which they can be contacted by OLM authority at any time round the clock.
- Any major software/Hardware modification required for corrective maintenance should be discussed with State Mission Director or his authorized representative with written documents and permission obtained from OLM before execution.
- For all equipment under warranty the contractor has to log the call with the respective OEM/ authorized dealers and follow-up with them in case of any failure. The contractor has to maintain a separate register for the same and keep the Officer in charge posted on the status every day.

Inspection Of Equipment:

The Bidder may inspect and see the condition of all the computer, peripherals and networking before tendering. No complaint after submission of offer about condition of computer will be entertained.

Movement Of Equipment:

- OLM has the right to move a Computer System or other equipment within the premises. This equipment however will continue to be under comprehensive AMC at the new location.
- If any equipment covered under the contract is taken out of the premises of the OLM for any repair, it shall be under full responsibility of the firm, till the same is returned to the concerned department in satisfactory working condition. Item may be taken out only with the written permission issued by the officer in charge.
- Any faulty part so replaced by the firm needs to be submitted back to Stores of OLM
- The contractor should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship of the firm during the period of the contract.
- The contractor will not be entitled to claim any compensation of what so ever nature if the termination/cancellation of AMC is imposed by OLM for any reason.
- Any damage caused for OLM property or personnel within OLM premises by the firm's Representative during the operation of the contract will be to his account and are recoverable.

SCHEDULE OF ITEMS

1. Items for Comprehensive AMC for one year :

Sl No	Items	Qty in Nos.	Model	Make
1.	Desktop	1	HP PC A1024-DP0813IN	HP
2.	Desktop	16	HP PC 280 G6	HP
3.	Laptop	11	HP-250G7	HP
4.	Laptop	1	HP-14-EK0011TX	HP
5.	Laptop	4	HP-15-DK1509TX	HP

6.	Laptop	19	HP-250G8	HP
7.	Laptop	3	HP-15-DK2075TX	HP
8.	Laptop	1	HP-15-DK2075TY	HP
9.	Laptop	1	HP-FIREFLY 15 GB	HP
10.	Printer	1	Canon MF 244CW	CANON
11.	Printer	1	Xerox Printer 6510 DN	Xerox
12.	Printer with Xerox	1	EPSON-X6GS00080(Colour)	EPSON
13.	Printer	1	CANON-GX6070MFD(Colour)	HP
14.	Printer	5	HP LJ PRO MFP M329DW	CANON
15.	Printer	4	Canon MF 244dW	HP
16.	Printer	2	HP Laser Jet M1005MFP	HP
17.	Printer	1	HP Laser Pro MFP M128fw	HP
18.	Printer	1	Samsung-K2200ND(B &W)	Samsung
19.	Printer	2	CANON-F166500	CANON
20.	Printer	2	HP Smart tank AIO Printer(Color)	HP
21.	Printer	1	HP 790 AIO Smart Ink Tank (Color)	HP
22.	Server	1		
23.	Scanner	2	Canon-M111092	Canon
24.	Network Switch	3	Cisco-(SG 350-28)	Cisco-(SG 350-28)
25.	Multi WAN host Port Router	1	IP-Com(M50)	IP-Com(M50)
26.	Service Access Node	1	Tejas(tj100cpr4)	Tejas(tj100cpr4)
27.	Wifi Router	9	Tenda	Tenda
28.	Wifi Router	4	Netgear	Netgear
29.	EPABX(Intercom)	1	Matrix	Matrix
30.	Computer UPS	20	600 VA	APC
31.	Online UPS	1	20 KVA	BPE
32.	Battery	41	12v	Excide
33.	Inverter	3	3.5 KVA	SUKAM
34.	Inverter	1	800 Watt	Luminous Eco WATT NEO

2. **The Successful bidder shall have to provide the following personnel for managing the activities mentioned above:-**

Sl. No.	Personnel	No of Persons	Work	Qualification and Experience
i)	System Support Engineer	1 (Remuneration Fixed Rs 30000/- inclusive of all statutory benefits)	1. Support for Desktops, Laptop Printers, Scanners, Internet Connectivity, LCD, Projector, Inverter and IT other Peripherals 2. Management of System Data, allocation and support 3. Coordination with	<ul style="list-style-type: none"> •Should be within 21-40 years •BSE/BE, MSC(IT)/MCA or Similar •Knowledge of Hardware & Networking. •Well, trained in Internet and LAN function. •Working experience of minimum 5 Years in the relevant domain.

			vendors for AMC management 4. Maintenance of Backups 5. Troubleshooting Network Related issues 6. User level support 7. Help desk management	
ii)	Assistant System Support Engineer	1 (Skilled employee as per the latest notification of Labour Commissioner, Govt of Odisha)	To support System Engineer and miscellaneous IT work of the office	<ul style="list-style-type: none"> • Should be within 21-40 years • Diploma in Computer Engineering or Similar • Knowledge of Hardware & Networking. • Well, trained in Internet and LAN function. • Working experience of minimum 3 Years in the relevant domain.

Section – III

Bidding terms and Qualification Criteria

1. Price Bid:

- Corrections, if any, shall be made by crossing out, initialing, dating and re writing.
- All duties, taxes and other levies payable components shall be included in the total price
- The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- The Prices shall be quoted in Indian Rupees only.

2. Earnest Money Deposit (EMD): -

The bidder shall furnish bid security of Rs. 50,000/- (Fifty Thousand Only) in the shape of Demand Draft/Pay Order in favour of "Odisha Livelihoods Mission (NRLM)". Any bid submitted without bid security will be rejected. The above bid security will be forfeited if a bidder withdraws its bid during the period of bid validity. The EMD of the unsuccessful bidder will be returned without any interest after finalization of the tender.

3. Performance Security: -

The performance security of 10% of Contract Value shall be submitted by the selected bidder and retained for contract period. However, the EMD submitted by the agency at the time of submission of tender may be adjusted to the performance security amount. If the firm fails to execute the contract, the security money will be forfeited. The security money

will be refunded after successful execution of the contract within 28 days after the completion of contract.

4. Stages of Evaluation of the Proposal:

A two-stage evaluation process will be conducted as explained below for evaluation of the proposals:

(A) Technical Evaluation (1st Stage):

Firms which do not meet the following minimum qualifying criteria will be rejected at the first stage:

The firm

1. The firm Should be in the business for at least 5 years in providing AMC services/IT facility management solutions. (Copy of the registration certificate to be enclosed)
2. The Firm/ Agency must be registered under OCAC and located at Bhubaneswar. (Certificate of **latest empanelment** of agency to be enclosed)
3. Should have a registered office or one of the branch offices in Bhubaneswar (Copy of the electricity bill/telephone bill/rent agreement must be submitted).
4. Must have **average annual turnover of Rupees Fifty lakh** or more in the last three financial years from similar activity i.e for 2021-22, 2022-23 & 2023-24. The bidder is required to furnish a turnover certificate duly attested by a Chartered Accountant to this effect with year wise break-up. In addition, they have to furnish the **audited** balance sheet P&L Account statement (of the last three financial years) duly signed by a Chartered accountant in support of the turnover statement furnished.
5. Should have successfully executed at least **one contracts** of similar nature (**AMC of IT equipment**) for any **Government/Semi-Government agencies/PSUs** for value of Rs Rs. 15 Lakh or more during last three financial years. The bidder is required to furnish the copy of the **Work Orders /contract of similar assignments**. This information is to be furnished in the required format as mentioned.
6. Should not have any track record of Contract termination of the previous assignments for providing personnel to OLM, Odisha.
7. Must have registered with appropriate registration authority.
8. Must registered under EPF.
9. Must registered under ESI.
10. Must have a PAN & GST.
11. Must submit the **tender document cost of Rs.500/ -(Including GST)**.
12. Must submit bid security of Rs 50,000/-
13. Undertaking for not have been black-listed by any Central / State Government/any Autonomous bodies during its business career (as per the format enclosed).

Bids not complying to any of the above requirement, will be out rightly rejected at the discretion of the Client's authority.

(B) Financial Evaluation (2nd Stage):

Bidders who have qualify in minimum eligibility in technical evaluation and found responsive, their financial bid shall be opened. Bidders who quote the lowest bid in all together of the items will be awarded the contract. In event of a tie in price bid a draw of lots will be conducted.

Submission of Proposals

Bidder must submit their proposals by Registered Post / Speed Post/Courier only to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the proposal. The proposal must have to be submitted in two parts. Each part should be separately bound with no loose sheets. Each page of the two parts should be page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be out rightly rejected by the Client.

The procedure for submission of the proposal is described below:

i) Technical Proposal:

The envelope containing technical proposal shall be sealed and superscripted as **"Technical Proposal – Hiring of Agency for Providing IT Facility Management and Comprehensive AMC of IT Equipment under Odisha Livelihoods Mission."** and to be furnished inside one envelope. The duly filled-in technical proposal submission forms, with all the supportive documents and information have to be furnished as part of technical proposal.

ii) Financial Proposal (Original):

The envelope containing financial proposal shall be sealed and superscripted as **"Financial Proposal –Hiring of Agency for Providing IT Facility Management and Comprehensive AMC of IT Equipment under Odisha Livelihoods Mission."** The duly filled-in financial proposal submission forms should contain the detail price offer for the proposed assignment and to be furnished as per the prescribed format only.

The **"Technical Proposal"** and **"Financial Proposal"** must have to be submitted in two separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the Tender Documents. Both the above envelopes have to be sealed and placed inside a third main envelope with proper labeling of following information in bold:

NAME OF THE ASSIGNMENT:

TENDER NUMBER AND DATE:

NAME OF THE BIDDER:

DEADLINE FOR SUBMISSION OF BID:

NAME AND ADDRESS OF THE BIDDER:

Any deviation from the prescribed procedures / information / formats / conditions shall result in out-right rejection of the proposal. All the pages of the proposal have to be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly

rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.

Opening of the Proposal

The **FIRST ENVELOPE** containing TECHNICAL PROPOSAL will be opened in the initial stage by the Client in presence of the bidder's representatives at the location, date specified in the Bidder Data Sheet. The Client will constitute a Consultant Evaluation Committee (CEC) to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting.

The **SECOND ENVELOPE** containing FINANCIAL PROPOSAL only of the technically qualified and responsive bidders will be opened immediate after completion of technical evaluation. In case of a delay in the technical evaluation due to time constraints, the date for opening the financial proposals will be communicated to the bidders well in advance.

Language of the Proposal :-

The proposal and all correspondence and documents shall be written in English.

Amendment of the Tender Document:

At any time before submission of tender, the Client may amend the tender by issuing an addendum through Departmental website. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Client may, at its discretion, extend the deadline for the submission of the proposal.

Disqualification: -

OLM may at its sole discretion and at any time during the evaluation of application, disqualify any applicant, if the applicant:

- Submitted the application after the response deadline;
- Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- Submitted an application that is not accompanied by required documentation or is non-responsive;
- Failed to provide clarifications related thereto, when sought;
- ***Submitted more than one application on its own;***
- Was declared ineligible/blacklisted by the Government of India/State/UT Government;
- Is in litigation with Government of India/ Govt. of Odisha.

Submission of Bid :

Bidder must submit their Bids **Registered Post / Speed Post / Courier** only to the specified address on or before the last date and time for submission of Bids as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the Bid. Any Bid received after the deadline will be out rightly rejected.

The **Technical bid** with eligibility criteria documents, technical forms, annexures, shall be sealed and furnished in one envelope and the **financial bid** in **another envelop**. **Both the envelope** will be covered by **single envelope** with proper labeling of following information in bold:-

- i) **NAME OF THE ASSIGNMENT:**
- ii) **TENDER NUMBER AND DATE:**
- iii) **DEADLINE FOR SUBMISSION OF BID:**
- iv) **NAME, ADDRESS AND CONTACT NUMBER OF THE BIDDER:**
- v) **CONFIDENTIAL/ OPEN ONLY BEFORE THE COMMITTEE** (Extreme Right-Hand Side of the Envelope)

Section – IV

General Terms and Conditions

Penalties: -

In case of failure to attend any minor break down within twenty-four hours the penalty will be imposed for every next twenty-four hours in the manner of imposing Rs 100/- per day from monthly AMC Charges.

Payment Schedule: -

- a)** No advance payment will be made to the firm/company in any case.
- b)** The service provider shall raise the bill in duplicate, along with attendance sheet & maintenance log book duly verified by OLM in respect of person deployed and submit the same to the prescribed authority every month or before 7th of succeeding month. Under normal circumstance, payment will be made within 30 days from the date of submission of bill. The payment shall be made only if the bills are complete in all respect and are found in order.
- c)** The claim in bills regarding ESI, PF and GST etc should be accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill or whole of the bill amount shall be held up till such proof is furnished, at the discretion of the OLM.
- d)** Payment towards any additional AMC for any new computer/laptop/printer/scanner etc during the AMC period will be calculated on pro-rata basis.

Duration of the Contract:

- One year from the date of Commencement of Service.
- Scope of renewal (maximum 2 times, as per requirement): Based on performance evaluation, quality of deliverables and other criteria set by the OLM.

Validity of the Proposal: -

The period of validity of proposal is 180 days from the last date of submission of application.

Confidentiality: -

Confidentiality shall be maintained for the information relating to the examination, clarification and comparison of the proposal. Violation of this clause may result in the rejection of the proposal.

Fraud &Corruption: -

OLM requires that Agencies selected for the particular assignment must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, Government of Odisha:

- a. Defines, for the purposes of this provision, the terms set forth as follows:
 - i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of OLM or any personnel of Agencies in contract executions.
 - ii. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract, to OLM and includes collusive practice among Respondents (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive OLM of the benefits of free and open competition;
 - iii. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution contract.
 - iv. "Collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - v. "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the selection process; or (ii) having a conflict of interest; and
 - vi. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the selection process.
- b. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- c. Will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

Change Orders: -

OLM may at any time before completion of work under project awarded to Agency, change the work content by increasing / reducing the number of IT items. In such a case, the Agency will have to perform the service in the increased/decreased quantity at the same contract rates within the time stipulated for providing services to OLM.

Applicable Law: -

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.

Disputes: -

- The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation. During pendency of the dispute(s) requiring resolution, the Agency shall not stop the work and should proceed further with the activities as per scope of work except in case where OLM specifically requested the Agency to stop any part of the scope of work.
- In case of disagreement, the same shall be referred to Executive Committee or designated officer of OLM. After referring to Executive Committee or designated officer if the said dispute is not resolved, the same shall be referred to the court subject to Bhubaneswar jurisdiction only.

Assignments: -

The Agency shall not assign the project to any other agency, in whole or in part, to perform its obligation under the Contract, without the OLM's authorized representative's prior written consent. **Sub-contracting of the services allotted is not allowed in any manner.**

Termination &Withdrawal: -

- a. Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by giving one-month advance notice in writing to the other party.
- b. OLM reserves the right to withdraw/ terminate the agencies in any of following circumstances:
 - i. Applicant becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant' organization
 - ii. Information provided to OLM is found to be incorrect;
- c. If the agency does not execute the contract to the satisfaction of the OLM then the OLM may invoke any or all of the following clauses.
 - i. Forfeit the Performance Guarantee Amount
 - ii. Terminate the contract without any liability of OLM towards the agency.

Indemnity: -

The agency will indemnify OLM against any misuse of OLM Name and logo. For any misuse of OLM name and logo, the applicant themselves will be held responsible. OLM will take necessary legal and other actions for such cases. OLM will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the applicant.

Other Terms & Conditions: -

- Sanctions of any advance will not be considered. Full & Final payment will be made on completion of each month.
- The rate offered by the firm should be valid for one year from the date of signing of Contract.
- The firms have to offer the price for all items or else the tender paper will not be considered.
- In case of failure to provide these facility management personnel for the intended period, the contract may be cancelled by the OLM and performance security may be forfeited.
- This office has right to cancel the bid /contract fully or partially at any point of time (before or after awarding the contract) 'within one month's prior notice without assigning any reason.
- The Agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund and Employees State Insurance etc. in respect of the persons deployed. Proof of the same with account numbers shall be submitted along the invoices raised.
- The Agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. The Tax Deduction at Source (T.D.S) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the Agency by the OLM.
- The Service Provider shall ensure that the personnel deployed to OLM conforms to the prescribed qualification and experience. Screening of candidates based on candidate's qualification and experience shall be conducted by the Service Provider before proposing their names to the OLM. Candidates not having the required qualification and experience shall not be sent to OLM. Failure in this regard, will disqualify the contracting Company/Firm/Agency.
- The Service provider must ensure that the System Support Engineer must be available in the office of the OLM from 10.00 to 18.00 hrs. on all working days and if required so in case of exigency, they should also available in Saturdays & Sundays and also after 18.00 hrs. on all working days.
- The Service Provider shall immediately provide a substitute in the event of any personnel deployed, leaving the job due to his/her personal reasons.
- The contract shall commence from and shall continue for a period of one years, unless it is curtailed or terminated by the OLM owing to deficiency of service, sub-standard quality of personnel deployed, breach of contract, reduction or cessation of the requirements of work.
- The contract shall automatically expire after one years from commencement of the contract unless extended further by the OLM.
- The Contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its right and liabilities under this contract to any other agency without the prior written consent of the OLM.
- The Contracting Company/Firm/Agency shall provide identity cards to the personnel deployed to the OLM carrying the photograph of the personnel and personal information as to name, DOB/Age and identification marks etc.
- The OLM will have no liabilities in transportation, food, medical and any other requirements in respect of the personnel deployed to the OLM at any stage.
- For all intents and purposes, the service providing agency shall be the "Employer" of the personnel deployed.
- In case of termination of this contract on its expiry or otherwise, the personnel deployed by the Service providing agency shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in the OLM. The Contractor should make it known to the personnel deployed
- The Bidder/firm shall maintain the equipment as per manufacture's guidelines and shall use standard and genuine components for replacement
- The firm must provide at least one Landline telephone/Mobile no for reporting the failure of the system round the clock i.e. 24 hrs. for speedy repair of the problem

Section - V
TECHNICAL BID SUBMISSION FORMS

TECH -1

COVERING LETTER

(ON BIDDERS LETTER HEAD)

[Location, Date]

To:

**The State Mission Director, OLM,
Department of Mission Shakti,
SIRD & PR Campus, Unit-VIII, Bhubaneswar - 751012**

Sub: Hiring of Agency for Providing IT Facility Management and Comprehensive AMC of IT Equipment under Odisha Livelihoods Mission.

Ref:-Tender No. _____ dated _____, OLM, Bhubaneswar

Dear Madam,

I, the undersigned, offer to participate in the selection process for "**Hiring of Agency for Providing IT Facility Management and Comprehensive AMC of IT Equipment under Odisha Livelihoods Mission.**" in accordance with your Tender Notice No.: _____, dated _____.

I attach hereto the response as required by the Tender, which constitutes our proposal. The details of the Contact Person on behalf of the bidder are given below:

Name	
Designation	
Address for Communication	
Mobile No.	
E-mail Id	

I confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to client is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its empanelment process.

I fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for undertaking the assignment. I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I agree for unconditional acceptance of all the terms and conditions set out in the Tender document.

Yours faithfully,

Authorized *Signatory with Date and Seal:*

Name and Designation: _____

Address of the Bidder: _____

TECH -2
Bidder's Organisation (General Details)

Sl No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel :Fax: Email id :	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No. : Email id :	
4	Registration / Incorporation Details Registration No: Date & Year. :	
5	Local office in Odisha Please furnish contact details	
6	Agency must be registered under OCAC and located at Bhubaneswar. (Certificate of latest empanelment of agency to be enclosed)	
7	Tender Cost Rs 500/- (Including GST) DDNo: _____ Dt: _____	
8	Bid Security Cost Rs 50,000/- DDNo: _____ Dt: _____	
9	PAN No:	
10	Goods and Services Tax Identification Number (GSTIN)	
11	ISO Certificate, if any	
12	EPF registration	
13	ESI registration	
14	Accept all the terms and conditions as specified in the Tender Documents	YES

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

TECH -3

Bidder Organisation (Financial Details)

(To be furnished in the letter head of the Auditor/ Chartered Account)

The Annual Turnover for the last three consecutive financial years of M/s. _____ are given below and certified that the statement is true and correct.

Financial Information in INR

Details	FY 2021-22	FY 2022-23	FY 2023-24
Annual Turnover of Agencies (In Rupees)			
Average Annual Turnover (for the above three years) in Rupees ----- ----->			

Supporting Documents:

Audited certified financial statements for the last three FYs (**2021-22, 2022-23 & 2023-24**) (Submission of copies of Profit/ Loss Account and Balance Sheet for the respective financial years is mandatory along with this form).

Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the Tender Documents failing which the Bid will be out rightly rejected. No scanned copy will be entertained.

Signature and Seal of the Chartered Accountant with Date in original (with UDIN no)

Authorized Signatory [*In full initials with Date and Seal*]: _____

Communication Address of the Bidder: _____

SECTION - VI*To be enclosed in separate sealed envelope.**[Location, Date]***FINANCIAL BID****To,**

**The State Mission Director, OLM
Department of Mission Shakti,
Government of Odisha, Bhubaneswar, 751012**

Sub: Submission of Financial Bid for Hiring of Agency for Providing IT Facility Management and Comprehensive AMC of IT Equipment under Odisha Livelihoods Mission.

Sir,

I, the undersigned, offer to provide the services for [*Insert title of assignment*] in accordance with your Tender No. _____, Dated: _____. Our attached Financial Bid is for the sum of [*Insert amount(s) in words and figures**]. This amount is inclusive GST. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the Tender documents. Items wise rate is given below:

Price Quotation for the below items for comprehensive AMC for One year (Table-A)

SI No	Items	Qty in Nos.	Model	Make	Unit Price in Rs. inclusive of Taxes for one year	(Col. 3 X Col. 6) Total Yearly Amount (in Rs.) Inclusive of Taxes
01	02	03	04	05	06	07
1.	Desktop	1	HP PC A1024-DP0813IN	HP		
2.	Desktop	16	HP PC 280 G6	HP		
3.	Laptop	11	HP-250G7	HP		
4.	Laptop	1	HP-14-EK0011TX	HP		
5.	Laptop	4	HP-15-DK1509TX	HP		
6.	Laptop	19	HP-250G8	HP		
7.	Laptop	3	HP-15-DK2075TX	HP		
8.	Laptop	1	HP-15-DK2075TY	HP		
9.	Laptop	1	HP-FIREFLY 15 GB	HP		
10	Printer	1	Canon MF 244CW	CANON		
11	Printer	1	Xerox Printer 6510 DN	Xerox		
12	Printer with Xerox	1	EPSON-X6GS00080(Colour)	EPSON		
13	Printer	1	CANON-GX6070MFD(Colour)	HP		
14	Printer	5	HP LJ PRO MFP M329DW	CANON		
15	Printer	4	Canon MF 244dW	HP		
16	Printer	2	HP Laser Jet M1005MFP	HP		
17	Printer	1	HP Laser Pro MPF M128fw	HP		

18	Printer	1	Samsung-K2200ND(B &W)	Samsung			
19	Printer	2	CANON-F166500	CANON			
20	Printer	2	HP Smart tank AIO Printer(Color)	HP			
21	Printer	1	HP 790 AIO Smart Ink Tank (Color)	HP			
22	Server	1					
23	Scanner	2	Canon-M111092	Canon			
24	Network Switch	3	Cisco-(SG 350-28)	Cisco-(SG 350-28)			
25	Multi WAN host Port Router	1	IP-Com(M50)	IP-Com(M50)			
26	Service Access Node	1	Tejas(tj100cpr4)	Tejas(tj100cpr4)			
27	Wifi Router	9	Tenda	Tenda			
28	Wifi Router	4	Netgear	Netgear			
29	EPABX(Intercom)	1	Matrix	Matrix			
30	Computer UPS	20	600 VA	APC			
31	Online UPS	1	20 KVA	BPE			
32	Battery	41	12v	Excide			
33	Inverter	3	3.5 KVA	SUKAM			
34	Inverter	1	800 Watt	Luminou Eco WATT NEO			
35	Total of Table –A						

*The above cost will be paid as per the actual no of units required for AMC services, the units of items may be increase of decrease during the AMC period, payment will be made accordingly on monthly basis.

Price Quotation format for Service engineers(Table-B)

Category of the Employee	Rate per person per month (in Rs)				
	1	2	3	4	5
	Home Take (Per month)	EPF (Per month)	ESI (Per month)	(Sum of Col. 1 to 3)	Col. 5 X 12 months
			Total Price to be quoted excluding Taxes. (Per month)	Total Price for 12 Months	
System Support Engineer (Remuneration Fixed Rs 30000/- inclusive of all statutory benefits)					
Asst. System Support Engineer (Skilled category as per Labour & ESI Department latest notification)					

Total quoted price in Table-C (as per Column- 5) in Rs. _____ (In Figure)

_____ (In Words)

*The above cost will be paid on monthly basis on submission of work done report for the period and time sheet.

Summary Sheet:-

SI No.	Particulars	Amount in Rs. (Inclusive of all Taxes, levies and Cess etc)
1.	Table –A (Including Taxes)	
2.	Table –B (Including Taxes)	
3.	Any other Charges (Including Taxes)	
Grand Total Quoted Amount		

N.B:-Lowest Price shall be evaluated by summing up Sl. 1 to Sl. 3 of Summary Sheet Including all taxes.

Grand total quoted price in Rs. _____ (In Figure)

_____ (In Words)

I have carefully read and understood the terms and conditions of the Tender Documents and do hereby undertake to provide the service accordingly. I understand that you are not bound to accept any Bid you receive.

Yours faithfully,

Authorized Signatory [In full and initials]:

Name and Designation of Signatory with Date and Seal:

Address of the Bidder:

Notes:

1. *No escalation shall be allowed under any circumstances.*
2. *The bid with lowest evaluated amount will be awarded with contract.*
3. *The OLM will not be bound to accept the lowest quotation and work order can be placed on any other firm whose service are found superior or as per the requirements of OLM The decision of the OLM shall be final in this regard.*
4. *In case of any wrong calculation found in total amount/average amount, the unit price shall be considered for the evaluation.*
5. *The tenderer must understand the work before quoting. The submission of quotation shall be deemed to have been done after careful study and examination of the tender papers as well as site of work with full understanding of the implication there-of.*

SECTION – VII *to be enclosed with technical bid*

ANNEXURE-A
BID SUBMISSION CHECK LIST

S/no	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID			
(PART – A)(ORIGINAL)			
1	Filled in Bid Submission Check List (ANNEXURE-A)		
2	Covering Letter (TECH -1)		
3	Copy of Certificate of Incorporation / Registration of the Bidder		
4	Copy of PAN		
5	Copy of Goods and Services Tax Identification Number (GSTIN)		
6	Copy of Telephone bill/Phone bill/rent agreement in support of local address.		
7	Copy of ISO Certificate if any		
8	Copy of EPF registration		
9	Copy of ESI registration		
10	Bid Processing Cost		
11	Bid Security		
12	Certificate of latest empanelment of agency/ registration under OCAC		
13	General Details of the Bidder (TECH - 2)		
14	Financial details of the bidder (TECH – 3) along with all the supportive documents such as copies of Income-Expenditure Statement and Balance Sheet for the concerned period		
15	List of completed assignments of similar nature (Past Experience Details) (TECH – 4) along with the copies of work orders for the respective assignments/ empanelment letter.		
16	Undertaking for not have been black-listed by any Central / State Government/any Autonomous bodies during its business career. Annexure-B		
FINANCIAL BID (Part-B)			

Undertaking:

- *All the information has been submitted as per the prescribed format and procedure.*
- *Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.*
- *All pages of the Bid have been sealed and signed by the authorized representative.*

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Signature : _____

ANNEXURE-B

FORMAT FOR AFFIDAVIT CERTIFYING THAT BIDDER IS NOT BLACKLISTED

Affidavit

I M/s. , (the name of the Bidder and addresses of the registered office) hereby certify and confirm that we or any of our promoter/s/chief executive officer/ directors/managers are not barred or blacklisted by any government or government instrumentality or public sector in India or in any other jurisdiction to which we or our Affiliates belong or in which we or our Affiliates conduct business from participating in any project or being awarded any contract, either individually or as member of a consortium and no such bar or blacklisting exists as on the Proposal Due Date.

We further confirm that we are aware our interest for Providing **Providing IT Facility Management and Comprehensive AMC of IT Equipment** under OLM would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this Tender at any stage of selection and/or thereafter during the term of the Contract.

Dated this.....Day of ,2025.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Signature: _____