



**No. Q-15016/2/1/AMC/MER/2019**

Government of India  
Ministry of Statistics & PI  
National Sample Survey Office  
(Field Operations Division)

Regional Office, Mah (East) Region  
A-Block, East Wing, 3<sup>rd</sup>-Floor  
CGO-Complex, Seminary Hills  
Nagpur-440006

**Date: 11.10.2019**

To

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**Subject:** - Rate Contract for Non-Comprehensive Annual Maintenance Contract (AMC) in respect of Computers and Peripherals (like PCs, Printers, Multi-Function Printers, Laptops, etc.) installed in the offices of NSSO(FOD), located in CGO Complex, Nagpur-Reg.

Sir,

With reference to the subject cited above, it is to inform you that this office intends to enter into an Non-Comprehensive Annual Maintenance Contract (NCAMC) of aforesaid items of this office. Sealed quotations in prescribed forms are invited only from reputed parties/firms for AMC in respect of computers and peripherals (like PCs, Printers, Multi Function Printers, Laptops, etc.) installed in the offices of NSSO(FOD), located in CGO Complex, Nagpur.

2. Computers & Peripherals are to be taken over for Service Maintenance on "as is where is basis" and could be inspected by the prospective bidders on any working day between 3.00 p.m. to 4.00 p.m. from 15th to 18th October, 2019. The inspection shall be arranged through the concerned official of the Office.
3. The bid should also contain the rate against each item separately. The systems to be maintained by the contractor include Computers, Printers, Multi Function Printers, Laptops, etc., of various makes/models.
4. The rates should be inclusive of all type of taxes, duties, levies like Service Tax etc. The interested firms fulfilling the Terms & Conditions (annexure-I), may submit their bids as per annexures(II & III) in a sealed cover super scribed as "Quotation for Non-Comprehensive Annual Maintenance Contract for Computers and Peripherals" addressed to the Head of Office, Regional Office, NSSO(FOD), Nagpur-440006.

5. The tender document should reach this office on or before 25<sup>th</sup> October 2019. The quotations will be opened by a Tender Evaluation-cum-Recommendation Committee on the same day at 3.30 P.M. in the presence of companies' representatives, if any. The firm which fails to fulfil any of the above terms & conditions will be automatically disqualified for the purpose of tender.

Yours faithfully,

Encl: As above

  
(M.D. Deshpande)

Sr. Stastical Officer & Head of Office

Copy to:-

1. The Notice Board, Regional Office, NSSO(FOD), Nagpur.
2. The Computer Centre New Delhi with a request to upload this letter on the website

Government of India  
Ministry of Statistics & PI  
National Statistical Office  
(Field Operations Division)

**NON-COMPREHENSIVE ANNUAL MAINTENANCE**  
**CONTRACT OF COMPUTERS**

**Terms and Conditions**

1. Name of the work: Non-Comprehensive Annual Maintenance Contract (NC-AMC) in respect of Computers and Peripherals (like PCs, Printers, MFPs, Laptops, Wi-Fi equipment's etc.) installed in the offices of NSSO (FOD), located in CGO Complex, Nagpur.
2. Contract Period: One year with effect from the date of award of the contract.
3. Tenders from only those firms will be entertained which are registered for the services desired in the tender and have GST Number, VAT No., PAN No. and supporting documents to establish that the firm have adequate experience in maintenance of Computers & Peripherals.
- (4) The term Service Maintenance shall include both preventive as well as corrective maintenance of all IT Equipment's for all the working days and holidays as and when required as specified in this contract conditions. The maintenance (both preventive as well as corrective) shall cover service for rectification of fault, if any, and repairs of specified components.
- (5) The existing list of Computers, Printers (various kinds), Multi Function Printers, Laptops, etc. is enclosed at Annexure-II.
6. For the purpose of this AMC work, following interpretations would be made:-
  - (a) Hardware- This would include the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, monitor, mouse, keyboard, floppy disk, CD Rom, Zip disk drive, Teflon parts etc. This would also include the components/assemblies/sub-assemblies of peripherals and other accessories and connectors/cables/cords and any other physical appliances required to run the computers etc.
  - (b) Peripherals- This would include Printers (LaserJet, DeskJet, Colour LaserJet, Multi Function), CD Writer, Modem, Speakers and any other unspecified but existing item in the computer system.
  - (c) Service- This would include Maintenance of Computer Hardware, Operating System Support, Antivirus Support, Microsoft Office Support (Word, Excel, Power point and Outlook), PDF Software Support, Win-zip

Support and installation of software purchased by the office of aforementioned category from time to time. This would also include back-up solutions, cleaning of the computer systems and peripherals, general antivirus checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine/efficiently.

(d) Cost of Spares & Consumable items will be borne by the office. Consumables items are Cartridge, Toner etc. All other related expenditure like transportation, delivery etc. of all items need to be borne by the vendor.

(e) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.

7. It shall be obligatory on the part of the contractor to carry out repair/maintenance of Computers & Peripherals under his direct supervision during the period of contract and in no case this shall be sub-contracted.

8. For regular and proper maintenance of the equipment's, the contractor will depute at least one qualified mechanic/technician to this Office during working days at frequent intervals (on monthly basis) throughout the period of contract. If required, the services of technician shall also be made available on Saturday/Sunday/Holidays without making any extra payment.

9 The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. All equipment's under the contract shall be cleaned once in two months on regular basis.

10. The schedule of preventive maintenance shall be as follows:-

(a) Cleaning of all equipment's using dry vacuum air, brush, and soft muslin clothes.

(b) Running of test programme(s) to ensure quality print/data reliability.

(c) Checking of power supply source for proper grounding and safety of equipment.

(d) Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment.

(e) Scanning of all types of virus and elimination of the same.

11. Contractor should respond within 24hrs and deductions equivalent to @Rs.100/- for each day, shall be made from the bill in case of failure/any

equipment remaining out of order for more than 24 hours. However, it will not apply if a standby machine is provided by the vender.

12. If in any case, the firm is not able to do the work, the same shall be got done from some other firm or from the open market at the cost of the contractor and the extra expenditure incurred thereon shall be recovered from him. This shall entail the termination of the contract; forfeiture of the performance security and debar for any future contracts from the office for at least three years.

13. In case the vender desires to have the machine examined at their workshop for servicing, it shall be the responsibility of the vender to collect the machine and delivered to this office at their own cost/risk.

14. The contractor shall be responsible for handing over all the Computers & Peripherals in working condition along with all the accessories (including Keyboard, Mouse etc.) to the Office at the end of the contract period and the cost of shortcoming, if any, shall be borne by the outgoing contractor.

15. The damage caused, if any, either to equipment's or to any other property of the Government through negligence or otherwise, shall be at the risk, cost and responsibility of the contractor.

16. No advance payment will be made. The payment shall be made on quarterly basis on completion of each quarter and satisfactory service rendered by the vendor during the contract.

17. The contract shall normally be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions.

18. The Office reserves the right to reject or to accept any quotation, whole or in part without assigning any reason thereof. The Office reserves the right to terminate the Annual Maintenance Contract at any time during the contract period if the services of the contractor are not found satisfactory by giving a notice of two weeks. In all matters of dispute relating to the proposed Annual Maintenance Contract, the decision of the Office shall be final and binding on the contractor.

19. No conditional bids will be accepted and such bids are liable to be summarily rejected by the competent authority at its discretion. If any of the bidders have objection with regard to the terms and conditions of the tender, the same may be pointed out within 10 days of the issue of tender documents. The quoted rates shall be kept open for acceptance by the Office for 45 days of the tender opening.

## Annexure-II

**List of Computers, Printers, Multi-Function Printers, Laptops, Wi-Fi etc. for maintenance for one year**

S.NO	Description of items	Quantity	Rate Per Unit (Per Year) (Rs)	Total Cost (Per Year) (Rs.) Inclusive of taxes
1	<b>COMPUTERS</b>			
	Lenovo	04		
	Intel V Pro	03		
	Acer	02		
	HP	07		
	<b>Total</b>	<b>16</b>		
2	<b>LAPTOPS</b>			
	HO Compaq	02		
	Sony	03		
	<b>Total</b>	<b>05</b>		
3	<b>PRINTERS</b>			
	Samsung ML 1610	03		
	HP Laserjet P1505n	06		
	HP P1505	04		
	Samsung ML 1640	05		
	HP Laserjet 1320n	01		
	HP Laserjet 1022	04		
	HP Laserjet CP1025 (colour)	01		
	Samsung Laser Printer ML 2550	01		
	HP- laserjet M- 1319 F	01		
	HP Laserjet 3050 (MFP)	01		
	HP-P 1606 dn	02		
	HP	01		
	<b>Total</b>	<b>30</b>		
4	<b>MULTI FUNCTION PRINTERS</b>			
	HP MFT m 226 dn	01		
	<b>Total</b>	<b>01</b>		
5	<b>SCANNERS</b>			
	Scanners	01		
6	<b>LAN RELATED ITEMS</b>			
	Wi-Fi- Modem	03		

Note: -

- (1) No. of items mentioned above are subject to physical verification by vendor.  
(2) The rate should be inclusive of all type of taxes like service tax etc.

Signature: .....

Name: .....

Designation: .....

Company: .....

01.	<b>Name of the Firm</b>	
02.	<b>Address of the Firm</b>	
03.	<b>Registration Number.</b>	
04.	<b>Name of Authorized Signatory</b>	
05.	<b>Specimen Signature of the Authorized Signatory</b>	
06.	<b>Telephone Number of the Authorized Signatory and other Telephone Number of the Firm</b>	
07.	<b>Number of Years' Experience in providing AMC</b>	
08.	<b>Whether Registered with Sales Tax/Service Tax Authorities. If Yes, Please Enclose the Copy of Registration Certificate.</b>	
09.	<b>Turnover during the Last Two Year.</b>	
10.	<b>List of Present Clients.</b>	