

Govt. of India
Ministry of Statistics & PI
National Sample Survey Office, Data Processing Centre
"C" Wing, 3rd Floor, Madangir Road, Pushpa Bhawan,
New Delhi – 110062

No. D-22012/2/2011-Admn. 1605

Dated: 30.1.2015

To

M/s

Sub: Annual Maintenance Contract of Computers and LAN regarding.

Sir,

Sealed quotations are invited for the maintenance of computer Hardware and Software including Networking (as per the details in the Annexure-I & II) installed in the office of Data Processing Centre, National Sample Survey Office, Pushpa Bhawan, New Delhi, for the period from 1.4.2015 to 31.3.2016. The maintenance contract will be mainly governed by the Terms & Conditions as contained in the form of Contract at Annexure III. To affect the AMC both the parties i.e. selected vender and the office of NSSO (DPC), Delhi will sign the said contract as per terms and conditions given in Annexure III.

2. The interested vendors agreeing with the Terms and Conditions may submit their quotations along with information in prescribed proforma (Annexure IV) in the sealed envelop to the Head of Office, DPC, NSSO, 3rd Floor, C – Wing, Pushpa Bhawan, Madangiri, Delhi-110062 (superscribed with "Quotation for AMC for Computers and LAN"). Last date for submission of quotations is 16.2.2015 (up to 3.00 PM).

3. It may be noted that the item-wise rates for all unique items listed along with the applicable service tax are to be quoted for comprehensive (Annexure I) as well as non-comprehensive (Annexure II). Quotations received will be opened on 16.2.2015 at 4 PM in the presence of the vendors who wish to attend. The DPC, NSSO reserves the right to reject all or any quotation without assigning any reason thereof.

Enclosures: As above


(Rajesh Bhatia)
Director & Head of Office
Tel: 26054921
Email: rajesh_bhatia2000@hotmail.com

Copy to:

DDG, Computer Centre, MOSPI, with the request to upload on the Ministry's website.

✓ East Block-10,
R.K. Puram
New Delhi

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**National Sample Survey Office
Data Processing Centre, New Delhi – 110062**

Comprehensive AMC

(Hardware support will be provided on site along with part replacement i.e. being a comprehensive contract except for computer consumables /cartridges/ Ribbons/Printer Head/Power Buttons/Adapters/cables and other accessories like UPS batteries)

SN	Computer Type	Quantity	Rate per unit per annum	Total amount per annum (RS)	Remarks
1	HP Compaq dx2280	26			
2	HP Compaq dc7900	18			
3	LAN with switch of 24 ports each	4			

Total amount=

Service Tax=

Grant Total=

Name: _____

Signature: _____

Date: _____

Place: _____



National Sample Survey Office
Data Processing Centre, New Delhi – 110062

Non-Comprehensive AMC

SN	Computer Type	Quantity	Rate per unit per annum	Total amount per annum (RS)	Remarks
1	HP Compaq dx2280	26			
2	HP Compaq dc7900	18			
3	LAN with switch of 24 ports each	4			

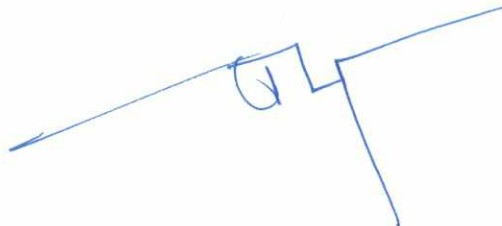
Total amount=
Service Tax=
Grant Total=

Name: _____

Signature: _____

Date: _____

Place: _____

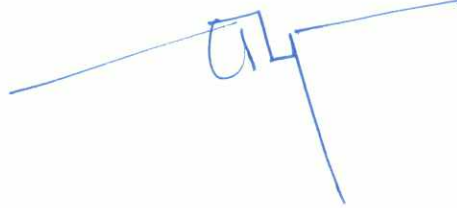


Terms & Conditions

1. For proper maintenance of the Systems, the preventive maintenance shall have to be carried out by the Vendor on monthly basis.
2. Maintenance service shall be provided only during normal working hours of NSSO, DPC, Delhi, office i.e. 9.30 AM to 6.00 PM. 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 to have the equipment collected at and delivered at their own cost/risk from the NSSO DPC Delhi/Vendors Office.
3. Payment will be subject to govt. rules and regulation. AMC charges for all the machines as mentioned in the list will be paid in 4 quarterly installments after the completion of each quarter and satisfactory service by the vendor during the quarter.
4. 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. 250/- per working day per machine shall be imposed which will be deducted from the payment of the quarter. However, the penalty clause will not be applicable if a standby system/computer is provided by the vendor.
5. Software maintenance will also be provided free of cost. Software whether operating or application will be made available by NSSO DPC.
6. Firm should have more than 5 years of experience and turnover of at least Rs. 20 Lakhs.
7. 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.
8. 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.
9. The vendors shall be required to furnish bid security (Earnest Money) of Rs. 5000/- along with their bids. It shall be accepted in the form of Fixed Deposit Receipts, Account Payee Demand Draft, Banker's Cheque or Bank Guarantee from any nationalized bank in favor of Pay and Accounts Officer, Ministry of Statistics and Programme Implementation, New Delhi. 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.



10. Successful bidder shall be required to furnish Performance Security of Rs. 15000/- in the form of Bank Guarantee from any nationalized bank in favour of Pay and Accounts Officer, Ministry of Statistics and Programme Implementation, 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 30 days from the date of completion of the contract.

A handwritten signature in blue ink, consisting of a stylized 'U' followed by a vertical line and a horizontal line extending to the right.

Annexure-IV

The firm should also give information on the following.

- i) Name of the Vendor:
- ii) Address:
- iii) Name of the Contact Person along with Mobile Number:
- iv) No. of years experience in providing AMC.
- v) List of present clients (particularly in Govt. Sector)
- vi) Whether registered with Sales Tax/Income Tax/Service Tax Authorities. If yes, enclosed the copy of Registration Certificate.
- vii) Average Annual Turnover during the last two years (enclose supporting documents):

Name: _____

Signature: _____

Date: _____

Place: _____

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