

V-16015/1/2014-15/AMC/HQ/IT  
GOVERNMENT OF INDIA  
MINISTRY OF STATISTICS AND PROGRAMME IMPLEMENTATION  
NATIONAL SAMPLE SURVEY OFFICE  
FIELD OPERATIONS DIVISION

Level 4-7, East Block -6,  
R.K. Puram, New Delhi-110066.

Dated: -12-2014

To

M/s \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Subject: Annual Maintenance Contract of computers and its peripherals - regarding.

Sir,

Sealed quotations are invited for the Comprehensive Maintenance of the Computer Hardware (List- 1 to 5) including Networking (List-6) installed in the office of the NSSO (FOD) Hqrs. R. K. Puram, New Delhi for the period 02-02-2015 to 01-02-2016. The maintenance contract will be governed by the Terms and Conditions as contained in the Form of Contract given at Annexure-I. The interested vendors agreeing with the Terms and Conditions should submit their quotations along with the prescribed proforma (Annexure-II) in a sealed envelop in the name of Head of Office, NSSO (FOD), Level 4-7, East Block-6, R.K. Puram, New Delhi-110066 (superscribed with 'Quotation for AMC for Computers and Peripherals'). The quotations must reach the undersigned on or before 23-01-2015 up to 3:00 PM.

It is suggested that item-wise rates may be quoted for all unique items listed in List- 1 to 6 for comprehensive as well as non- comprehensive AMC along with applicable service tax. The vendors are requested to give details of items covered under comprehensive AMC.

Quotations received will be opened on 27-01-2015 at 11:00 AM, in the presence of the vendors who wish to attend the same. The NSSO (FOD) reserves the right to reject all or any quotation without assigning any reasons thereof.

Enclosures: As above

Yours faithfully,



(Fakhre Alam)

Deputy Director & Head of Office

Ph: 011-26106821

Email: fodhq.it@gmail.com

Copy to:

DDG, Computer Centre, MoS&PI with request to upload on Ministry's website.



(Fakhre Alam)

Deputy Director & Head of Office

TERMS AND CONDITIONS

1. The Annual Maintenance Contract (AMC) for maintenance of computers, printers, scanners, laptops and Networking for NSSO (FOD), Hqrs, Level 4-7, East Block-6, R.K. Puram, New Delhi-110066.
2. This contract is for a period of one year, which may be extended for further specific period mutually agreed upon by the NSSO (FOD) and the vendor of AMC. The agreed rates will remain in force for the full period of the contract.
3. Maintenance Service shall be provided during normal Office hours i.e. 9.30 am to 6.00 pm.
4. Preventive maintenance (PM) shall have to be provided by the Vendor on quarterly basis for proper maintenance of the systems.
5. The vendors shall be required to furnish bid security (Earnest Money) of ₹5,000/- along with their bids. It shall be accepted in the form of Fixed Deposit Receipt, Account Payee Demand Draft, Banker's Cheque or Bank Guarantee from any nationalized bank in favour of PAO, MoS&PI, S.P.Bhawan, New Delhi. Bid Security shall remain valid for at least 45 days beyond the final bid validity period. Bid securities of the unsuccessful bidders would be returned within 30 days after the award of contract and the same may be collected by the respective vendors within the said period.
6. Successful Bidder shall be required to furnish Performance Security of ₹15,000/- in the form of Bank Guarantee from any nationalized bank in favour of PAO, MoS&PI, S.P.Bhawan, New Delhi within 30 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 60 days from the date of completion of the contract.
7. The vendor will be responsible to make liaison with the concerned manufacturers for systems under warranty.
8. It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems to the Division in working conditions on the expiry of the contract.
9. The AMC amount will be paid in 4(four) equal quarterly installments only after completion of each quarter and after having satisfactory services rendered by the vendor during that quarter.
10. The vendor is required to provide a duly qualified Resident Engineer on all working days from 9.30 am to 6.00 pm with at least 2 years' experience in maintenance of HW/SW and operations. In case the services of the Engineer are not found up to the mark, the vendor must replace the person immediately.
11. Vendor shall have at least 3 years of experience of providing AMC.



12. Response time of call should be within 24 hours. In case of failure to respond within the stipulated time, the vendor will have to provide a stand-by hardware failing which a penalty @ ₹ 500/- per working day will be imposed, which will be deducted from the payment of that quarter.
13. 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 the responsibility of the vendor to recover the data.
14. On-site hardware support will be provided along with part replacement i.e. being a 'comprehensive contract' except consumable 'cartridge, adapters and cables.'
15. The vendor will not be permitted to take any computers/equipment for repair out of the office premises without the prior permission of NSSO (FOD).
16. The Vendor will have to ensure safety and proper care of all computers/equipment which are brought under AMC.
17. In case the services are not found satisfactory, the contract may be terminated by giving a notice of two weeks and payment for the service rendered would be made on pro-rata basis.
18. Damages caused due to Rodents will not be covered in AMC.
19. Payment will be subject to Govt. rules and Regulations.
20. The NSSO (FOD) reserves the right to increase or decrease the number of computers, printers, laptops, scanners and networking during the period of AMC at the proposed rates.

(Fakhre Alam)  
Deputy Director & Head of Office



PROFORMA

1. Name of the Vendor:
2. Address:
3. Name of the contact person:  
(Along with the mobile No)
4. Experience(no. of years of providing AMC)
5. List of present clients (particularly in Govt. sector)

6. Turnover during last two years:

7. Whether Registered with:

- Sales Tax Authority
- Income Tax Authority
- Service Tax Authority

(If yes, please enclose the copies of the relevant certificates)



Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

## NO. OF PCs IN FOD H.Q. NEW DELHI AS ON 01-12-2014

S.No.	PCs	S. No. Of PCs	Year of purchase
1	Lenevo	11S43N96052VJ433988L16	2009-10
2	HP 8000	INA01802DP	2009-10
3	Acer	AWY62GD005B47718633E	2011-12
4	HP Dx2280	INA8110B27	2007-08
5	Wipro	07CAAP06300122	2006-07
6	Acer	AWY62GD005B47718503E	2011-12
7	HP 8000	INA018027X	2009-10
8	HP 8000	INA018029C	2009-10
9	HP 8000	INA01802G9	2009-10
10	Lenevo	11S43N9605/VJ43397M378	2009-10
11	Acer	AWY62GD005B47718263E	2011-12
12	Acer	AWY62GD005BG7718963E	2011-12
13	Wipro	07CAAP06300116	2006-07
14	Wipro	07CAAP06300123	2006-07
15	HCL INFINITY	A086A4074524	2008-09
16	Wipro	07CEAB06300113	2006-07
17	Acer	AWY62GD005B47718303E	2011-12
18	HCL INFINITY	A086A4074527	2008-09
19	HP Dx22/7540	INA81109Z0	2007-08
20	Wipro	07CAAP06300114	2006-07
21	Acer	AWY62GD005B47718253E	2011-12
22	HP Dx2280/7540	INA8110B34	2007-08
23	Lenevo	144544325882	2009-10
24	Acer	AWY62GD005BG7717783E	2011-12
25	Wipro	07CAAP06300121	2006-07
26	Wipro	07CAAP06300115	2006-07
27	Wipro	07CAAP06300124	2006-07
28	Acer	AWY62GD005B47717733E	2011-12
29	HCL INFINITY	A0864074515	2008-09
30	Wipro	07CAAP06300128	2006-07
31	Wipro	07CAAP06300129	2006-07
32	Acer	AWY62GD005B47717973E	2011-12
33	Acer	AWY62GD005B47718393E	2011-12
34	Acer	AWY62GD005B47718543E	2011-12
35	HP Dx2280/7540	INA811092ZT	2007-08
36	HP Dx2280/7540	INA8110B2R	2007-08
37	HCL INFINITY	A086A4074526	2008-09
38	HP Dx2280/7540	INA809093C	2007-08
39	HCL INFINITY	A086A4074523	2008-09
40	Lenevo	144549535661	2009-10

## NO. OF PCs IN FOD H.Q. NEW DELHI AS ON 01-12-2014

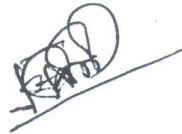
S.No.	PCs	S. No. Of PCs	Year of purchase
41	Wipro	07CAAP06300126	2006-07
42	Acer	AWY62GD005B47717833E	2011-12
43	Wipro	07CAAP06300127	2006-07
44	Wipro	07CAAP06300130	2006-07
45	Acer	AWY62GD005B47717743E	2011-12
46	Wipro	07CAAP06300121	2006-07
47	Acer	AWY62GD005BG7718783E	2011-12
48	Acer	AWY62GD005B47719003E	2011-12
49	Acer	UDVCCS11037CZ908952	2011-12
50	HP Dx2280/7540	INA8110B31	2007-08
51	Lenevo	144459535113	2009-10
52	Acer	AWY62GD005B47718523E	2011-12
53	Wipro	07CAAP06300119	2006-07
54	HP Dx2280/7540	INA8110B04	2007-08
55	Lenevo	11543N9805ZVJ433988263	2009-10
56	Acer	AWY62GD005B47719193E	2011-12
57	HP Dx2280/7540	INA809093D	2007-08
58	Lenevo	144549C305350502009-10	2009-10
59	HP Dx6120	INA42103LP	2007-08
60	Wipro	07CAAEE06300112	2006-07

## NO. OF PRINTERS IN FOD H.Q. NEW DELHI AS ON 01-12-2014

S.No.	Printer	S.No. of Printers	Year of purchase
1	Samsung 670nd Colour	Z30FBAJB200023B	2010-11
2	HP1320n	CNMIP09650	2006-07
3	Samsung 670nd Colour	Z30FBAJB100023T	2010-11
4	HP1320n	CNM1P09646	2006-07
5	Samsung 310 Colour	14A4BAZSC00033P	2009-10
6	Samsung 310 Colour	14A4BAZSC00028J	2009-10
7	HP1320n	CNMIP18169	2006-07
8	Samsung ML 3471nd	4E67BAB5400036J	2009-10
9	HP 1022	VNRJ71LONO	2006-07
10	HP 2055dn	CNCK100617	2009-10
11	HP 2055dn	CNCK216954	2009-10
12	HP1320n	CNRJ000L9	2006-07
13	Samsung 3710 ND	Z5SJBADB70061SF	2011-12
14	HP 2015dn	CNCJL21731	2008-09
15	HP 1022	VNRJ73118C	2006-07
16	HP 2055dn	CNCJM36256	2009-10
17	HP 1022	VNPJ7310LT	2006-07
18	HP 1022	VNRJ7310LG	2006-07
19	HP 2015dn	CNCJ187087	2007-08
20	HP 2015dn	LNCJM36256	2007-08
21	HP 2015dn	CNCJL20229	2007-08
22	Samsung 3710 ND	Z5SJBADB700570E	2011-12
23	HP 1320n	CNHJ5B9113	2006-07
24	HP Clour jet 2605dn	7010601041	2006-07
25	Samsung 3710 ND	Z5SJBADB700875P	2011-12
26	HP 1022	VNRJ71LO	2006-07
27	HP 1022	NRJ7311MO	2006-07
28	HP 1022	VNRJ7311LH	2006-07
29	HP 2015dn	CNCJM20444	2007-08
30	Samsung ML 3471nd	4E67BA9400052Y	2009-10
31	Samsung 3710 ND	Z5SJEADB700610P	2011-12
32	HP 1320n	CNHJ5B91BT	2006-07
33	HP 1022	VNRJ71LON9	2006-07
34	HP 1022	VNRJ71L0LV	2006-07
35	HP 1320n	CNMJP93564	2006-07
36	HP 1160	CNC1B09263	2006-07
37	Samsung 3710 ND	Z5SJBADB700602F	2011-12
38	HP 2015dn	CNCJM32581	2008-09
39	Samsung 3710 ND	Z5SJBADB700817D	2011-12
40	HP 1300	CNCKG22954	2007-08

## NO. OF PRINTERS IN FOD H.Q. NEW DELHI AS ON 01-12-2014


S.No.	Printer	S.No. of Printers	Year of purchase
41	Samsung 3710 ND	Z5SJBADB700983V	2011-12
42	HP 2055dn	CNCK216949	2009-10
43	HP 1022	VHRL731199	2006-07
44	HP 1022	VNRL71L0L6	2006-07
45	HP 2015dn	CNCJL35519	2008-09
46	Samsung 3710 ND	Z5SJBADB700888P	2011-12
47	HP 2015dn	CNCJL20209	2007-08
48	HP 1320n	CNMJR93256	2006-07
49	HP 2015dn	CNCJL21743	2007-08
50	Samsung ML 3471nd	4E67BABSA00037	2009-10
51	Samsung 3710 ND	Z5SJBADB700836T	2011-12
52	HP 2015dn	CNCJL20214	2007-08
53	Samsung 3710 ND	Z5SJBADB800001P	2011-12
54	HP 1022	VNRJ71LOM9	2006-07
55	Samsung ML 3471nd	4E67BAB54000642	2009-10
56	Samsung 3710 ND	Z5S713ADB7009841	2011-12
57	HP 2015dn	CNCJM20447	2007-08
58	HP 1020	CNC2L44970	2006-07
59	Samsung 3710 ND	Z5SJBADB700960B	2011-12
60	HP 1022	VNRJ730K1	2006-07
61	HP 2015dn	CNCJM20277	2007-08
62	Samsung ML 3471nd	4E67BAB54001762	2009-10
63	HP 1320n	CNMIPI8180	2006-07
64	HP 1022	VNRJ71LORZ	2006-07





## NO. OF SCANNERS IN FOD H.Q. NEW DELHI AS ON 01-12-2014

S. No.	Scanner	S. No.	Year of purchase
1	HP G3010	CN6CAA50HN	2008-09
2	HP G2410	CN0CQT21NF	2010-11
3	HP G3010	CN714A51B4	2006-07
4	HP G3010	C5A55FR	2006-07
5	HP G3010	CN6C5A55GB	2008-09
6	HP G3010	CN6C4U5R10N	2008-09
7	HP G3010	CN714A51BN	2008-09
8	HP 2300c	CN31E51053	2006-07
9	HP G3010	CN714A51BP	2006-07
10	HP 2400	CN6145R2B8	2006-07
11	HP G3010	CN714A5185	2008-09
12	HP G2410	CN116T20FW	2010-11
13	HP 5590	CN932TSOGY	2006-07
14	HP G2410	CN116T206S	2010-11
15	EPSON GT 1500	KSMW004606	2011-12



## NO. OF LAPTOPS IN FOD H.Q. NEW DELHI AS ON 01-12-2014

S. No.	Laptop Model No.	Year of purchase	S. No.
1	Dell latitude 6410(Retained)	2010-11	53Y46BS
2	Sony pcg71313w	2011-12	27S161767007299
3	Sony pcg71313w	2011-12	27S161767007412
4	Hp Compaq nx6320	2006-07	CNU72603SQ



No. OF MULTIFUNCTIONALS IN FOD H.Q. NEW DELHI AS ON 01-12-2014

Sl. No.	Multifunctionals	Serial No	Year of Purchase
1	HP	CNG9C1Q855	2010-11
2	HP	CNG9C1Q86Y	2010-11
3	HP	CNG9C1Q70R	2010-11
4	HP	CNG9C1Q8HB	2010-11
5	HP	CNG9C1R7BF	2010-11



## NO. OF NIC AND BROADBAND CONNECTIONS IN FOD H.Q. NEW DELHI AS ON 01-12-2014

Level	NIC	Broadband
4	7	8
5	3	3
6	22	4
7	7	2
Total	39	17

