



F.No. 15014/7/NSSO/MPC/2016-17  
Government of India  
Ministry of Statistics and Programme Implementation  
National Sample Survey Office  
(Field Operations Division)

Hall No 201, 205 Block 'B',  
2nd Floor, Vijay Statmbh,  
Zone-I, M.P. Nagar, Bhopal  
Dated: 26.10.2016

To,  
M/s. ....  
.....

**Sub: Quotations for Comprehensive AMC for Desktop Computers/Laptops/Printers/Photocopier in Regional Office Bhopal/Sub Regional Office Indore/Khandwa/Chhindwara.**

Sir,


This office proposes to enter into AMC for the following number of Desktop Systems/Laptops/Printers/ Photocopier in Regional Office Bhopal/ Sub Regional Office Indore/Khandwa/Chhindwara.

2. Details of Hardware are given below:-

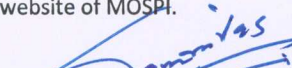
Srl No.	Items Covered for AMC	No. of Items in Bhopal RO	No. of Items in Indore SRO	No. of Items in Khandwa SRO	No. of Items in Chhindwara SRO	Remarks
1.	DESKTOP COMPUTERS	11	5	4	4	HCL, HP, ACER, WIPRO & Assembled.
2.	LAPTOPS	4	5	1	2	SONY VAIO & HP
3.	PRINTERS	14	2	2	0	HP, CANON & RICOH
4.	PHOTOCOPIER	2	1	1	1	CANON

- Sealed quotations are invited from the reputed companies for the Comprehensive AMC for Computers/Laptops/Printers/Photocopier in the Performa given in Annexure -I to facilitate comparability. There should be a caption on top of the envelope "Quotation for AMC for Computer Systems" so as to reach this office on or before 15.11.2016.
- The Quotations may be sent separately for Bhopal RO & Sub Regional Offices Indore/Khandwa/Chhindwara to the above address.
- The following conditions should be agreeable by your concern before the quotations are assessed:
  - The TIN & REGISTRATION NUMBER must be mentioned in the quotation.
  - A copy of each of the Balance Sheet of last 2 years and Registration Certificate for sales Tax/ Income Tax must be enclosed.
  - Initially the contract will be for 1 year, which can be extended for one more year subject to satisfactory results, on discretion of NSSO (FOD) Bhopal. The AMC payment will be made on quarterly basis after completion of service period and on the performance being found satisfactory. No advance payment will be made.
  - The quotation remains valid for 90 days from the date of opening quotations with a provision for suitable extensions.
  - An undertaking that the Agency has not been blacklisted by any Government Department as on the date of submission of quotation.
  - Number of years of experience in providing AMC (Certificate of experience must be enclosed)
  - List of present clients.
- The Comprehensive maintenance contract will be governed by the Terms & Conditions as contained in the Annexure-II. At the time of awarding of Comprehensive AMC, both the parties i.e., selected firm and the office of NSSO (FOD) will sign the said contract.
- The quotations will be opened on 17.11.2016 at 11:00 am in the presence of the Vendors who wish to attend. The Office reserves the right to reject all or any quotation without assigning any reasons thereof.

Yours faithfully,

  
(Ramnivas Ranwa)  
Deputy Director

Copy to: DDG, Computer Centre, NSSO (FOD), HQ New Delhi with a kind request to upload the document on website of MOSPI.

  
(Ramnivas Ranwa)  
Deputy Director

## NSSO (FOD) Regional Office Bhopal

## Details of Computers/Peripherals for AMC 2016-17

Sl. No.	Item	Number	Model	Manufacturer	Year of Procurement	Unit Rate	Taxes	Total	Total Amount
						(in Rs.)	any (in Rs.)	(in Rs.)	(in Rs.)
<b>RO BHOPAL</b>									
1	DESTOP PC	3	VERITON M200 Q67	ACER	2012				
		3	COMPAQ DK 2280 MT	HP	2009				
		3	GENIUS X1251822	WIPRO	2008				
		1		HCL	2007				
		1		HCL ASSEMBLED	2007				
2	LAPTOP	3	PCG 71313W	SONY VAIO	2011				
		1	PROBOOK 4431S	HP	2010				
3	LASER PRINTER	3	LASER JET 1022	HP	2007				
		2	LASER JET 1505 N	HP	2009				
		5	MF 4320D	CANON	2010				
		1	MF 4350D	CANON	2010				
		3	AFICIO SP 3510SF	RICOH	2012				
4	PHOTOCOPIER	1	IR 2022N	CANON	2008				
		1	IR 2318L	CANON	2011				
<b>Total</b>									
<b>SRO INDORE</b>									
1	DESTOP PC	5	VERITON M200 Q67	ACER	2012				
2	LAPTOP	3	PCG 71313W	SONY VAIO	2011				
		2	6730B	HP	2009				
3	LASER PRINTER	1	MF 4320D	CANON	2010				
		1	AFICIO SP 3510SF	RICOH	2012				
4	PHOTOCOPIER	1	IR 2318L	CANON	2010				
<b>Total</b>									
<b>SRO KHANDWA</b>									
1	DESTOP PC	3	VERITON M200 Q67	ACER	2012				
		1		HCL	2007				
2	LAPTOP	3	PCG 71313W	SONY VAIO	2011				
3	LASER PRINTER	1	MF 4350D	CANON	2010				
		1	LASER JET 1505 N	HP	2009				
4	PHOTOCOPIER	1	IR 2318L	CANON	2010				
<b>Total</b>									
<b>SRO CHHINDWARA</b>									
1	DESTOP PC	4	VERITON M200 Q67	ACER	2012				
2	LAPTOP	1	PCG 71313W	SONY VAIO	2011				
		1	6730B	HP	2009				
3	PHOTOCOPIER	1	IR 2318L	CANON	2010				
<b>Total</b>									

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**TERMS AND CONDITIONS**

1. The Comprehensive Annual Maintenance Contract (AMC) is being entered into by National Sample Survey Office (Field Operations Division), Bhopal hereafter referred to as NSSO (FOD), Bhopal with (Vendor Name) ..... hereafter referred to as Vendor on the ..... at NSSO (FOD), Bhopal
2. Comprehensive maintenance of Personal Computers, Laptops, Printers, Photocopier etc. installed in NSSO (FOD) offices located in Bhopal, Indore, Khandwa & Chhindwara. The list of Items to covered under AMC are given in Annexure-I.
3. The AMC executed here commences from ..... and will have validity up-to .....
4. Initially the contract will be for 1 year, which can be extended for one more year subject to satisfactory results, on discretion of NSSO (FOD) Bhopal.
5. The rate quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period.
6. Maintenance Services shall be provided during 09.30 am to 05.30 pm at offices of NSSO (FOD) located in Bhopal, Indore, Khandwa & Chhindwara.
7. Maintenance services shall be provided once in a month without any call from the Office for proper maintenance of the system.
8. The Department shall not liable to make payment over and above the maintenance cost in any case.
9. All computers with internet connection or without internet connection should be virus free during AMC period. Vendor will provide Anti Viruses Software and update it on time to time basis without any extra charges.
10. It shall be the responsibility of the Vendor to make all the computers peripherals as mentions in Annexure-I and maintenance of Local Area Networking (LAN)/Internet will be Rs..... the contract amount will be paid in 4 quarterly installments of Rs..... after the completion of each quarter and satisfactory service rendered by the vendor during the quarter.
11. Technician is visit as & when requirement and response time should be within 4 hours for Bhopal office and 24 hours for Indore, Khandwa & Chhindwara offices after the complaint is lodged. In case of any failure to respond within the stipulated time, a penalty @ Rs.300/- for each complaint per working day shall be imposed, which will be deducted from the payment of that quarter.
12. In case the Vendor is not able to repair/provide services to any of the computers and peripherals within the stipulated time, the item will be got repaired/ serviced from open market and repairing/servicing charges will be deducted from the payment for the quarter.
13. During the preventive or curative maintenance, the vendor will be responsible for protection of the data. In the event of any problem, it will be the responsibility of the vendor to recover the data.
14. Hardware support will be provided on site along with part replacement being a 'comprehensive contract'. All items excepts the following consumables viz., cartridge, ribbon, Teflon, printer head of DMP, adapters, cables, and UPS batteries will be covered under AMC. In case the vendor desires to take away defective equipment out of office premises for servicing, it will be the responsibility of the Vendor to arrange and have the computer/equipment collect at and delivered at their own cost/risk from the office of the NSSO (FOD), Bhopal and the Vendor's office.
15. System Software maintenance will be provided free of cost by the Vendor like installation of OS, formatting of Hard disc, removal of viruses etc. Software (both operative and application) will be made available by the NSSO (FOD), Bhopal.
16. In case the service is not found satisfactory, NSSO (FOD) Bhopal can terminate the contract by giving a notice of two weeks and payment for the service rendered would be made on pro-rata basis.
17. Payment will be subject to Govt. of India rules and regulations.

For NSSO (FOD), Bhopal

As Vendor

Signature : .....

Signature : .....

Name : .....

Name : .....

Designation : .....

