



सत्यमेव जयते

Government of India

Ministry of Statistics & Programme Implementation

National Sample Survey Office

Data Processing Centre

Ahmedabad



एक कदम स्वच्छता की ओर

No. D-21014/Maintenance/2016 / 199

Date: 04.05.2016

Tender Notice for Comprehensive AMC for Computers, Peripherals and LAN

Sealed tenders 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, Ahmedabad. The maintenance contract will be governed by the Terms & Conditions as contained in the form of Contract at Annexure II. To effect 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. The CAMC will be for a period of one year from 06.06.2016 or from the date of signing the agreement whichever is later.

2. The interested vendors agreeing with the Terms and Conditions may submit their tenders in Annexure I along with information in prescribed Performa (Annexure III) in the sealed envelope to the Assistant Director & Head of Office, DPC, NSSO, 3rd floor, Navdeep House, Ashram Road, Ahmedabad-380014 (Subscribed with "Tender for AMC for Computers, Peripherals and LAN"). Last date for submission of tenders is 25.05.2016 (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. Tenders received by the scheduled date and time will be opened on 26.05.2016 at 11.00 A.M. in the presence of the vendors who wish to attend. This office reserves the right to reject all or any tender without assigning any reason thereof.

(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 and also on the website www.tenders.gov.in.

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.	Dell Optiplex-990	9			
2.	HP Pentium DX2280	14			
3.	Dell- E6410 Laptop	2			
4.	LAN with 6 Switch /Hub of 24 and 16 Ports	All Systems mentioned at Sr. no. 1 to 3 are connected			
5.	HP Laserjet Printer 1020	5			
6.	HP Laserjet Printer 1022	2			
7.	HP Laser Printer 3390	1			
8.	Total Amount				
9.	Service Tax@.....%				
10.	Grant Total Amount				

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. Firm should have more than 5 years of experience. Copies of related documents as documentary proof are to be enclosed with the tender.
3. Firm should have annual turnover of at least Rs. 20 Lakhs during last 3 years. Copies of related documents as documentary proof are to be enclosed with the tender.
4. 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 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, Ahmedabad/Vendors office.
5. 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 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.
6. Software maintenance will also be provided free of Cost. Software whether operating or application will be made available by NSSO, DPC.
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. 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.
9. 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.
10. 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 favour 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.
11. Successful bidder shall be required to furnish Performance Security of Rs. 5000/- in the form of Bank Guarantee from any nationalized bank in favour of Assistant Director, NSSO (DPC), Ahmedabad within 7 days from the date of award of contract. Performance security should remain valid for a period of sixty days beyond the date of completion of the 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.
12. Tenders will be evaluated based on the amount furnished at Sr. No. 10 of Annexure-I subject to fulfillment of the other terms and conditions specified above and submission of documentary proof as specified in Annexure-III.



Particulars of the Firm

1.	Name of the Firm		
2.	Name of the Contact Person along with Mobile Number		
3.	Office Address/Tel/Fax/e-mail of the firm		
4.	Service Tax Registration no. (Enclose copy)		
5.	Annual Turnover(Enclose copies)	2012-13	
		2013-14	
		2014-15	
6.	Whether Bid Security (Earnest Money) of Rs. 2000/- in the form of Fixed Deposit Receipts, Account Payee Demand Draft, Banker's Cheque or Bank Guarantee from any nationalized bank in favour of 'Assistant Director, NSSO (DPC), Ahmedabad' is enclosed with the tender(Yes/No)		
7.	Whether copies of Experience Certificate showing five years experience of the firm in the field of Maintenance of Computers and Peripherals is enclosed(Yes/No)		

It is certified that the information given above is true to the best of my knowledge. The firm shall stand liable, if any information given is later found to be false, including the forfeiture of any payment due to it. It is also certified that our firm is not black listed by any Central /State Govt. Department and/or Public sector undertaking in India for any reason. The terms and conditions laid down in the tender documents are acceptable to us.

Signature:

Name:.....

Place:.....

Date:.....

