



M-12010/16/2018-19/KTK(S)
GOVERNMENT OF INDIA
MINISTRY OF STATISTICS AND PROGRAMME IMPLEMENTATION
National Sample Survey Office
(Field Operations Division)

Regional Office, 5th Floor,
"E" & "F" Wing Kendriya Sadan,
Koramangala, BANGALORE – 560 034
Date: 20/08/2018

Sub: Notice Inviting Tender (NIT) for Annual Maintenance Contract of Computers, Printers and Laptops in NSSO (FOD), Bangalore, Mangalore, Mysore and Shimoga.

Sir,

Sealed quotations are invited from reputed Firms for providing Annual Maintenance Contract of Computers, Printers and Laptops to the offices of NSSO (FOD), Bangalore. Mangalore, Mysore and Shimoga. The quotations should be submitted in the formats enclosed.

1. The quotation should be submitted in a sealed envelope super scribed as "Tender for AMC at NSSO (FOD)". The quotations must accompany the financial and technical bids. The quotations should be addressed to the Head of Office, NSSO (FOD), 5th Floor, 'E & F' Wing, Kendriya Sadan, Koramangala, Bangalore-34.

2. The various crucial dates relating to "Tender for AMC at NSSO (FOD)" are cited as under:-

(a)	Date of issue of Tender Documents	:	20.08.18
(b)	Last date and time for submission of Tender Document	:	05.09.18 upto 1800 hrs.
(c)	Date and time for opening of	:	Technical Bid: 06.09.18 12:00 PM
			Financial Bid: 06.09.18 03:00 PM
(d)	Place of submission of tender	:	NSSO (FOD), Regional Office, 'E & F' Wing, 5 th Floor, Kendriya Sadan, Koramangala, Bangalore-34.
(e)	Place of opening the tender	:	NSSO (FOD), Regional Office, 'E & F' Wing, 5 th Floor, Kendriya Sadan, Koramangala, Bangalore-34.

3. The quotations submitted after the stipulated time and date will not be entertained.

Yours faithfully,

(Gunji Prasanna Kumar)
Assistant Director & HO



Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
(Field Operations Division)
Regional Office
5th Floor, 'E&F' WING, KENDRIYA SADAN
KORAMANGALA, BANGALORE-34

Section – I

PHONE: 080-25538167
Email: ro.bng-fod@nic.in

Tender Notice No. M-12010/16/2018-19/KTK (S)

On behalf of the President of India, Deputy Director General, National Sample Survey Office, Regional Office, Bangalore invites sealed quotation in two-bid system from reputed and experienced firms for AMC of computers and peripherals for NSSO (FOD), E & F Wing, 5th Floor, Kendriya Sadan, Koramangala, Bangalore-560034 for the period of one year.

The sealed tenders should contain two separate bids namely "Technical Bid "&" Financial Bid", filled in the specified Performa (Section V & VI). The sealed envelope super-scribed as "Tender for AMC for Computers and peripherals for NSSO (FOD), RO, Bangalore "containing duly filled in technical bid and financial bid both in sealed covers, should reach the undersigned latest by **05.09.2018**. The computers can be inspected by the authorised persons of the firms on all working days between 10:00 AM & 5:00 PM.

Tenderer 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, 06.09.18**
- II. Financial Bid: **03:00 PM, 06.09.18**

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.

(Gunji Prasanna Kumar)
Assistant Director & Head of
Office

Section – II

Terms and Conditions

DDG (FOD) means Deputy Director General, National Sample Survey Office (Field Operation Division), (NSSO (FOD)), Karnataka (South) Region, Bangalore and his successors.

The Office means the National Sample Survey Office (Field Operation Division), Govt of India, Ministry of Statistics and Programme Implementation, which invites the tenders on behalf of President of India.

- 1.1 The office of DDG, NSSO, FOD, RO, Bangalore proposes for AMC of Computers, Printers and Laptops being used in the Regional & Zonal Office, Bangalore and Sub-Regional Office at Mangalore, Mysore & Shimoga. The office requires entering into comprehensive AMC for Desktop & Printer and Non-Comprehensive for Laptop.
- 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 liveable 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 quarterly basis after satisfactory completion of each quarterly 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 Department of State/Central Government, a PSU organization who has entered AMC with them.
- 1.7 The tender documents are 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 Tenderer, 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 as & when required 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 for maintenance of hardware and operating system of computers & printers and non comprehensive service for maintenance of laptops 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 Bangalore 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 fulfil the following requirements shall be eligible to apply.

- a. Registration certificate issued by appropriate authority.
- b. PAN & TIN No. under Income Tax Act.
- c. Minimum three years' experience in business of providing AMC in Computers and peripheral after registration.
- d. Running contracts of total annual value not less than Rs. 2 lakh's in the large industrial/educational office premises/office complex.
- e. Proof of at least three successfully carried out AMC services of computer during the last 3 years in Govt./Semi-Govt./Central Autonomous bodies.
- f. An undertaking that the 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:

**Head of Office, NSSO (FOD)
E & F Wing, 5th Floor, Kendriya Sadan,
Koramangala, Bangalore-560034
Telephone No. (080) 25516738**

b) Latest time and date for receipt of Tender: **05/09/2018 at 10.00 hrs.**

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

**NSSO (FOD), Regional Office at E & F Wing, 5th Floor, Kendriya Sadan,
Koramangala, Bangalore-560034, Telephone No. (080) 25516738.**

Time & Date: **06/09/18 at 12:00 hrs.**

d) Place, Time and Date of opening of financial bids.

**NSSO (FOD), Regional Office at E & F Wing, 5th Floor, Kendriya Sadan,
Koramangala, Bangalore-560034, Telephone No. (080) 25516738**

Time & Date: 06/09/18 at ~~3:00~~^{15:00} hrs.

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

Sl. No	DESKTOP	Item Serial No.	Make/c ompany /Brand	Date of Installation/ Procurement of machine	Location
1.	WIPRO WSG 15226	07CAAP06300102	WIPRO	Apr-07	Zonal Office, Bangalore
2.	WIPRO WSG 15226	07CAAP06300103	WIPRO	Apr-07	Zonal Office, Bangalore
3.	WIPRO WSG 15226	07CAAP06300104	WIPRO	Apr-07	Zonal Office, Bangalore
4.	WIPRO WSG 15226	07CAAP06300105	WIPRO	Apr-07	Zonal Office, Bangalore
5.	WIPRO WSG 15226	07CAAP06300106	WIPRO	Apr-07	Zonal Office, Bangalore
6.	HCL LEAPTOP	3086A4154183	HCL	Apr-08	Zonal Office, Bangalore
7.	HCL LEAPTOP	3086A4154192	HCL	Apr-08	Zonal Office, Bangalore
8.	HCL LEAPTOP	3086A4154193	HCL	Apr-08	Zonal Office, Bangalore
9.	HCL LEAPTOP	3086A4154194	HCL	Apr-08	Zonal Office, Bangalore
10.	HCL	A086A4074551	HCL	Dec-08	Zonal Office, Bangalore
11.	HCL LEAPTOP	3086A4154191	HCL	Apr-08	Zonal Office, Bangalore
12.	HCL LEAPTOP	3086A4154189	HCL	Apr-08	Zonal Office, Bangalore
13.	HCL LEAPTOP	3086A4154195	HCL	Apr-08	Zonal Office, Bangalore
14.	HCL LEAPTOP	3086A4154186	HCL	Apr-08	Zonal Office, Bangalore
15.	HCL	A-086A4074543	HCL	Dec-08	Zonal Office, Bangalore
16.	HCL LEAPTOP	3086A4154185	HCL	Apr-08	Zonal Office, Bangalore
17.	HCL LEAPTOP	3086A4154190	HCL	Apr-08	Zonal Office, Bangalore
18.	HCL LEAPTOP	3086A4154188	HCL	Apr-08	Zonal Office, Bangalore
19.	HCL LEAPTOP	3086A4154187	HCL	Apr-08	Zonal Office, Bangalore
20.	HCL	A086A4074537	HCL	Dec-08	Zonal Office, Bangalore
21.	LENOVO (Intel Core 2)	S/NL907118	LENOVO	2008	Regional Office, Bangalore
22.	LENOVO (Intel Core 2)	S/NL907095	LENOVO	2008	Regional Office, Bangalore
23.	HCL (Core 2 DUO)	A086A4074549	HCL	2008	Regional Office, Bangalore
24.	LENOVO (Intel Core 2)	S/NL907183	LENOVO	2008	Regional Office, Bangalore
25.	WIPRO (Pentium D)	07CAAP06300087	WIPRO	2008	Regional Office, Bangalore
26.	WIPRO (Pentium D)	07CAAP06300088	WIPRO	2008	Regional Office, Bangalore
27.	WIPRO (Pentium D)	07CAAP06300089	WIPRO	2008	Regional Office, Bangalore
28.	HCL(Core 2 DUO)	A086A4074531	HCL	2008	Regional Office, Bangalore
29.	HCL	3086A4154199	HCL	2008	SRO, Mysore
30.	HCL	3086A4154198	HCL	2008	SRO, Mangalore
31.	Acer	UDVCCSI037C2908877	Acer	2011	Zonal Office, Bangalore
32.	Acer	UDVCCSI037C2908850	Acer	2011	Zonal Office, Bangalore
33.	Acer	UDVCCSI037C2908859	Acer	2011	Zonal Office, Bangalore
34.	Acer	UDVCCSI037C2908846	Acer	2011	Regional Office, Bangalore
35.	Acer	AWY62GD005B47719163E	Acer	2011	Regional Office, Bangalore
36.	Acer	AWY62GD005B47717703E	Acer	2011	Regional Office, Bangalore
37.	Acer	UDVCCSI037C2908902	Acer	2011	Regional Office, Bangalore
38.	Acer	UDVCCSI037C2908857	Acer	2011	Regional Office, Bangalore
39.	Acer	UDVCCSI037C2908939	Acer	2011	Regional Office, Bangalore
40.	Acer	UDVCCSI037C2908862	Acer	2011	SRO, Mysore
41.	Acer	UDVCCSI037C2908927	Acer	2011	SRO, Mysore
42.	Acer	UDVCCSI037C2908926	Acer	2011	SRO, Mangalore
43.	Acer	UDVCCSI037C2908915	Acer	2011	SRO, Mangalore
44.	Acer	UDVCCSI037C2908755	Acer	2011	SRO, Shimoga

LIST OF LAPTOP FOR ANNUAL MAINTENANCE CONTRACT YEAR 2017-18						
S. No.	Model/Name	Serial No.	Year of Purchase	Warranty	Location	Remarks
1	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-1
2	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	SRO, Mangalore	NSSO-2
3	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	SRO, Mysore	NSSO-3
4	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-4
5	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-5
6	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-6
7	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-7
8	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-8
9	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-9
10	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-10
11	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-11
12	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-12
13	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-13
14	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-14
15	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-15
16	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-16
17	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-17
18	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-18
19	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	SRO, Mangalore	NSSO-19
20	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-20
21	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-21
22	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-22
23	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-23
24	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-24
25	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-25
26	SONY VAIO- E SERIES N50-VPCEB3AGG (BLACK)	C607HBNC	04.01.2011	Expired	RO, Bangalore	NSSO-26

Tender Document No. M-12010/16/2018-19/KTK (S)

27	HP LAPTOP	INA90708WT	2008-09	Expired	RO, Bangalore
28	HP LAPTOP	INA90708Z3S	2008-09	Expired	Shimoga
29	HP LAPTOP	CNF0337LDH	2008-09	Expired	Shimoga
30	HP LAPTOP	INA90708XK	2008-09	Expired	Mysore
31	HP LAPTOP	INA90708WO	2008-09	Expired	Mangalore

Sl. No	PRINTERS	Item Serial No.	Make/company/ Brand	Date of Installation/ Procurement of machine	Location
1.	Samsung LJML-2550	B1EA00712	Samsung	Apr-06	ZO, Bangalore
2.	HP laser jet 1022	VNRJ731151	HP	Apr-07	ZO, Bangalore
3.	HP Deskjet 610 C	TH9C314577	HP	Apr-07	ZO, Bangalore
4.	HPLJ-1022	VNRJ731148	HP	Apr-07	ZO, Bangalore
5.	HPLJ-1022	VNRJ731157	HP	Apr-07	ZO, Bangalore
6.	HPLJ-P1015	SGFBJ05760	HP	Apr-07	ZO, Bangalore
7.	HPLJ-1320n	CNM1R10708	HP	Apr-07	ZO, Bangalore
8.	HPLJ-1022	VNRJ731158	HP	Apr-07	ZO, Bangalore
9.	HP laser jet 1022	VNRJ73102W	HP	2008	RO, Bangalore
10.	HP laser jet 1022	VNRJ73102V	HP	2008	RO, Bangalore
11.	HP laser jet 1022	VNRJ73102X	HP	2008	RO, Bangalore
12.	HPLJ-P1505n	CNC2302756	HP	2008	RO, Bangalore
13.	HPLJ-P1505n	VNC4803756	HP	2008	RO, Bangalore
14.	HPLJ-P1505n	CNC2405215	HP	2008	SRO, Mysore
15.	Canon Pixma MX 318	CCAB07Z10060	Canon	2008	ZO, Bangalore
16.	HPLJ-P1505n	CNC2307306	HP	Apr-08	ZO, Bangalore
17.	HPLJ-P1505n	CNC2405267	HP	Apr-08	ZO, Bangalore
18.	HPLJ-P1505n	CNC2303933	HP	Apr-08	ZO, Bangalore
19.	HPLJ-P1505n	CNC3303494	HP	Apr-08	ZO, Bangalore
20.	HPLJ-P1505n	BNC33031119	HP	Apr-08	ZO, Bangalore
21.	HPLJ-P1505n	CNC2300184	HP	Apr-08	ZO, Bangalore
22.	HPLJ-P1505n	CNC2302764	HP	Apr-08	ZO, Bangalore
23.	HPLJ-P1505n	VNC3303504	HP	2011	RO, Bangalore
24.	HPLJ-P1505n	CNC2302768	HP	2011	SRO, Mangalroe
25.	HP Laser Jet P1606dn	VNC3P18566	HP	2011	RO, Bangalore
26.	HPdnfMFP1536	CNC9C3HBV6	HP	2011	RO, Bangalore
27.	HP M 202 DW	VNC3J11437	Hp	06.05.15	RO, Bangalore
28.	HP M 202 DW	VNC3J11431	Hp	21.07.15	RO, Bangalore

- *Inventory Position of printers in r/o Zonal Office, Bangalore is not available at Regional Office as the printers are supplied by Hqrs. Delhi

Abstract

S. No.	Name of Office	Numbers of		
		Desktop	Printers	Laptops
1	RO, Bangalore	14	10	24
2	ZO, Bangalore	22	16	-
3	ZTC, NGV, Bangalore	1	-	-
4	SRO, Mangalore	3	1	3
5	SRO, Mysore	3	1	2
6	SRO, Shimoga	1	-	2
Overall		44	28	31

SECTION IV

BID FORM

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

To

The Assistant Director & Head of Office,
NSSO (FOD), Regional Office,
E & F Wing, 5th Floor, Kendriya Sadan,
Koramangala, Bangalore-560034
Telephone No.(080) 25516738

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 **Deputy Director General, National Sample Survey Office (Field Operation Division), E & F Wing, 5th Floor, Kendriya Sadan, Koramangala, Bangalore-560034** 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 of2018

Signatory

Signature of Authorized.....

.....

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 "✓" marks if enclosed)

Documents	Enclosed	Not Enclosed
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. I Semi-Govt. I Central Autonomous bodies.		
Copy of PAN Card.		
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

Years	Turnover in Rupees (in words and figures)
2015-16	
2016-17	
2017-18	

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

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

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
2015-16			
2016-17			
2017-18			

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 VIThe Financial BidDesktops

S. No.	Item Description	No. of Quantity	Unit Rates Annum in Rs.	Taxes if any	Total amount per annum in Rs. (including all taxes)
1	HCL Desktop Computer	19			
2	WIPRO Desktop Computer	8			
3	ACER Desktop Computer	14			
4	LENOVO (Intel Core 2)	3			
Total					

Laptops

S. No.	Item Description	No. of Quantity	Unit Rates Per Annum in Rs.	Taxes if any	Total Amount Per Annum In Rs. (Including All Taxes)
1	SONY VAIO-E SERIES N50-VPCEB3AGG	26			
2	HP PRO BOOK 4420s	5			
Total					

Printers

S. No.	Item Description	No. of Quantity	Unit Rates Per Annum in Rs.	Taxes if any	Total Amount Per Annum In Rs. (Including All Taxes)
1	HP Printers	26			
2	Samsung	1			
3	Canon	1			
Total					

Place:

Date:

Signature of the Bidder/Authorized Signatory

Name of the Bidder

Section - VII

Ref No.

Dated.

**NSSO (FOD), Regional Office,
E & F Wing, 5th Floor, Kendriya Sadan,
Koramangala, Bangalore-560034
Telephone No. (080) 25516738**

Your work order number: M-12010/16/2018-19/KTK (S) dated 20.08.18

Sub: Annual Service Agreement

Sir,

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

AMC period will be commenced from _____ to _____

01. (The Vendor) shall provide engineer immediately after attending the call from NSSO (FOD) between 9:30 A.M. and 6:00 P.M. from Monday to Friday excluding Saturday Sunday and other Public Holidays. However under special circumstances, a service engineer shall be made available under instruction from office on holidays, Saturdays and Sundays on need basis. A list of AMC items in Section III is attached herewith.

02. Service call can be made at NSSO (FOD) by dealing assistant (mobile number-----) and Vendor's engineer will attend all the calls from our office at the earliest.

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. The Vendor will ensure at least 90% uptime at all times failing which 3% AMC per day be liable as penalty charges after 24 hrs. of downtime.

06. In case location of the system/printer changed, then _____ (Vendor) will reinstall the equipments at new site and extra labour charges shall be levied by the vendor.

07. If any of the AMC item found defective due to 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.

08. 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.

09. The amount payable is Rs. _____ including service tax on quarterly basis after completion of every three months upto the AMC period.

10. For any loss of DATA due to Virus, HDD damages (The Vendor) shall not be held responsible.

11. 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.

12.AMC does not include consumable items such as Printer Head, Computer Paper, Ribbon, Cartridge, Toner, Anti-Virus Software; Plastics of the printers, Data back-up etc.

13.

Verified & Accepted by the customer
with Seal

Signature of Proprietor
with Seal

Customer's Signature:

Vendor Signature:

Name:

Name:

Designation:

Designation:

Date:

Date: