

भारत सरकार
सांख्यिकी एवम कार्यक्रम कार्यान्वयन मंत्रालय
राष्ट्रीय सांख्यिकी कार्यालय
डाटा क्वालिटी एशुरंस डिविजन
सी.जी.ओ. कॉम्प्लेक्स 'बी ब्लॉक'
6, 7 और 8 वा तल, सेमिनरी हिल्स
नागपुर - 440006.



सत्यमेव जयते

Government of India
Ministry of Statistics & Programme Implementation
National Statistical Office
Data Quality Assurance Division
C.G.O. Complex, 'B' Block,
6, 7 & 8th Floor, Seminary Hills
Nagpur - 440 006.

फैक्स/FAX NO. : 0712-2511582

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Telephones : 2511774, 2511781,

दूरभाष 2511896, 2512592

संख्या/No.: M-13023/32/2018-Genl/ 539.

दिनांक//Date: 09/05/2022

To,
M/s. _____

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

Sir,

1. Sealed quotations are invited from the reputed service providers/agencies for the Comprehensive Annual Maintenance Contract for Computers, Laptops, Server, Printers and Network in **NSO (DPC), CGO Complex, 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 May 2022 11.00 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, NSO, DPC Nagpur'. Quotations received without EMD will not be considered.
4. **The technical quotation/bid will be first opened on 30/05/2022 at 16.00 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 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.

5. EMD of the unsuccessful bidder will be returned within 30 days after the award of contract.
6. General terms and conditions for AMC and the proforma for submission of bids are given in the annexure II to V.
7. 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 (HLBS Make)	30	Intel Core i7, OS-Window 10, 4 GB RAM & 500 GB HD	2016
2	Computers (Dell Make)	1	All in One	2018
3	Laptop-Asus	1	Asus (UX-433FA)	2020
4	Laptop-Dell	3	Dell (P111G101)	2020
5	Printers	4	HP LaserJet Pro MFO M126	2015
6	Printers	2	Cannon 2900	2017
7	Printer	1	Samsung LaserJet 2161	
8	Server	2	HCL (Linux): Window 2008, LED Wide, W/SPRR TC05	2012
9	Network (LAN & Internet)	--	--	--

Terms and Conditions Agreement

1. The comprehensive Annual Maintenance Contract (AMC) is being entered by National Statistical Office, Data Processing Centre, Nagpur hereafter referred as NSO, DPC, Nagpur with the service provider M/s _____ (agency name), hereafter referred as Vendor on _____ (date) at NSO, DPC Nagpur.
2. This AMC is for Comprehensive maintenance of Computers, Laptops, Printers, Servers, and Network installed in NSO, DPC Nagpur. The lists of Items covered under AMC are 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. Vendor 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 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.
6. 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.
7. All the systems under AMC should be in working condition during the period of AMC. All Computers, with internet connection or without internet connection, should be virus free during AMC period.
8. The vendor will maintain operating Software to the systems. They will also maintain basic software support, if required. The Vendor shall have the required drivers (CDs etc.) for maintaining the PCs/laptops/Printers/Scanners and peripherals for configuring the machines.
9. 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 NSO, DPC Nagpur.
10. A dedicated service engineer will be provided by the vendor from 9.30 am to 6.00 pm on all the working days to attend to the day to day maintenance issues. Service of the engineer has to be provided on holidays or beyond the office hours, if need arise. The engineer will follow the rules, regulations, and timings as per NSO (DPC), Nagpur.
11. Hardware/software maintenance support shall be provided on site along with part replacement, being a comprehensive contract. All items except the consumables will be covered under AMC.
12. In case, any defective equipment to be taken out of the premises of NSO (DPC) for repairing, prior permission from NSO (DPC) should be taken. The Vendor will collect and take the system at their own cost and risk from the office of the NSO, DPC Nagpur. In such case, the vendor should provide alternative equipment having matching specifications. The equipment taken from NSO (DPC), in any case, will have to be repaired/set right within 3-4 days and installed in the office.
13. Maintenance Services shall be provided immediately on the same day during 09.30 AM to 06.00 PM at office of NSO (DPC), Nagpur whenever called upon. Call must be attended within 1 hour.
14. 5% penalty will be levied per machine per day after 48 hours of down time.
15. The vendor shall not further sublet the AMC under any circumstances to a third party/sub-contractor for the maintenance.
16. The AMC will be valid for one year but may be extended further period of one year on mutual agreement.

17. 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.
18. TAX (TDS) will be deducted from the bill as per Government Rules.
19. The charges of AMC will be payable on quarterly basis after satisfactory completion of each quarterly service.
20. The NSO, DPC, Nagpur shall not be liable to make payment over and above the maintenance cost in any case.
21. 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, 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.
22. 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.
23. 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.
24. 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 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, any irregularities noticed, the penalty amount will be levied by NSO (DPC) up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause notice to the vendor and considering the explanation of the vendor, if submitted within stipulated time. Such repeated irregularities will make the vendor liable for cancellation of contract with forfeiture of the Security Deposit.
27. ARBITRATION CLAUSE: In case of any disputes between the parties viz. NSO(DPC) on one hand and the vendor 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 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 NSO(DPC) from time to time.
30. **ELIGIBILITY CRITERIA**

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

- a. The bidder should be registered in India with office in Nagpur
- 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

Reference: Tender No. **M-12010/16/2018-19/KTK (S) dated 20.08.18.**

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 Enclosed
1	Attested registration certificate of the Agency issued by the appropriate authority		
2	Attested copy of valid Service Tax registration certificate		
3	Proof of at least three successfully carried out AMC services of computer during the last 3 years In Govt. Central Autonomous bodies.		
4	Copy of GST/PAN Card.		
5	An undertaking that the 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** (copy of audited Balance Sheet and P & L to be attached)

Years	Turnover in Rupees (in words and figures)

8. Details of the experience in Govt. / PUCI Corporate offices **during the last three years** as per the attached Performa (supporting documents to be attached)

S. No.	Name of the Employer / Address / Tel No.	Details of Experience/ Period of Contract with dates of Commencement and termination during the last 3 years.	Total Number of Service engineers employed

Enclose extra sheets if required.

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

Place:
Date

Annexure V**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 (HLBS Make)	30	Intel Core i7, OS-Window 10, 4 GB RAM & 500 GB HD	2016				
2	Computers (Dell Make)	1	All in One	2018				
3	Laptop-Asus	1	Asus (UX-433FA)	2020				
4	Laptop-Dell	3	Dell (P111G101)	2020				
5	Printers	4	HP LaserJet Pro MFO M126	2015				
6	Printers	2	Cannon 2900	2017				
7	Printer	1	Samsung LaserJet 2161					
8	Server	2	HCL (Linux): Window 2008, LED Wide, W/SPRR TC05	2012				
9	Network (LAN & Internet)	--	--	--				

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

Place:

Date