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SAKSHAM

State Society for Ultra Poor & Social Welfare (SSUPSW)

Deptt. of Social Welfare, Govt. of Bihar
2nd Floor, Apna Ghar, Behind Lalit Bhawan, Bailey Road, Patna – 800023, Bihar
Website: www.ssupsw.in, Tel: +91-612-2546510/11, Email: ssupsw@gmail.com

बिहार सरकार

Ref. No.: BL-576/9/2022-ME-SSUPSW/...1627... Date: ...18/11/26

INVITATION FOR QUOTATION

SSUPSW, Department of Social Welfare, Government of Bihar, Patna invites sealed quotations from reputed Company/Firm/Agency to provide Services of" **Maintenance of Servers at data centre" established at SAKSHAM.** The interested Company/Firm/Agency may submit their Technical and Financial bid in prescribed format in separate sealed cover. The required services, quotation documents, terms & conditions and format for technical and financial quotation for participating in the bid are available on **www.ssupsw.in**.

The other details are as follows:

S.N	PARTICULARS	DETAILS
1.	Online availability of Quotation documents on the website: **www.ssupsw.in**	till 25.11.2026
2.	Last Date and Time for receipt of Quotation	25.11.2026 till 04.00 PM
3.	Date & time of opening of Quotation	25.11.2026 at 04.30 PM

The SSUPSW will reserve right to cancel the quotation or its process at any stage without assigning any reason.

These envelopes should be contained in a single sealed envelope super scribed as "QUOTATION FOR **"Maintenance of Servers at data centre" established at SAKSHAM** and should reach by Post/Courier/Representative till 25.11.2026 at 04.00 PM to SSUPSW, Patna.

18/11/26

Senior Administrative Officer

SAKSHAM
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Ref:- 1627 Dated- 18/11/26

INVITATION FOR QUOTATION

SSUPSW, Department of Social Welfare, Government of Bihar, Patna invites sealed Quotation from reputed Company/Firm/Agency to provide Services of Maintenance of Servers at data centre established at SAKSHAM. The interested Company/Firm/Agency may submit their Technical and Financial Quotation in prescribed format in single sealed cover.

1. Scope of Work

The Service Provider will provide the following services:-

Technical Maintenance of Data Centre

During the term of this Contract the Bidder agrees to maintain the Data Centre in good working condition and for this purpose they will provide the following repair and maintenance services.

The Bidder shall provide the services to SSUPSW. The scope of work involves Comprehensive Maintenance work for all the servers in SSUPSW Data Centre. The Bidder shall diagnose/correct any faults and failures in the Data Centre and shall repair defective parts of the Data Centre on all working days (i.e. 24x7). Maintenance Service covering supply and cost of the Spares including all taxes, repair and maintenance of Data Centre and associated peripherals, associated hardware. The breakdown/remedial maintenance shall include Repair of faulty parts and any other components as required, without any additional cost.

Unserviceable /not repairable parts of the Data Centre may need replacement and the Bidder shall submit separate proposal to replace such parts to SSUPSW with new same parts or those equivalent or higher to new parts in performance. The Bidder shall further ensure that the Data Centre is not down more than 24 hours in any case whether it is a minor or major problem. The Bidder have to maintain the records for replacement of all new spares machine wise separately with old and new Serial Number. The Bidder have to attend and rectify the minor complaints on the same day.

The Bidder shall intimate the status of complaints pending / rectified for each complaint and also submit a consolidated report furnishing the details of issues on quarterly basis.

Any defective parts withdrawn from the equipment and replaced by the bidder shall become the property of SSUPSW; and the parts replacing the withdrawn parts shall become the property of SSUPSW

Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.

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Support Levels:

Operating System Support: Installation, Troubleshooting and Rectification

Hardware Support: Resolution time of replacement of spares or Standby Provision within 24 hrs.

Support Window: 24X7 (covering Government holidays)

Supports Response. On call basis within 6 hrs.

Onsite maintenance: Problem resolution by Restore/repair/ replacement/ User Assistance/installation of updates/patches on time Consumption.

2. Eligibility Criteria: -

The Service Provider should be a registered entity having minimum three years of experience in Information Technology Services / Data Entry work / Data related work/AMC related work done in Govt./PSU/Semi-Govt. for 3 years

Registration Certificate

Photocopy of PAN No.

Photocopy of Goods & Service Tax registration No.

Photocopy of Experience Certificates (Documentary proof to be provided).

3. Contract period:

The term shall be initially for a period of 12 Months from the date of commencement order and after fulfilling the services of SSUPSW and the period can be extended for a further period of 12 months as mutually agreed.

4. Payment Terms & Schedule:

- The bills shall be prepared by the bidder (contractor) and submitted to CEO, SSUPSW, Patna. Payment shall be made on following conditions:
- All payments to the Contractor shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income -Tax Act 1961 and other taxes if any as per the Government of India Rule.
- The Payment of Server Maintenance will be made at the rate of 25% on Each Quarter Maintenance
- Payment shall be made after making recoveries on account of penalties for short fall in SLA as detailed in the tender.

5. Penalty:

- The Guaranteed uptime performance requirement is 99% for each servers. If bidder is not able to maintain same, penalty charges levied as mentioned in below penalty table.
- Uptime is defined as below:

Penalty Table

UpTime%	Penalty of Total Quarterly Bill amount
<=99%and>98%	3%
<=98%and>97%	5%
<=97%and>96%	7%
<=96%	10%

- Penalty would be levied as per penalty table from your quarterly bill amount

6. Termination Clause:

SSUPSW reserves the right to terminate the contract by giving one month's advance notice to the bidder without assigning any reason. If during the validity period of the contract, the services of the bidder are not found to be satisfactory, SSUPSW may, at any time, terminate the contract by giving a notice of one month and also make deductions, for such unsatisfactory service as per the relevant penalty clauses of the agreement including the cost incurred by it for getting the work done from any other party, from the bills of the bidder without prejudice to remedies available to SSUPSW, under law.

7. Jurisdiction:

In case any party wants to take any dispute to a court of law after arbitration award as aforesaid, only courts in Patna shall have jurisdiction.

8. Confidentiality:

The Bidder shall maintain absolute confidentiality about all data/information etc., made known or revealed to the Bidder or such data, information, etc., to which the Bidder or its employees have access during the course of execution of this agreement. The Bidder shall be liable to fully compensate for any breach of this condition on the part of its employees. The decision of SSUPSW as to the quantum of compensation to be recovered from the Bidder for any such breach of confidentiality shall be final and binding on the Bidder and the recovery of such compensation shall be without prejudice to any action which may be taken by SSUPSW against the Bidder and / or his employees jointly or severally, in accordance with law. If, during the contract period, if SSUPSW has reasons to believe that the Bidder has failed to maintain absolute confidentiality about the data or information made known to the Bidder or revealed to the Bidder during the course of execution of this agreement, without prejudice to the other legal remedies available to SSUPSW under any other law for the time being in force for such breach, SSUPSW reserves the right to terminate the agreement without giving any advance notice to the Bidder of such termination.

9. Force Majeure:

Notwithstanding the provisions of the contract, the Contractor shall not be liable for forfeiture of its performance guarantee, Penalty or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or

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revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes. If a force Majeure situation arises, the Contractor shall promptly notify the Tendering Authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Tendering Authority in writing, the Contractor shall continue to perform its obligations under the Contract as far as it reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

10. Security Deposit:

The bidder shall within 10 days of receipt of notification of award from SSUPSW, shall be required to furnish a Security Deposit for an amount equal to 5% (five percent) of the total contract price in the form of bank draft. The Performance guarantee (SD) will be returned back without any interest on successfully completion of contract. The Security Deposit can be forfeited in case of non-performance by the agency.

The Security Deposit will be returned after 15 days of final payment to the agency

11. Bidder's Undertaking:

As a token of acceptance of all terms and conditions, the Bidder shall sign in all the pages of the tender and submit the same along with the bid.

Financial Quotation Format

Maintenance Charges

S1	Details (On the basis of Site Visit by the Bidder)	Charges for 12 Months (excluding taxes)	Taxes	Total Cost
	Grand Total			

Total Quotation Value

Total Quotation Value= (In figures and words)……..