

भारत सरकार
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय
एमएसएमई-विकास संस्थान
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Date: 06.11.2019

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 13th November 2019 at 2.00 PM. The quotations so received shall be opened on 13th November 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	Appendix II	03

Yours faithfully,

(D C Sahu)
Director I/c

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

Contract Period: 15.11.2019 to 31.03.2020

Contract validation: One year

- 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 ***Section 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 weekly three days i.e. Monday, Wednesday and Friday.
- AMSC shall include undertaking of periodical/preventive maintenance/data backup schedule 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-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

2019-20		
S.No	Item Description	Qty.
1.	Computers	22
2.	Laptops	04
3.	UPS's	22
4.	Printers	20
5.	Switches, Hubs, Wireless Access Point & Network Items	05
6.	Scanners	03
7.	Bio-matric attendance device	02

APPENDIX – II

TERMS AND CONDITIONS OF AMSC

- 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 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.
- 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-DI, Indore at 10 Pologround.
- 2. 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.
- 3. It shall be the responsibility of service provider to equip the service engineer with maintenance kit and all necessary diagnostic software's.
- 4. It shall be the responsibility of service provider to equip service engineer with mobile phone to ensure accessibility.
- 5. The maximum response time for a maintenance complaint shall not exceed one working day in normal cases.
- 6. 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 MSME-DI, Indore.
- 7. The Service provider shall be paid the bill amount after satisfactory work delivery. TDS shall be deducted at source as per norms.
- 8. 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 month. MSME-DI will process the payment on the basis of actual attendance.

9. 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.
10. The faulty parts arising out of replacement shall be the property of the MSME-DI
11. The work shall be executed as per the direction and satisfaction of the designated In charge Senet Division MSME-DI, Indore at 10 Pologround.
12. The AMSC shall start from the date of acceptance of contract by the Service Provider.
13. The firm shall provide the AMSC of equipment (s) even if it is shifted to any location within Indore at 10 Pologround.
14. 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.
15. 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.
16. 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.
17. 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.
18. 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.
19. 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.

20. 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.
21. 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.
22. Director MSME-DI, Indore reserves the right to accept/reject any or all quotation without assigning reasons.
23. 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.
24. Quoted price should inclusive of all taxes, GST and other charges.
25. The Director is not bound to accept the lowest or 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.