



GOVERNMENT OF ODISHA  
ELECTRONICS & INFORMATION TECHNOLOGY DEPARTMENT

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No 435 /E&IT  
EIT-DEV-II-HWSW -0001-2018  
From,

Bhubaneswar  
Dated 29.01.2026

Dr. Pradeep Kumar Raut  
Special Secretary to Government

To

All Departments of Government  
All Heads of Departments  
All Revenue Divisional Commissioners  
All Collectors

Sub: Circulation of Approved Empanelment List of Service Agencies for AMC of Computer Hardware and IT Equipment – reg.  
Sir/Madam,

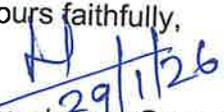
In inviting a reference to the subject cited above, I am to inform that the Odisha Computer Application Centre (OCAC) has finalized the empanelment of Service Agencies for providing Annual Maintenance Contract (AMC) services for computer hardware, peripherals, and other IT equipment used in Government Departments and subordinate offices under the Government of Odisha.

Accordingly, the approved empanelment list of 17 (seventeen) Service Agencies, along with the approved rates and Terms & Conditions for AMC of computer hardware and other IT equipment being used in Government Departments and their subordinate offices, is enclosed herewith at Annexure-I to Annexure-III. The same has also been uploaded on the OCAC website ([www.ocac.in](http://www.ocac.in)) as well as the Government of Odisha website ([www.odisha.gov.in](http://www.odisha.gov.in)) for ready reference. The empanelment shall remain valid for a period of three (3) years w.e.f. 01.02.2026.

The concerned Departments may select any of the empanelled Service Agencies for entering into AMC arrangements at the approved rates and as per the prescribed Terms & Conditions. It is also intimated that such services may be availed through GeM, if found to be more competitive.

This is for kind information and necessary action.

Yours faithfully,

  
Special Secretary to Government

Memo No. 436 /E&IT

Dated 29.01.2026

Copy forwarded to the Head, State Portal Group, IT Centre, Lokseva Bhawan for kind information and necessary action. He is requested to upload the same on the Government website for wide circulation.

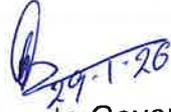


Under Secretary to Government

Dated 29.01.2026

Memo No. 437 /E&IT

Copy forwarded to the General Manager (Admn.), OCAC for kind information and necessary action, with a request to intimate the same to all 17 approved empanelled Service Agencies.



Under Secretary to Government

## EMPANELLED SERVICE AGENCIES FOR AMC SERVICES

Annexure-1

SL. NO	NAME OF SERVICE AGENCIES	CATEGORY
1	M/s. Sylvesa Infotech Pvt. Ltd., Plot no. 177, near Chandrasekharpur Police Station Gayatri Vihar, Bhubaneswar. 0674-2744120,2742236.M7978763807.7682837935.	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
2	M/s.Cognegic IT Service Pvt. Ltd., Nearby Damini Temple Ramchandrapur Plot No - 497,Jatani Khorda Odisha - 752050. Mob: 9800656565, 9836214214	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
3	M/s. Max System Plot No. - 221,First Floor ,In Front of Hotel Empires,Saheed Nagar, Bhubaneswar, 751007, Mob- 91-9937150575	All items of Group (A), Group (B) and Group (F) <b>Except Group (C), Except Group (D) and Except Group (E)</b>
4	M/s. Accel Ltd. Plot No 100 1st Floor Sahidnagar bhubaneswar 751007, 91 - 674 - 2548540. Mob: 91-9437230704	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
5	M/s. Call Me Services Chandan Shah, Shop no. 9, Sahez Plaza. Gaity Talkies Road,Sambalpur.Mob:9337599999	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
6	M/s. Frontier Systems Plot no. 1181/3289, Lane - 1 Aerodroem Area, Near CM Residence, Bhubaneswar. Mob: 9337035173 / 74	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
7	M/s. Vishal Digital BO: HIG 132,Ashiana, Kanan Vihar phase 1, Bhubaneswar, Mob: 91-7978037895 91-9861016507	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
8	M/s. Hardib Technology Pvt. Ltd., Plot no.-210,1st Floor,District Centre,Chandrasekharpur,Patia, Bhubaneswar. Mob: 9938017796.9438913306	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
9	M/s.Manor Computers & Communication Pvt.Ltd.,121, 1st Floor,Opposite Saheed Nagar Police outpost, Bhubaneswar. Mob.no 9348265154	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
10	M/s. Maple Computer & Communicaton Pvt. Ltd., 149, 1st Floor, Near Bishnu Temple, Sahid Nagar,Bhubaneswar 751007. Mob: 91-9348265154	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
11	M/s. Linnet Systems, Plot no. 807/211/18/28, Koradakanta, PO.Budheswari,Mob:9938655386	All items of Group (A), Group (B), Group (C),Group (D), Group (E) and Group (F)
12	M/s. Embee SoftwarePvt. Ltd., A-154, 2nd Floor,Eastern Block SahidNagar,Bhubaneswar 91 - 0674 - 2540550 / Mob: 91-9437364173	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
13	M/s. Rapidtech IT Services Pvt Ltd., MIG-36, Phase- III, Ananta Vihar, Pokhariput, Bhubaneswar - 751020, Odisha. 91 - 674 - 3560847 / Mob: 8249370656	All items of Group (A), Group (B), Group (D), Group (E) and Group (F) <b>Except Group (C).</b>
14	M/s. Sonatech Infosolutions Pvt. Ltd., HIG - 4/3, 1st Floor, Housing Board Colony, Chandrasekhar Pur, Bhubaneswar- Mob. No:7381041024	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
15	M/s. AB Infoways, A/94, Saheed Nagar, Bhubaneswar, Mob. No. : 8114367776	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
16	M/s. Maple PC & Peripherals Pvt. Ltd., Plot no.-47, BH-CII, Madhusudan Nagar, BBSR, Khordha. 91 - 657 - 6560851 / Mob: 91-9308181299	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)
17	M/s. Portal Infotech 618,Ground Floor, Sabar Sahi Lane, Rasulgarh, Bhubaneswar-751010, M: 9437034221	All items of Group (A), Group (B), Group (C), Group (D), Group (E) and Group (F)



EQUIPMENT DETAILS		FINAL L1 PRICE	
Comparative statement for AMC cost in % (of basic price of purchased value) per year excluding tax if any			
GROUP	Sl.No.	Item Name	Annual Maintenance Contract Cost Including spares & Labour in "%" (of Base Price of Purchased Value) per Year Excluding Tax, If Any
<b>GROUP A</b>			
	1	PC / All -in - one - Core 2 duo / Core i3 / Core i5 / Core i7 / AMD equivalent	0.04
	2	Laptop - Core 2 duo / Core i3 / Core i5 / Core i7 / AMD	0.05
	3	Computer Workstation (purchase value upto Rs.1 Lac)	0.05
	4	Computer Workstation (purchase value above Rs.1 Lac up to 3 Lacs)	0.06
	5	Computer Workstation (purchase value above Rs.2 Lacs up to 3 Lacs)	0.06
	6	Computer Server(purchase value upto Rs.1 Lac)	0.05
	7	Computer Server (purchase value above Rs.1 Lac up to 2 Lacs)	0.06
	8	Computer Server (purchase value above Rs.2 Lacs up to 3 Lacs)	0.07
<b>GROUP B</b>			
	9	Dot Matrix Printer	0.05
	10	Desk jet Printer, A4 paper size	0.05
	11	Desk jet Printer, A3 paper size	0.06
	12	Laser printer mono (purchase value up to Rs. 8000)	0.07
	13	Laser printer mono with network (purchase value above Rs 8000 up to Rs. 20000)	0.07
	14	Laser printer mono (purchase value above Rs 20000 up to Rs. 30000)	0.06
	15	Laser printer mono A3 (purchase value up to Rs. 2 Lac)	0.07
	16	Colour Laser printer (purchase value up to Rs. 25000)	0.07
	17	Colour Laser printer (purchase value above Rs 25000 up to Rs. 70000)	0.07
	18	Colour Laser printer (purchase value above Rs 70000 up to 1 Lac)	0.07
	19	Mono MFP (purchase value up to Rs. 25000)	0.07
	20	Mono MFP (purchase value above Rs. 25000 up to 40000)	0.07
	21	Col MFP (purchase value above Rs. 30000 up to 60000)	0.07
	22	Col MFP, A3 paper size (purchase value above Rs. 60000 up to 1 Lac)	0.07
	23	Scanner (purchase value up to Rs. 10000)	0.07
	24	Scanner (purchase value above Rs. 10000 up to 25000)	0.07
	25	Scanner with ADF (purchase value up to Rs. 25000)	0.07
	26	Scanner with ADF (purchase value above Rs. 25000 up to 50000)	0.07
	27	Scanner with ADF (purchase value above Rs. 50000 up to 1 Lac)	0.07
	28	Book Scanner(Purchase value up to Rs. 50000)	0.05
	29	Book Scanner(Purchase value above Rs. 50000 up to Rs. 1 Lac).	0.06
<b>GROUP C</b>			
	30	Digital display board (LED /LCD) (purchase value up to Rs. 50000)	0.08
	31	Digital display board LED /LCD (purchase value above Rs. 60,000 up to 1 Lac)	0.08
	32	Digital display board ((LED /LCD) (purchase value above 1 Lac up to 2 Lacs)	0.08



GROUP D		
33	CCTV Camera and DVR Channel (8/16/32/64) Purchase value upto Rs. 30000	0.06
34	CCTV Camera and NVR (8/16/32/64) Purchase value upto Rs. 50000	0.08
35	Biometric Device up to Rs. 50000	0.07
GROUP E		
36	Multiport Layer 2 & Layer 3 managed switch (CISCO / Nortel/ /Juniper / Alcatel / HP / D-Link or equivalent).	0.07
37	Multiport 8/16/24 port unmanaged switch (Dlink / HP / HCL / DAX or equivalent)	0.07
38	SAN Switch – 24 port / 48 port	0.07
39	Router (E1 Port, Serial port, Fast Ethernet port, ISDN port with NT1 (CISCO / D-link)	0.07
40	UTM / Mid Range Firewall up to 10 Gbps throughput	0.07
41	NAS / SAN Storage up to 50TB	0.08
42	NAS / SAN Storage above 50 up to 100TB	0.08
43	NAS / SAN Storage above 100 up to 200TB	0.08
44	NAS / SAN Storage in above 200 up to 500TB	0.08
GROUP F		
45	Line Interactive UPS, 500/ 600/ 650 VA (without battery)	0.08
46	Line Interactive UPS, 1 /1.5 KVA VA (without battery)	0.08
47	Line Interactive UPS, 2 KVA (without battery)	0.08
48	On line UPS 1 KVA, (without battery)	0.08
49	On line UPS 2 KVA, (without battery)	0.08
50	On line UPS 5 KVA, (without battery)	0.08
51	On line UPS 10 KVA, (without battery)	0.07
52	On line UPS 20 KVA, (without battery)	0.07

**NB:-Please,You may read all AMC values as 0.04=4%,0.05=5% etc.**



**DRAFT SERVICE LEVEL AGREEMENT**

This Assignment/Agreement is executed on this \_\_\_\_\_ day of \_\_\_\_\_ between <Office name>&<Service Agency name>. The office located at \_\_\_\_\_ represented through its <designation>, hereafter referred to as < office short name> which expression shall, unless excluded by or repugnant to the subject or context, include successors and assigns of the one part called “**First Party**”.

Whereas the <Service Agency> is being represented through its <designation>, hereinafter referred to as < Service Agency short name> called “**Second party**” which term shall, unless repugnant to the subject or context include its successors and assigns). And Whereas Ms \_\_\_\_\_ is willing to enter into Assignment/Agreement for AMC of computer hardware/peripherals/networking equipment/UPS on the terms and conditions which are mentioned below in writing to avoid any dispute in future.

**NOW IT IS HEREBY AGREED AS FOLLOWS**

**1. PERIOD OF CONTRACT:**

The contract is done for a period of one year from the date of \_\_\_\_\_ for the items as mentioned in the table below at a total cost of Rs. \_\_\_\_\_. This may be renewed from year to year subject to rendering of satisfactory service & fulfilling the terms and conditions.

Sl. No.	Item Name	Unit Price	Quantity	Total Price
1				
2				
3				

*The bidder must adhere to the general terms and conditions as mentioned in the clause (3.5)- (3.8) of the bid document.*

**2. SCOPE OF WORK FOR SERVICE AGENCY:**

As mentioned in General Terms & Conditions i.e. Clause 3.10.1 -3.10.10 Scope of Work of the bid document.

**3. REPLACEMENT OF PARTS**

Maintenance of the Computer, Printer and UPS includes supply and replacement of parts free of cost except some consumable items, the equipment parts replaced must be

1  




new and equivalent in performance to the existing parts.

#### 4. COMPONENTS NOT COVERED UNDER AMC

- i. Non-operational machines.
- ii. Ribbon cartridge, Tape cartridge, Ink cartridge and Toner cartridge.
- iii. Plastic and rubber parts such as covers, switches, sprockets, platen knob of printers, Teflon, pickup roller, pressure roller, PCU (Photo conductor unit) of MFP and Fuser Assembly of high and low laser printer.
- iv. Damages caused due to force measure like natural calamities, electrical surges, high voltages & lightening and damage caused by rodent.
- v. Laptop battery and it's LCD panel.
- vi. TFT LCD panel
- vii. UPS battery.

#### 5. PAYMENT TERM:

As mentioned in General Terms & Conditions – clause (4) of the bid document.

#### 6. VALIDITY

OCAC's empanelled Service Agencies / approved price / terms & conditions will remain valid for 3 years from the date of empanelment. **Annual Maintenance Contract can even be signed on the last date of validity of contract for a period of one year from that very date.** The approved price does not include taxes, if any. OCAC's approved price fixed for each item may not be further negotiable. No change in AMC cost is allowed during contract period.

The discovered AMC rate finalized by OCAC will not be further negotiated by Department with vendors.

#### 7. EXIT MANAGEMENT

At the end of the AMC contract period, the existing bidder shall be responsible to make handover of all the AMC equipment to the newly engaged AMC bidder in working condition and shall submit a letter of handing over and taking over, failing which any dues to the previous AMC bidder shall be withheld till such time it is fully accomplished. Department may give their AMC contract to any of selected 17 empanelled firms. No further quotation is initiated from department side for AMC.

#### 8. WORKING HOURS FOR REPAIR

The maintenance shall normally be done during working hours of the customer i.e. from 10.00 AM to **5.30 PM**. However, in case of emergency, maintenance may have to be done beyond office hours and even on holidays. Prior arrangements through proper communication should be worked out in all cases by the Service Agencies. The Service Engineer will be allowed to handle the respective equipment only with permission of the Officer-in-Charge of computer.





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

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

**9. JURISDICTION OF HIGH COURT OF ODISHA**

Suits, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

**IN WITNESS WHEREOF**<Office name>&<Service Agency name>have signed this agreement respectively at (Name of the place) on the day and year first herein above written in the presence of witnesses.

**WITNESSES**

1. Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Address \_\_\_\_\_

For and on behalf of the  
 First Party.

2. Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Address: \_\_\_\_\_

For and on behalf of the  
 Second Party

*R* *W* 

