



No. D-21014/Maintenance/2018 /4457  
Government of India  
Ministry of Statistics & Programme Implementation  
National Sample Survey office  
Data Processing Centre

7<sup>th</sup> floor, Lilamani Corporate Heights,  
Opp: BRTS Bus stop, Vadaj  
Ahmedabad-380013  
E-mail: dpcahm-dpdnso@nic.in

Date: 22.03.2019

To,  
The Director,  
Computer Centre,  
Ministry of Statistics & P.I.,  
East Block-10, R.K. Puram,  
New Delhi.

Subject: Tender Notice for publishing on the website of the Ministry

Sir,

Kindly find attached herewith the Tender Notice for 'Comprehensive AMC of Computers, Peripheral and LAN' to be published on the website of the Ministry i.e. [www.mospi.nic.in](http://www.mospi.nic.in) under 'Tender Notices' section. It is also requested that necessary action may be taken for publishing the same on the website [www.tenders.gov.in](http://www.tenders.gov.in).

This issue with the approval of Deputy Director General of this office.

Yours faithfully,

(J.P.Arya)

Director & Head of Office

Attachment: As stated



Government of India  
Ministry of Statistics & Programme Implementation  
National Sample Survey Office  
Data Processing Centre  
Ahmedabad


No. D-21014/2/Maintenance/2018 / 4457

Date: 22.03.2019

**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, 7<sup>th</sup> floor, Lilamani Corporate Heights, Vadaj, Ahmedabad. The maintenance contract will be mainly 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 DPC, NSSO, 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 tenders in Annexure I along with information in prescribed Performa (Annexure III) in the sealed envelope to the Head of office, DPC, NSSO, 7th floor, Lilamani Corporate Heights, Vadaj, Ahmedabad-380013 (Subscribed with "Tender for AMC for Computers, Peripherals and LAN"). Last date for submission of tender is 15.04.2019 (up to 4.00 P.M.).
3. It may be noted that item-wise rates for all unique items listed along with the applicable tax are to be quoted for Comprehensive AMC in Annexure-I. Tenders received by the scheduled date and time will be opened on 16.04.2019 at 10.00 A.M. in the presence of the vendors who wish to attend bid opening meeting. This office reserves the right to reject all or any tender without assigning any reason thereof.

  
( J.P.Arya )  
Director & Head of Office  
Tel: (079)29700663

Copy to:

- 1) The Director, Computer Centre, MOS&PI,,New Delhi with a request to upload this on the Ministry's website and also on the website [www.tenders.gov.in](http://www.tenders.gov.in).
- 2) Notice board, NSSO, DPC, Ahmedabad

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	02			
2.	Dell Optiplex-990	07			
3.	KBS Supreme-QW Desk Top Computer with preloaded Operating Systems	16			
4.	Dell- E6410 Laptop	2			
5.	Dell- Vostro 3560 Laptop	1			
6.	LAN with 6 Switch /Hub of 24 and 16 Ports	All Systems connected with LAN			
7.	HP Laserjet Printer 1020	5			
8.	HP Laserjet Printer 1022	3			
9.	Total Amount				
10.	GST@.....%				
11.	Grant Total Amount				

Signature: .....  
Name:.....  
Place:.....  
Date:.....



Terms & Conditions

1. The Annual Maintenance will be comprehensive which includes cost of all parts except consumable items like Cartridge if any, to be replaced.
2. For proper maintenance of the Systems, the preventive maintenance shall have to be carried out by the Vendor on monthly basis.
3. Firm should have more than 3 years of experience. Copies of related documents are to be enclosed with the tender.
4. Firm should have annual turnover of at least Rs.20 lacs during last 3 years. Copies of related documents as documentary proof are to be enclosed with the tender.
5. 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 the equipment collected at and delivered at their own cost/risk from the NSSO, DPC, Ahmedabad/Vendor's office.
6. 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.200/- per working day shall be imposed which will be deducted from the payment of the quarter to be made to the vendor. However, the penalty clause will not be applicable if the vendor provides a standby system/computer.
7. Software maintenance will also be provided free of Cost. Operating Software and applications will be made available by NSSO, DPC.
8. 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.
9. Payment will be subject to the Government 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 subject to satisfactory service by the vendor during the quarter.
10. 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.
11. 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 or Bank Guarantee from any nationalized bank in favour of Head of Office, 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.
12. 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 Head of Office, 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.
13. Tenders will be evaluated based on the amount furnished at Sr. No. 11 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.	Tax Registration no. (Enclose copy)		
5.	Annual Turnover(Enclose copies) for each Financial year.	2015-16	
		2016-17	
		2017-18	
6.	Whether copies of Experience Certificate showing three years experience of the firm in the field of Maintenance of PCs and Peripherals is attached(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: .....

