

**Tender for**

**Annual Maintenance Contract for Computers,  
Peripherals & Multifunctional Devices**

**At**

**Data Processing Division, Headquarters**

**N.S.S.O.**

**Last date for submission of Bids 25/04/2016(14.00 hrs.)**

**Data Processing Division, Headquarters**

**National Sample Survey Office**

**Govt. of India**

**Mahalanobis Bhavan**

**164,G.L.T.Road**

**Kolkata-700 108**



**Tender Notice No. D-11011/1/DPD(HQ)/Adm.IV/15-16**  
**Govt. of India**  
**Ministry of Statistics & Programme Implementation**  
**National Sample Survey Office**  
**Data Processing Division, Headquarters**  
**164, G. L. T. Road, Kolkata-700 108.**

**Section - I**

**Tender Notice No. D-11011/1/DPD(HQ)/Adm.IV/15-16**

On behalf of the President of India, Additional Director General, Data Processing Division Headquarters, National Sample Survey Office, Kolkata invites sealed quotation in two-bid system from reputed and experienced firms for AMC of computers and peripherals for NSSO, DPD(HQ) at Mahalanobis Bhavan, 164, G.L.T.Road, Kolkata-700108 for the period of one year.

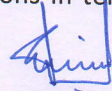
The sealed tenders should contain two separate bids namely "**Technical Bid**" & "**Financial Bid**", filled in the specified proforma (Section V & VI). The sealed envelope super-scribed as "**Tender for AMC for Computers and peripherals for DPD(HQ)**" containing duly filled in technical bid and financial bid both in sealed covers, should reach the undersigned latest by 25.04.2016.

Tenderers should ensure that they deliver their bid as per the timeline indicated herein. The office will not be responsible for postal delay in receipt of bid.

The various crucial dates relating to the above mentioned tender are as follows  
Date & Time of opening of

- i. Technical Bid: 12:00 PM, 26<sup>th</sup> April 2016
- ii. Financial Bid: 12:00 PM, 27<sup>th</sup> April 2016

The office reserves the right to accept/reject any or all quotations without assigning any reason and it will not be responsible for postal delay. All other terms and conditions in tender form will be binding on the Quotationers/ Bidders.

 31/3/16  
(Arindam Modak)  
Director & Head of Office  
Phone : (033)2578-9063

Date: 31/3/16  
Place: Kolkata



## SECTION II

### Terms and Conditions

**ADG (DPD) means** Additional Director General, Data Processing Division (DPD, HQ), National Sample Survey Office (NSSO) and his successors.

**The Office means** the Data Processing Division(DPD, HQ), National Sample Survey Office(NSSO), Govt of India, Ministry of Statistics and Programme Implementation, which invites the tenders on behalf of President of India.

1.1 The office of ADG, NSSO, DPD(HQ) proposes for AMC of Computers and Printers at DPD(HQ), Mahalanobis Bhavan, 164, Gopal Lal Thakur Road, Kolkata -108. The Office is looking for vendors who have experience in the AMC of this type of hardware.

1.2 Vendors are required to supply all parts as and when required for maintenance purposes and up keeping of the computer & other equipments under AMC. The charges of AMC will be including the cost of spare parts and service. The AMC will cover 12 monthly services apart from attending calls as and when required. The party will have to ensure at least 90% uptime at all times failing which 3% of the AMC per day will be leviable as penalty charges after 48 hours of downtime.

1.3 TAX (TDS) will be deducted from the bill as per Government Rules.

1.4. The charges of AMC will be payable on half-yearly basis after satisfactory completion of each half yearly service.

1.5. Fresh credentials should have been attached with tender paper otherwise the tender will be treated as cancelled..

1.6. The firm should have served at least three big Government, PSU organizations who has taken AMC from them.

1.7 The tender documents is not transferable.

1.8 The 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.

1.9 The tenders will be opened on the date and time indicated in the presence of renderers, if any, present on the occasion. If the date of opening is declared to be a holiday the tenders will be opened on the next working day.

1.10 The contractor shall have to depute one well qualified engineer in the field of hardware maintenance with sufficient knowledge of software also, at the client site on full time basis for the service of the systems. The engineer will follow the rules, regulations, timings as per the client.

1.11 The contractor shall provide comprehensive service/maintenance of hardware and operating system of computers, laptops, printers & scanners and peripherals (both preventive as well as corrective) for one year from the date of signing the contract.





1.11 The contractor shall provide comprehensive service/maintenance of hardware and operating system of computers, laptops, printers & scanners and peripherals (both preventive as well as corrective) for one year from the date of signing the contract.

1.12 They 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.

1.13 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. The office's equipment , in any case, will have to be repaired/set right within 3-4 days and installed in the office.

1.14 The firm shall not further sublet the AMC under any circumstances to a third party/sub-contractor for the maintenance.

1.15 The AMC will be valid for one year but may be extended further period of one year on mutual agreement.

1.16 **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 within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.

1.17 **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 Arbitrator as per Arbitration and Reconciliation Act 1996, in Kolkata jurisdiction.

1.18 They have to submit an Annual Service Agreement, as per the copy enclosed in the Section VII.

1.19 The Office reserves the right to accept or reject any or all the offers without assigning any reason.

The above terms and conditions are subject to changes as per the service policy decided by this office from time to time.



## **ELIGIBILITY CRITERIA**

The Agencies that fulfill the following requirements shall be eligible to apply.

- a) Registration certificate of the Security Agency issued by appropriate authority.
- b) Registration under Labour Laws, EPF, ESI & Service Tax.
- c) PAN & TIN No. under Income Tax Act.
- d) Minimum five years' experience in business of providing AMC in Computers and peripheral after registration.
- e) At least three running contracts of total annual value not less than Rs. 5 lakh 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 security agency has not been blacklisted by any Government Department/Autonomous bodies.

## **Schedules for Invitation to Tender:**

- a) Address at which tender is to be submitted :

Director & Head of Office, DPD(HQ), NSSO,  
164, Gopal Lal Thakur Road,  
Kolkata-700 108  
Telephone No. (033) 2578-9063

- b) Latest time and date for receipt of Tender: 20/04/2016 at 14.00 hrs.

- c) Place, Time and Date of opening of Technical bids.

Place : at Mahalanobis Bhawan, 164, Gopal Lal Thakur Road, Kolkata-700 108

Time & Date : 25/04/2016 at 12.00 hrs.

- d) Place, Time and Date of opening of Financial bids.

Place : at Mahalanobis Bhawan, 164, Gopal Lal Thakur Road, Kolkata-700 108

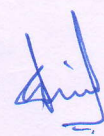
Time & Date : 26/04/2016 at 12.00 hrs.



**Section -III**

**List of items along with specifications, for which A.M.C is required**

Srl. No.	Item Description	Model No.	Year of Purchase	No. of Computers/Printers
01	Dell Desktop Computer	Optilex990	Nov 2011	38
02	HP Desktop Computer	DX2280MT	Mar 2007	113
03	HP Desktop Computer	HP-DC 7900	Feb 2010	46
04	Printers (HP, CANON)	HP P1007, 1022, LBP6018B,,DJ 1010, Dj INKADVANCE 1515, COLOR LJ CP 1515, MF4570DW, LJ 3390, LJ M1522NF	2005-2013	75
05	Line Matrix Printer	T6100L	May 2005	1
06	Line Matrix Printer	6610	Sept 2012	1
07	PRINTONIX	6L71000116	Dec 2006	1
08	LAN (Manageable Switch)	D-Link	Sept 2004	9





**SECTION IV**

**BID FORM**

Reference : Tender No. D-11011/1/DPD(HQ)/Adm.IV/15-16 dated 29/03/2016

To  
The Director & Head of Office,  
Data Processing Division (HQ),  
National Sample Survey Office,  
Mahalanobis Bhavan, 164, G.L.T. Road,  
Kolkata-700 108

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 (as per the list in section-III) in the office of Addl. Director General, Data Processing Division (HQrs.), National Sample Survey Office (NSSO), 164, G.L.T. Road, Kolkata-700 108 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.

Dated this.....day of.....2016

Signatory.....

Signature of Authorized signatory.....

In the Capacity of .....

Duly authorized to sign. The Bid for and on behalf of

Witness.....

Address.....





**SECTION -V**

**PROFORMA FOR TECHNICAL BID (PART-I)**

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 '✓' mark if enclosed )

<b>Documents</b>	<b>Enclosed</b>	<b>Not Enclosed</b>
Attested registration certificate of the Agency issued by the appropriate authority		
Attested copy of valid Service Tax registration certificate		
Proof of at least three successfully carried out AMC services of computer during the last 3 years in Govt./Semi-Govt./Central Autonomous bodies.		
Copy of PAN Card.		
An undertaking that the security agency has not been blacklisted by any Government Department/autonomous bodies as on the date of submission of the bid.		

**5. Turnover during the last three years**

Years	Turnover in Rupees ( in words and figures)
2012-13	
2013-14	
2014-15	

This should be duly certified by the Chattered Accountant of the Company/Firms, etc.



1. Details of the experience in Govt. / PUC/ Corporate offices during the last three years as per the attached proforma :-

Years	Name of the Employer / Address / Tel No.	Details of ExperiencePeriod of Contract with dates of Commencement and terminationcovering last 3 years.	Total Number ofSecurity GuardsEmployed
2012-13			
2013-14			
2014-15			

Enclose extra sheets if required.

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:



**Section VI**

**The Financial Bid**

Srl. No.	Item Description	No. of Quantity	Unit Rates Per Annum in Rs.	Taxes if any	Total amount per annum in Rs. (including all taxes)
01	Dell Desktop Computer	38			
02	HP Desktop Computer	113			
03	HP Desktop Computer	46			
04	Printers (HP, CANON)	75			
05	Line Matrix Printer	1			
06	Line Matrix Printer	1			
07	PRINTONIX	1			
08	LAN (Manageable Switch)	9			
	<b>Total</b>				

Place:

Date:

Signature of the Bidder/Authorized Signatory.....

Name of the Bidder.....





Section - VII

Ref No.

Dated.

National Sample Survey Office  
Data Processing Division, Headquarters  
Ministry of Statistics & Programme Implementation  
Govt. of India  
164, G.L.T Road,  
Kolkata- 700 108

Your work order number: D-11011/1/DPD(HQ)/Adm.IV/15-16

Sub: Annual Service Agreement

Sir,

This agreement between \_\_\_\_\_ (Firm) and the above mentioned customer. This contract is of One Year unless terminated by giving three months notice on either side.

AMC period will be commenced from \_\_\_\_\_ to \_\_\_\_\_

01. (The Vendor) shall provide residential engineer for attending the call for Computer, Printer, Laptop upto One Year 9:30 A.M. to 6:00 P.M. from Monday to Friday excluding Saturday Sunday and other Public Holidays. Under Special circumstances he shall be made available under instruction from office on holidays, Saturdays and Sundays on need basis. A list of AMC items in **Annexure I** is attached herewith.
02. Service call can be made at DPD(HQ) by dialing \_\_\_\_\_ (mobile number) and Vendor's engineer will attend all the calls from your office as we have provided residential engineer.
03. \_\_\_\_\_ (Firm) shall supply all spare parts required for repairing of equipment in Vendor's comprehensive AMC. Spare parts removed from the system on replacement with working ones will be taken over for reconditioning or repair.
04. (The Vendor) shall provide all necessary tools and testing instrument whatsoever for maintenance of the Computer, Printer and Laptop.
05. AMC will cover 12 preventive maintenance apart from attending calls as and when required.
06. The Vendor will ensure at least 90% uptime at all times failing which 3% AMC per day be liable as penalty charges after 72 hrs of downtime.
07. In case location of the system/printer changed, then \_\_\_\_\_ (Vendor) will have option to increase the maintenance charges to cover any additional expanses. Reinstallation of the equipment at new site will be charged extra at standard \_\_\_\_\_ (Vendor) labour charges.



08. If any of the AMC item found defective due any third party's fault and further repairs is required from (The Vendor), in such cases our repairing cost will be charged extra other than AMC charges as standard rates.
09. AMC service does not include repair or damage resulting accident, transportation, negligence or misuse, failure of electrical power, natural lighting, air-conditioning, humidity control or any other ordinary case.
10. The amount payable is Rs. \_\_\_\_\_ including service tax by half yearly completion of every six months upto the AMC period.
11. For any loss of DATA due to Virus, HDD damages (The Vendor) shall not be held responsible.
12. At the time of signing the contract if any of the item found non working condition this agreement shall not be considered covered under the above contract until it should be repaired by any of the third part or by us on extra charges after that it should come under the contract.
13. AMC does not include consumable items such as Printer Head, Computer Paper, Ribbon, Cartridge, Toner, Anti-Virus Software, Plastics of the printers and Scanners, Data back-up etc.

Verified & Accepted by the customer  
With Seal

Customer's Signature:

Name:

Designation:

Date:

Signature of Proprietor  
With Seal

Vendor Signature:

Name:

Designation:

Date:





## Annexure I

Srl. No.	Item Description	Model No.	Year of Purchase	No. of Computers/Printers
01	Dell Desktop Computer	Optilex990	Nov 2011	38
02	HP Desktop Computer	DX2280MT	Mar 2007	113
03	HP Desktop Computer	HP-DC 7900	Feb 2010	46
04	Printers (HP, CANON)	HP P1007, 1022, LBP6018B,,DJ 1010, Dj INKADVANCE 1515, COLOR LJ CP 1515, MF4570DW, LJ 3390, LJ M1522NF	2005-2013	75
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