

**Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
Data Processing Centre**

**Sankhyiki Bhawan,
Maharshi Valmiki Marg,
Delhi – 110032**

No. D-22012/2/2011-Admn. /30

Dated: 22/02/2017

Notice inviting tender for Annual Maintenance Contract of Computers and Printers


(Closing Date: 1100 hours of March 10, 2017)

Single bid sealed quotations are invited for the maintenance of Computer Hardware & Software and Printers (as per the details in the Annexure-I & II) installed in the office of Data Processing Centre, National Sample Survey Office, Sankhyiki Bhawan, Delhi, for the period from 1.4.2017 to 31.3.2018. The maintenance contract will be mainly governed by the Terms & Conditions given at Annexure II and will be duly signed by both the parties, i.e. the selected vendor and the office of DPC, NSSO, Delhi.

2. The interested vendors agreeing with the Terms and Conditions may submit their quotations along with information in prescribed proforma (Annexure III) in a sealed envelope to the Head of Office, DPC, NSSO, Sankhyiki Bhawan, Maharshi Valmiki Marg, Delhi-110032 (super scribed with "Quotation for AMC for Computers and Printers in DPC"). Last date for submission of quotations is 10/03/2017 (up to 11:00 AM).

3. It may be noted that the item-wise rates for all unique items listed along with the applicable service tax are to be quoted for Comprehensive AMC as per format given in Annexure I. Quotations received will be opened on 10/03/2017 at 4 PM in the presence of the vendors who wish to attend. DPC, NSSO reserves the right to reject all or any quotation without assigning any reason thereof.

Enclosures: As above


(P. Bhanumati)
Director & Head of Office
Tel: 22309588
email: p.bhanumati@nic.in

To

All Ministries/Departments of Government of India, with the request to bring this contract to the notice of their contractors, if any.

Annexure-I

**National Sample Survey Office
Data Processing Centre, Delhi – 110032**

Rates for Comprehensive AMC

(Support will be provided on site along with part replacement i.e. being a comprehensive contract including media, cables, keyboard, mouse etc. except for computer consumables/cartridges/ribbons)

SN	Computer Type	Quantity	Rate per unit per annum	Total amount per annum (RS)	Remarks
1	HP Compaq dx2280	26			
2	HP Compaq dc7900	18			
3	HP Laserjet Printers/MFD	11			

Total amount =
Service Tax (@ _____ %) =
Grant Total =

Date: _____

Signature: _____

Place: _____

Name: _____

Terms & Conditions

- 1. For proper maintenance of the Systems, the preventive maintenance shall have to be carried out by the Vendor on monthly basis.**
- 2. Maintenance service shall be provided only during normal working hours of NSSO, DPC, Delhi, office i.e. 9.30 AM to 6.00 PM. If the vendor desires to have the computer/equipment brought over to its office for servicing, it shall be the responsibility of the vendor to arrange to have the equipment collected at and delivered at their own cost/risk from the NSSO DPC Delhi/Vendors Office.**
- 3. Payment will be subject to govt. rules and regulation. AMC charges for all the machines as mentioned in the list will be paid in 4 quarterly installments after the completion of each quarter and satisfactory service by the vendor during the quarter.**
- 4. Response time of a call should be within 24 hrs and in case of any failure to respond within the stipulated time, a penalty @ Rs. 250/- per working day per machine shall be imposed which will be deducted from the payment of the quarter. However, the penalty clause will not be applicable if a standby system/computer is provided by the vendor.**
- 5. Software maintenance will also be provided free of cost. Software whether operating or application will be made available by NSSO DPC.**
- 6. Firm should have more than 5 years of experience and turnover of at least Rs. 20 Lakhs.**
- 7. During the preventive or curative maintenance, the vendor will be responsible for protection of the data. In the event of any data loss, it will be responsibility of the vendor to recover the data.**
- 8. In case the services are not found satisfactory, the contract may be terminated by giving a notice of two weeks and payment for the services rendered would be made on pro-rata basis.**
- 9. The vendors shall be required to furnish bid security (Earnest Money) of Rs. 5000/- along with their bids. It shall be accepted in the form of Fixed Deposit Receipts, Account Payee Demand Draft, Banker's Cheque or Bank Guarantee from any nationalized bank in favor of Pay and Accounts Officer, Ministry of Statistics and Programme Implementation, New Delhi. Bid security shall remain valid for at least 45 days beyond the final bid validity period. Bid security of the unsuccessful bidders would be returned within 30 days after the award of contract.**

10. Successful bidder shall be required to furnish Performance Security of Rs. 15000/- in the form of Bank Guarantee from any nationalized bank in favour of Pay and Accounts Officer, Ministry of Statistics and Programme Implementation, New Delhi within 30 days from the date of award of contract. On receipt of valid Performance Security, the Bid Security would be returned to the successful bidder. The Performance Security would be returned within 30 days from the date of completion of the contract.

INFORMATION ABOUT THE VENDOR

- i) Name of the Vendor:
- ii) Address:
- iii) Name of the Contact Person along with Mobile Number:
- iv) No. of years experience in providing AMC.
- v) List of present clients (particularly in Govt. Sector)
- vi) Whether registered with Sales Tax/Income Tax/Service Tax Authorities. If yes, enclosed the copy of Registration Certificate.
- vii) Average Annual Turnover during the last two years (enclose supporting documents):

Name:_____

Signature:_____

Date:_____

Place:_____