

Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
Data Processing Centre
Navdeep House, Ashram Road
Ahmedabad-380014

No: A-21014/Maintenance/2013

Date: 01.05.2015

To
M/s

Sub: Comprehensive AMC for Computers, Peripherals and LAN

Sir,

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract (CAMC) of Computer Hardware and Software including Networking through LAN (as per the details in the Annexure-I) installed in the office of Data Processing Centre, National Sample Survey Office, Navdeep House, Ashram Road, Ahmedabad for the period from 01.06.2015 to 31.05.2016. The maintenance contract will be mainly governed by the Terms & Conditions as contained in the form of Contract at Annexure II. To affect the AMC, both the Parties i.e. selected vendor and the office of NSSO (DPC), Ahmedabad will sign the said contract as per the terms and conditions given in Annexure II.

2. The interested vendors agreeing with the Terms and Conditions may submit their quotations in Annexure I along with information in prescribed Performa (Annexure III) in the sealed envelop to the Head of office, DPC, NSSO, 3rd floor, Navdeep House, Ashram Road, Ahmedabad-380014 (Subscribed with "Quotation for AMC for Computers, Peripherals and LAN"). Last date for submission of quotations is 18.05.2015 (up to 5.00 P.M.).

3. It may be noted that item-wise rates for all unique items listed along with the applicable service tax are to be quoted for Comprehensive AMC in Annexure-I. Quotations received by the scheduled date and time will be opened on 19.05.2015 at 11.30 A.M. in the presence of the vendors who wish to attend. This office reserves the right to reject all or any quotation without assigning any reason thereof.

Encl.: As above



(J. K. Bhagora)

Assistant Director & Head of Office

Tel: (079)27545398

Copy to:

The DDG, Computer Centre, MOS & PI, East Block-10, R.K. Puram, New Delhi with a request to upload this on the Ministry's website.



National Sample Survey Office
Data Processing Centre, Ahmedabad

Comprehensive AMC

(Being a comprehensive AMC, Hardware support will have to be provided on site along with part replacement except for consumable items)

Sr. No.	Equipment	Quantity	Rate per unit per annum (Rs.)	Total amount per annum (Rs.)	Remarks, if any
1.	HCL Xeon 55xx Series Linux Server	2			
2.	Dell Optiplex-990	9			
3.	HP Pentium DX2280	18			
4.	HP Compaq- 6100	5			
5.	Compaq Pentium (R)	2			
6.	Dell- E6410 Laptop	2			
7.	LAN with 6 Switch /Hub of 24 and 16 Ports	All Systems mentioned at Sr. no. 1 to 5 are connected			
8.	HP Laserjet Printer 1020	5			
9.	HP Laserjet Printer 1022	2			
10.	HP Laser Printer 3390	1			
Total					

Total Amount:..... Service Tax@.....% :.....

Grant Total:

Signature:

Name:.....

Place:.....

Date:.....



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 during 10.00 AM to 5.30 PM on working days i.e. from Monday to Friday. If the vendor desires to have the computer/equipment brought over to its office for serving, 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, Ahmedabad/Vendors office.
3. Payment will be subject to Govt. Rules and regulation. AMC charges for all 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 shall be imposed which 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. 5 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. 2000/- 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 Assistant Director, NSSO (DPC), Ahmedabad. 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. 5000/- in the form of Bank Guarantee from any nationalized bank in favor of Assistant Director, NSSO (DPC), Ahmedabad within 7 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.



The firm should also give information on the following.

1. Name of the Vendor: -----
2. Address: -----
3. Name of the Contact Person along with Mobile Number:-----
4. List of present clients (Particularly in Govt. Sector):-----
5. Whether registered with Sales Tax/Income Tax/Service tax Authorities. If yes, enclose copy of Registration Certificate:-----
6. Average Annual Turnover during the last two years(enclose supporting documents):-----

Signature:

Name:.....

Place:.....

Date:.....

