

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

Contract Period: 01.08.2022 to 31.03.2023

Contract validation: 08 Months

- 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 & Facilitation Office, 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 registered by Officer and Staff of MSME DFO, Indore in complaint register related with hardware/software/network **WEEKLY THREE DAYS I.E. MONDAY, WEDNESDAY AND FRIDAY (09.30 AM to 06.00 PM).**
- AMSC shall include undertaking of periodical/preventive maintenance/data backup of all hardware items as per the **Appendix I.**
- AMSC shall cover maintaining/updating user wise Data Base in respect of all Hardware / Software/Networking Data base as per the **Appendix II.**
- 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-DFO, Indore at 10 Pologround.
- AMSC shall cover Handling/ Maintaining / Updating social media accounts i.e. face book and twitter of MSME-DFO, Indore as and when require.

APPENDIX – I

System and other Computer Peripherals - to be covered under AMC

Financial Year 2022-23		
S.No	Item Description	Qty.
1.	Computers	29
2.	Laptops	03
3.	UPS's	23
4.	Printers	19
5.	Switches, Hubs, Wireless Access Point & Network Items	08
6.	Scanners	09
7.	Bio-matric attendance device	02
8.	Video Conferencing System	01
9.	I-phone Tablet	01
10.	Wi-fi device and Internet Modem's	04
11.	Firewall	01

APPENDIX – I I

TERMS AND CONDITIONS OF AMSC

- The service provider shall depute dedicated technically qualified and competent Service Engineer at MSME -DFO, 10th Pologround Industrial Estate-Indore premises during the contract period who will report weekly three days i.e. Monday, Wednesday and Friday during the working hours, i.e. from 9:30 A.M. to 6.00 P.M. on working days. In case there will be gazetted holiday on Monday Wednesday and Friday, Service provider shall depute the service engineer on next working day i.e. Tuesday and Thursday.
- 1. 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-DFO, Indore.
- 2. The service provider will be wholly and exclusively responsible for payment of wages to the deputed service engineer with compliance of all statutory obligations as applicable including EPF, ESI etc. MSME DFO Indore shall not incur any liability for any expenditure whatsoever on the deputed engineer by the service provider on account of any obligation.
- 3. 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 and any other IT item/device etc with minimum 03 years of relevant working experience.
- 4. It shall be the responsibility of service provider to equip the service engineer with maintenance kit and all necessary diagnostic software's.
- 5. It shall be the responsibility of service provider to equip service engineer with mobile phone to ensure accessibility.
- 6. The maximum response time for a maintenance complaint shall not exceed one working day in normal cases.
- 7. 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-DFO, Indore. The Proforma and log book shall be finalized by SENET division of MSME-DFO, Indore. The service engineer will submit daily ok report on network functioning,

LAN, Internet accessibility as per the proforma provided by SENET division of MSME-DFO, Indore.

8. The Service provider shall be paid the bill amount after satisfactory work delivery. Taxes shall be deducted at source as per norms.
9. MSME-DFO shall maintain the attendance of the service engineer though in case of absence on any working day the deduction shall be effected on pro-rata basis from the payment due during the next month. MSME-DFO will process the payment on the basis of actual attendance of service engineer.
10. SENET division of MSME-DFO will provide operating system / antivirus / application software's supplied by OEMs to the service provider for installation / reinstallation on MSME-DFO INDORE computers. List of all such supplied software's will be maintained by the SENET division of MSME-DFO 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-DFO INDORE AT 10 POLOGROUND premises.
11. The faulty parts arising out of replacement shall be the property of the MSME-DFO, Indore.
12. The work shall be executed as per the direction and satisfaction of the designated In charge Senet Division MSME-DFO, Indore at 10 Pologround.
13. The AMSC shall start from the date of acceptance of contract by the Service Provider.
14. The firm shall provide the AMSC of equipment (s) even if it is shifted to any location within Indore at 10 Pologround.
15. 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.
16. 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.
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 AMC also includes Handling/ Maintaining / Updating of social media accounts i.e. face book and twitter of MSME-DFO, Indore as and when require.

19. 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.
20. 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-DFO 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.
21. 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.
22. 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-DFO, 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.
23. Service provider will not provide any software or hardware. It will be provided by SENET division of MSME-DFO 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.
24. Service engineer will not accompany any person without previous permission at MSME-DFO Indore. He will maintain confidentiality about all sensitive information, data, emails, correspondence, day to day work, correspondence and personal communications with MSME-DFO Indore.
25. The service provider will submit the bill in triplicate in respect of particular month in the first week of next month.
26. Director MSME-DFO, Indore reserves the right to accept/reject any or all quotation without assigning reasons.
27. 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 DFO, Indore.
28. **Quoted price should exclusive of all taxes, GST and other charges.**

29. The Director is not bound to accept any tender and reserves the right of accepting the whole or any part of the tender or portion of the tender offered at the rate quoted.

30. Director, MSME DFO, Indore has reserve the rights to change conditions given in Appendix I and II.
