

भारत सरकार
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय
एमएसएमई-विकास संस्थान
10, औद्योगिक क्षेत्र, पोलोग्राउण्ड,
इंदौर - 452015(म.प्र.)
फैक्स : 0731-2420723
(फोन) ईपीएबीएक्स : 2421037-659
फोन(निदेशक): 2420723(का)



Government of India
Ministry Of Micro, Small & Medium Enterprises
MSME-Development Institute
10, Industrial Estate , Polo ground,
INDORE - 452015 [M.P]
Fax: 0731 - 2420723
(Ph.)EPABX: 2421037- 659
Ph (Dir.): 2420723 [Off]
Email: dcidi-indore@dcmsme.gov.in

No : 78(1)/IT/ SENET/AMC/2017-18

Date : 08-02-2018

By Speed Post

To,

As per list

Subject: - Annual Maintenance Service Contract on account of Computer and associated devices.

Sir,

This Institute invites quotations on account of entering Annual Maintenance Service Contract for Computer and Associated Devices from the reputed service providers. Accordingly, you are requested to submit your lowest possible offer in the name of Director MSME-DI, Indore at 10 Pologround in sealed envelope subscribed with “**Annual Maintenance Service Contract for computer & associated devices**”, so as to reach this office by 15th February 2018 at 3.00PM. The quotations so received shall be opened on 15th February 2018 at 04.30 PM. Before submitting your offer, please refer the under mentioned documents –

S/No.	Documents	Reference No.	No. of pages
1	Scope of Annual Maintenance Contract to be entered	Section I	01
2	Details of Computer and Hardware to be covered under AMC	Appendix I	01
3	Terms and Conditions of Annual Maintenance Service Contract	Section II	03
4	Schedule of undertaking Periodical/ Preventive Measures	Appendix II	01
5	Schedule of Data Base Management	Appendix III	04

Yours faithfully,

(Virinder Sharma)
Director

SECTION I
SCOPE OF ANNUAL MAINTENANCE SERVICE CONTRACT (AMSC)
OF I.T. ITEMS

(Period 01.03.2018 to 31.10.2018)

- Annual Maintenance Service Contract (AMSC) of Computers and associated peripherals devices along with software and data base support to be entered by Micro Small and Medium Enterprises –Development Institute, Indore at 10 Pologround Industrial Estate shall include all the hardware items as enlisted in **Appendix I.**
- Annual Maintenance Service Contract (AMSC) shall be **WITHOUT SPARES.**
- AMSC shall cover providing day to day routine support and attending of complains related with hardware/software/network.
- AMSC shall include undertaking of periodical/preventive maintenance/data backup schedule as per the **Appendix II.**
- AMSC shall cover maintaining/updating user wise Data Base in respect of all Hardware / Software/Networking Data base as per the **Appendix III.**
- AMSC shall cover data punching.
- AMSC shall include need based upgrading of the system / network system.
- AMSC will cover the server management and administration including data backup.
- AMSC will include Hard Disk Drive Partition and Management, Folder Management as per the requirement of MSME-DI, Indore at 10 Pologround.
- AMSC shall cover maintaining / updating MSME-DI website i.e. www.msmeindore.nic.in as and when require.

APPENDIX – I

System and computer peripherals - to be covered under AMC

2017-18		
S.No	Item Description	Qty.
1.	Computers	24
2.	Laptops	04
3.	UPS's	23
4.	Printers	24
5.	Switches, Hubs, Wireless Access Point & Network Items	06
6.	Scanners	05
7.	Bio-matric attendance device	03

SECTION II
TERMS AND CONDITIONS OF AMSC

1. The service provider shall depute dedicated technically qualified dedicated service Engineer at MSME -DI, Industrial Estate-Indore premises during the contract period who will report daily during the normal working hours, i.e. from 9:30 A.M. to 6.00 P.M. on all working days (Monday to Saturday) .
2. The Service engineer will normally have weekly off on Sunday; however in public interest the weekly off can be changed.
3. The service provider in case of deputed service engineer absence on a particular day will have binding to provide alternative service engineer, however under normal circumstances the service provider will ensure that the deputed service engineer is not assigned any other assignment other than that of MSME-DI, Indore at 10 Pologround.
4. The service engineer so deputed by the service provider should have competence in maintaining LAN / Wi-Fi infrastructure and maintenance of different types, brands and models of computers, printers, scanners, Wi-Fi Access Point, UPS Hub and Switches etc.
5. It shall be the responsibility of service provider to equip the service engineer with maintenance kit and all necessary diagnostic software's.
6. It shall be the responsibility of service provider to equip service engineer with mobile phone to ensure accessibility.
7. The maximum response time for a maintenance complaint shall not exceed one working day in normal cases.
8. The service provider will ensure to maintain the log book of daily complains logged, attended and rectified and the service engineer shall be responsible to get the log book signed by the designated representative of Senet Division of MSME-DI, Indore at 10 Pologround. The Proforma and log book shall be finalized by SENET division of MSME-DI, Indore at 10 Pologround. The service engineer will submit daily ok report on network functioning, LAN, Internet accessibility as per the proforma provided by SENET division of MSMED I, Indore.
9. The Service provider shall be paid in advance on half-yearly basis against the pre receipt bill of March 2018 to Aug 2018. TDS shall be deducted at source as per norms.

10. MSME-DI shall maintain the attendance of the service engineer through the biometric machine and in case of absence on any working day the deduction shall be effected on pro-rata basis from the payment due during the next half. MSME-DI will process the payment on the basis of actual attendance.
11. SENET division of MSME-DI will provide operating system / antivirus / application software's supplied by OEMs to the service provider for installation / reinstallation on MSME-DI INDORE AT 10 POLOGROUND computers. List of all such supplied software's will be maintained by the SENET division of MSME-DI Indore at 10 Pologround and the service provider shall be responsible for making sure that no copies of the handed over software's are taken out of MSME-DI INDORE AT 10 POLOGROUND premises.
12. The faulty parts arising out of replacement shall be the property of the MSME-DI
13. The work shall be executed as per the direction and satisfaction of the designated In charge Senet Division MSME-DI, Indore at 10 Pologround.
14. The AMSC shall start from the date of acceptance of contract by the Service Provider.
15. The firm shall provide the AMSC of equipment (s) even if it is shifted to any location within Indore at 10 Pologround.
16. The AMSC also includes protection from viruses and its removal from Servers, Nodes connected through LAN network. Service Provider has to provide full security for the entire LAN/Wi-Fi Network Security. He has to take adequate measures for avoiding any unauthorized use.
17. The AMC also includes installation/ re-installation/ rectification of software's related problems in LAN/ E-mail/ Internet /Wi-Fi Network and connected hardware's for the smooth functioning of system.
18. The AMSC can be terminated anytime by either side by giving three month notice or at the expiry of the quarter for which the payment has been released.
19. The service provider shall get the maintenance of the equipment, including the preventive maintenance thereof, done by its service engineer solely at its own risk. MSME-DI INDORE AT 10 POLOGROUND shall not, in any way, be liable to make any payment, incur any expenditure or face any lawsuit in any court of law for any injury or death suffered by the Service Provide maintenance staff during the course of maintenance under the Contract.
20. The service provider shall observe all security measures as are applicable to the office of the client, reserves the right to cancel the contract in case of breach of security

regulations required to be observed by the Service Provider. Any special precautions required to be taken by the Service Provider shall be made known to him by the client as and when such necessity arises.

21. The service provider shall be required to hand over all the equipments in perfect working condition on expiry/ termination of the Contract, failing which it shall be open to MSME-DI, Indore at 10 Pologround to get the equipment, found faulty, repaired from any external agencies at the cost and risk of the Service Provider and the expenses incurred shall be deducted from the outstanding bills of the service provider.
22. Service provider will not provide any software or hardware. It will be provided by SENET division of MSME-DI to purchase software or hardware as when they are required. But in case of any mishandling, damage or corruption of software by known or unknown means by the service engineer, service provider will be charged.
23. Service engineer will not accompany any person without previous permission at MSME-DI Indore. He will maintain confidentiality about all information, data, emails, correspondence, day to day work, correspondence and personal communications with MSME-DI Indore.
24. Director MSME-DI, Indore reserves the right to accept/reject any or all quotation without assigning reasons.
25. Lowest quoted bidder should be provide the service engineer with free of cost for one week to check his ability of technical competence by the MSME DI, Indore.

Individual / Location wise Computer Hardware & Peripheral Devices Data-Sheet					
User Name	Stock & Purchase Details		C.P.U		
Bipul De	C.P.U		Hardware	Type, Capacity & Details	Remarks for Hardware
	Label		Processor		
	Date of Purchase		R.A.M [Slot & Type]		
	Purchase cost		H.D.D*		
	Warranty Status		Motherboard		
	Serial No.		O.D.D [Check-Functioning]		
Section	Monitor		Keyboard		
	Label		Mouse		
	Date of Purchase		Brand Name		
	Purchase cost		Assembled		
	Warranty Status		Monitor [LED]		
	Serial No.		U.S.B. Ports		
Speakers		Extension Cord		Dust Covers	Pen Drive
*H.D.D Partition & Contents:					
Cables Layout: Wires & Cables are tied and connected properly.			User's Remarks:		
Upkeeping of System by User - Very Bad / Good / Excellent			Signature:		

Individual / Location wise Computer Hardware & Peripheral Devices Data-Sheet				
User Name	Stock & Purchase Details		Printer	
	Printer		Model No. / Brand	Serial No.
	Label			Cartridge / Toner No.
	Date of Purchase			
	Purchase cost (Rs.)			
	Warranty Status			
Printers Test Page & Complaints: Printer is working OK			Collection of used Cartridges: No	
Section	Stock & Purchase Details		U.P.S	
	U.P.S		Model No. / Brand	Serial No.
	Label			Battery Rating
	Date of Purchase			
	Purchase cost		Backup	Date of Battery installed
	Warranty Status			
	No. of batteries			
Users Remarks:				
Signature:				

Individual / Location wise Computer Softwares & Network Data - Sheet				
User Name	Softwares Installed	Computer Name on Network	I.P. Address	
	Operating System			
	Windows seven			
	Windows 10 Professional			Shared Folders & Printers
	Application Softwares			
	MS-Office 2003 & 2007 software			Subnet Mask
	Adobe Reader			
	Section	Internet Explorer, Mozilla Firefox		
	PDF Converter		WORKGROUP	
	OMS [Shortcut]			
	Antivirus with Product key & Validity E-5A5EF9D496 Valid Till 27th MAY 2018			
	Hindi Fonts		Network Node No. on Switch	
	Unicode			
	Letter Head			
	Nero			
	Shortcut to Network			
	Skype			
	Team Viewer			
	Lan Visor			
			Preferred D.N.S	
			Alternate D.N.S	

