

तार/Telegram : REGENESSO

फॅक्स/FAX NO : 0712-2511582

भारत सरकार
सांख्यिकी एवं कार्यक्रम कार्यान्वयन मंत्रालय
राष्ट्रीय प्रतिदर्श सर्वेक्षण कार्यालय
सामक विधायन केन्द्र
सी.जी.ओ. कॉम्प्लेक्स, 'बी' ब्लॉक
6, 7 और 8वा तल, सेमिनरी हिल्स
नागपुर - 440 006



सत्यमेव जयते

Telephones : 2511774, 2511781,
दूरभाष 2511896, 2512592

Government of India
Ministry of Statistics &
Programme Implementation
National Sample Survey Office
Data Processing Centre
C.G.O. Complex, 'B' Block,
6,7 & 8th Floor, Seminary Hills
Nagpur - 440 006

E-mail : dpc.ngp-nssso@gov.in

संख्या - M-13023/32/2018-Gen/
No.

दिनांक: 08/04/2021
Dated:

To,
M/s. _____

Subject: Quotation for Comprehensive Annual Maintenance Contract for
Computers, Laptops, Server and Printers in DPC, Nagpur.

Sir,

1. Sealed quotations are invited from the reputed service providers/agencies for the Comprehensive Annual Maintenance Contract for Computers, Laptops, Server and Printers in NSO(DPC), CGO Complex, B-Block, 6-8th Floor, Seminary Hills, Nagpur-440006. List of the Computers, Laptops, Server and Printers to be covered under AMC is as per Annexure I.
2. The interested service providers/ agencies are required to submit the Technical and Financial bid separately. The Quotation/tender in Sealed Cover-I containing "Technical Quotation" and Sealed Cover-II containing "Financial Quotation" should be placed in a third sealed cover superscripted "Quotation for Comprehensive Annual Maintenance Contract (AMC) For Computers, Printers, Scanners, Laptop, Printer and Server" should be submitted to the "Head of Office, NSO(DPC), CGO Complex, B-Block, 6-8th Floor, Seminary Hills, Nagpur-440006 on or before 30th April 2021 17.00 hours. No quotation will be accepted after last date of receipt of the Quotation.
3. The service provider/agencies submitting the quotation shall be required to deposit Earnest Money (EMD) of Rs. 5000/- along with their bids. EMD shall be accepted in the form of Demand Draft or Bank Guarantee from any nationalized bank drawn in favor of Head of Office, NSSO, DPC, and Nagpur. Quotations received without EMD will not be considered. Bid security of the unsuccessful bidders would be returned within 30 days after the award of contract.

- 04/05/2021
- 04/05/2021
4. **The technical quotation/bid will be first** opened on ~~04/05/2021~~ at 11.00 Hrs in this office premise. After scrutinizing the technical quotations/bids, this office will shortlist the eligible bidders for opening the 'Financial bid'. Financial Bid of the shortlisted eligible bidders will be opened on the same day in this office premise. If interested, representatives of the service provider/agency may be present at the time of opening technical and financial bids. The agency quoting the lowest gross amount will be qualified for awarding the contract.
 5. EMD of the unsuccessful bidder will be returned within 30 days after the award of contract. General terms and conditions for AMC and the proforma for submission of bids are given in the annexure II to V).
 6. This office reserves the right to cancel this invitation for quotation/tender at any time without assigning any reason.

Yours faithfully,



(Sujeet B Pujari)
Dy. Director & HO

Annexure I

Sr. No	Name of Items	No.	Make (with Model number)	Year of Procurement
1	Computers (KBS Make)	14	Intel Core i7, OS-Window 8, 4 GB RAM & 500 GB HD	2015
2	Computers (HLBS Make)	29	Intel Core i7, OS-Window 10, 4 GB RAM & 500 GB HD	2016
3	Computers (Dell Make)	1	All in One	2018
4	Laptop	1	HP	2012
5	Laptop	4	Dell	2016
6	Printers	7	HP LaserJet 1022/1008	2007
7	Printers	4	HP LaserJet Pro MFO M126	2015
8	Printers	2	Cannon 2900	2017
9	Printer	1	Samsung LaserJet 2161	
10	Server	2	HCL (Linux): Window 2008, LED Wide, W/SPRR TC05	2012

Terms and Conditions Agreement

1. The comprehensive Annual Maintenance Contract (AMC) is being entered by National Sample Survey Office, Data Processing Centre, Nagpur hereafter referred as NSO, DPC, Nagpur with (Vendor Name _____) hereafter referred to as Vendor on the (date) at NSO, DPC, Nagpur.
2. Comprehensive maintenance is for Computers, Laptops, Servers and Printers installed in NSO, DPC, Nagpur. The lists of Items to be covered under AMC is given in Annexure-1.
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 discretions of NSO, DPC, Nagpur.
4. The tender documents are not transferable.
5. The agency submitting the quotation shall be required to deposit Earnest Money (EMD) of Rs. 5000/- along with their bids. EMD shall be accepted in the form of Demand Draft or Bank Guarantee from any nationalized bank in favor of Head of Office, NSO, DPC, and Nagpur. Quotations received without EMD will not be considered. Bid security of the unsuccessful bidders would be returned within 30 days after the award of contract.
6. The successful bidder shall be required to furnish Performance Security equal to 10% of the Comprehensive Annual Contract Value in the form of Bank Guarantee from any nationalized bank drawn in favor of Head of Office, NSO, DPC, Nagpur 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 (without interest) within 30 days from the date of completion of the contract.
7. This Office reserves the right to increase or decrease the quantity or deletes some or all of the items, depending on the needs of the office without assigning any reasons.
8. All Computers with internet connection or without internet connection should be virus free during AMC period.
9. The vendor will maintain operating Software to the systems. They will also maintain basic software support, if required. The firm shall have the required drivers (CDs etc.) for maintaining the PCs/laptops/Printers/Scanners and peripherals for configuring the machines.
10. 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. Call must be attended within 1 hour.
11. The comprehensive maintenance shall be carried out primarily in this office premises.
12. Whenever the system cannot be repaired on -site within the specified time limits, the firm will have the option to take the equipment to their work-shop

- premises, with prior approval and provide the alternative equipment having matching specifications.
13. The firm shall not further sublet the AMC under any circumstances to a third party/sub-contractor for the maintenance.
 14. Penalty of Rs 500/- per machine per day will be levied after 48 hours of down time.
 15. The AMC will be valid for one year but may be extended further period of one year on mutual agreement.
 16. 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.
 17. TAX (TDS) will be deducted from the bill as per Government Rules.
 18. The charges of AMC will be payable on quarterly basis after satisfactory completion of each quarterly service.
 19. The NSO, DPC, Nagpur shall not be liable to make payment over and above the maintenance cost in any case.
 20. 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.
 21. 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.
 22. 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, printers head of DMP, adapter, cable will be covered under AMC.
 23. 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 NSO(DPC), Nagpur.
 24. In case the service is not found satisfactory, NSO(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 pro-rata basis.
 25. Payment will be subject to Govt. Of India rules and Regulation and will not be hard-cash form.
 26. PENALTY CLAUSE: In case of any irregularities noticed, the penalty amount will be levied by the Office up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause notice to the agency and considering the explanation of the agency, if submitted with in stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
 27. ARBITRATION CLAUSE: In case of any disputes between the parties viz. the Office on one hand and the agency/firm awarded the Contract on the other

- hand, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Document/ Contract Agreement, the dispute shall be referred to an appropriate Arbitrator in Nagpur jurisdiction.
28. The Office reserves the right to accept or reject any or all the offers without assigning any reason.
29. The above terms and conditions are subject to changes as per the service policy decided by this office from time to time.

30. ELIGIBILITY CRITERIA

- a. The Agencies that fulfill the following requirements shall be eligible to apply.
- b. Registration certificate issued by appropriate authority.
- c. GST/PAN & TIN No. under Income Tax Act.
- d. Minimum three years' experience in business of providing AMC in Computers and peripheral after registration.
- e. Running contracts of total annual value not less than Rs. 2 lakh's in the large industrial/ educational office premises/ office complex.
- f. Proof of at least three successfully carried out AMC services of computer during the last 3 years in Govt./ Semi-Govt./ Central Autonomous bodies.
- g. An undertaking that the agency has not been blacklisted by any Government /Department/ Autonomous bodies.**

BID FORM

To

The Deputy Director & Head of Office,
NSO (DPC),
CGO Complex, B-Block
6-8th Floor
Seminary Hills
Nagpur-440006

Sir,

Having examined the terms & conditions of tender and specifications, including all other related documents the receipt of which is hereby duly acknowledged, we the undersigned, offer to execute the Annual Maintenance Contract (AMC) for computers and peripherals in NSO(DPC), CGO Complex, B-Block 6-8th Floor, Seminary Hills, Nagpur-440006 in conformity with, conditions of contract & specification.

We undertake, if our bid is accepted, to execute the work in accordance with specifications, time limits, terms & conditions stipulated in the tender document.

Bid submitted by us is properly sealed & prepared so as to prevent any subsequent alternation & replacement. We confirm that we will abide by all the terms and conditions and we don't have any counter condition.

(Signature of the authorized person of the Agency with seal)

Place :

Date:

PROFORMA FOR TECHNICAL BID

1. Name of the Agency:

2. Office Address

Tel No.

FAX No.

E-Mail Address:

3. Name of the Authorized Representative (s):

4. Document(s) enclosed (Put '✓' marks if enclosed)

Sl.No	Documents	Enclosed	Not
1	Attested registration certificate of the Agency issued appropriate authority		
2	Attested copy of valid Service Tax registration certificate		
3	Proof of at least three successfully carried out AMC of computer during the last 3 years In Govt. Govt. Central Autonomous		
4	Copy of GST/PAN		
5	An undertaking that the agency has not been blacklisted by any Government Department/autonomous bodies as Date of submission of the bid.		

5. Turnover **during the last three years** (copy of audited Balance Sheet and P & L to be attached)

Years	Turnover in Rupees (in words and figures)

Proforma for Financial Bid

Sr. No	Name of Items	No.	Make (with Model number)	Year of Procurement	Per Unit (Rs.)	Total (Rs.)	Taxes (Rs.)	TOTAL (Rs.) (including Taxes)
1	Computers (KBS Make)	14	Intel Core i7, OS-Window 8, 4 GB RAM & 500 GB HD	2015				
2	Computers (HLBS Make)	29	Intel Core i7, OS-Window 10, 4 GB RAM & 500 GB HD	2016				
3	Computers (Dell Make)	1	All in One	2018				
4	Laptop	1	HP	2012				
5	Laptop	4	Dell	2016				
6	Printers	7	HP LaserJet 1022/1008	2007				
7	Printers	4	HP LaserJet Pro MFO M126	2015				
8	Printers	2	Cannon 2900	2017				
9	Printer	1	Samsung LaserJet 2161					
10	Server	2	HCL (Linux): Window 2008, LED Wide, W/SPRR TC05	2012				

(Signature of the authorized person of the Agency with seal)

Place:

Date