

तार /Telegram : REGENESSO
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भारत सरकार
सांख्यिकी एवं कार्यक्रम कार्यान्वयन मंत्रालय,
राष्ट्रीय प्रतिदर्श सर्वेक्षण कार्यालय,
समक विधायन केन्द्र,
सी. जी. ओ. कॉम्प्लेक्स, बी ब्लॉक,
6-8 वा तल, सेमिनरी हिल्स,
नागपूर- 440-006.

Government of India
Ministry of Statistics &
Programme Implementation
National Sample Survey
Office
Data Processing Centre
'B' Block, C.G.O. Complex,
6-8 Floor, Seminary Hills,
NAGPUR - 440 006.

संख्या : M-13023/32/2018-GENL
No

दिनांक : 12-02-2018
Dated

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

Sub: - Quotation for Comprehensive Annual Maintenance Contract for Computers, Laptops, Servers and Printers in DPC Nagpur.

Sir,

This office proposes to enter into AMC for the following number of Computers, Laptops, Servers, and Printers in NSSO, DPC, Nagpur.

1. Details of hardware are given below:-

Sr. No.	Particular	Quantity
1.	Computers	40
2.	Laptops	05
3.	Servers	02
4.	Printers	13

2. Sealed quotations are invited from the reputed companies for the Comprehensive AMC for computers, laptops, Servers, and Printers 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 17:00 Hrs 25.02.2019.
3. The Quotations may be sent to DPC Nagpur to the above address.
4. The following conditions should be agreeable by your concern before the quotations are assessed. Copies of the following relevant documents (a-g) must be provided along with the quotation.
 - a) The TIN & REGISTRATION NUMBER must be mentioned in the quotation.
 - b) A copy of each of the Balance Sheet for last 02 years and Registration Certificate for sales Tax/Income Tax must be enclosed.
 - c) Initially the contract will be for 01 year, which can be extended for one more year subject to satisfactory results, on discretion of NSSO, DPC, Nagpur. 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.
 - d) The quotation remains valid for 45 days from the date of opening of the quotations with a provision for suitable extensions.
 - e) An undertaking that the Agency has not been blacklisted by any Government Department as on the date of submission of quotation.
 - f) Number of years experience in providing AMC (Certificate of experience must be enclosed).
 - g) List of present clients.
5. 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, DPC, Nagpur will sign the said contract.
6. The quotations will be opened on 26.02.2019 at 11.00 am in the presence of the Vendors or their Authorised Representatives deputed for this purpose with a letter of Authority. The office reserves the right to reject all or any of the quotation without assigning any reasons thereof.

Yours faithfully

(Reshmi. K.V)

Deputy Director & HO

Copy to: i) ADG , DSDD, Computer Centre , New Delhi with kind request to upload the tender document on the website of MoSPI
ii) etenders.gov.in with request to upload the tender document on etenders.gov.in

DPC Nagpur: - Maharashtra, Nagpur

Details of the computers, laptops, Servers and Printers

Sr. No	Name of Items	No.	Make (with model name)	Year of Procurement	Per-Unit (In Rs.)	Per-Unit (In Rs.)	Taxes (In Rs.)	Total (In Rs.)
1	Computer	40	KBS Make 2015	2015				
2.	Laptops	04	Dell	2011/2015				
3	Laptops	01	HP	2007				
4.	Servers	02	Linux	2012				
5.	Printers	13	LaserJet	2007/2012/2015				

TERMS AND CONDITIONS OF AGREEMENT

1. The comprehensive Annual maintenance Contract (AMC) is being entered by National Sample Survey Office, DPC Nagpur hereafter referred to as NSSO, DPC, Nagpur with (Vendor Name..... hereafter referred to as Vendor on the (date).....at NSSO, DPC, Nagpur.
2. Comprehensive maintenance of Computers, laptops, printers, and servers installed in NSSO, DPC, Nagpur. The list of items covered under AMC are given in Annexure-I.
3. Initially the contract will be for ONE-Year (from the date of signing of this Agreement by the Parties), which may be extended for one more year subject to satisfactory services, on discretion of NSSO, DPC, Nagpur.
4. The rate quoted will remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period.
5. Maintenance Services shall be provided immediately on the same day during 09.30 am to 06.00 pm at office DPC, Nagpur whenever called upon.
6. Call must be attended within 1 hour.
7. 5% penalty will be levied per machine per day after 48 hours of down time.
8. The NSSO, DPC, Nagpur 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.
10. Quarterly payment will be made after satisfactory service.
11. In case the vendor is not able to repair/ provide service 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 from vendor.
12. During the preventive or curative maintenance the Vendor will be responsible for protection of the data. In the event of any data losses, it will be responsibility of the vendor to recover/restore the data.
13. Hardware support shall 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 office premises for servicing it will be covered under AMC. In case the vendor desires to take away defective equipment out of collect at and delivered at their own cost/risk from the office of the NSSO, DPC, Nagpur and the Vendors office, with proper permission of the concerned Head of Offices.
14. System software maintenance like installation of OS, formatting of hard disc, removal of viruses etc. Will be covered under this AMC, and no separate charges, whatsoever will be levied by the vendor for this purpose. However, the software (both operative and application) will be made available by the NSSO, DPC, Nagpur.
15. In case the service is not found satisfactory, NSSO, DPC, Nagpur can terminate the contract by giving a notice of two weeks and the payment for the past service rendered shall be made on prorata basis.
16. Payment will be subject to Govt. Of India rules and regulations and will not be in hard-cash form.

For NSSO, DPC, Nagpur

Vendor

Signature.....

Signature:.....

Name:.....

Name:.....

Designation.....

Designation