

**एम.एस.एम.ई विकास
कार्यालय**

सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय
भारत सरकार
कुर्ला अंधेरी रोड, साकीनाका,
मुंबई ४०००७२
महाराष्ट्र



**MSME DEVELOPMENT &
FACILITATION OFFICE**

Ministry of Micro, Small &
Medium Enterprises
Government of India
Kurla Andheri Road, Sakinaka,
Mumbai-400072
MAHARASHTRA

No.: SENET/1/2023-24

Date: 12TH OCT.,2023
OFFICE COPY

Subject : **QUOTATION FOR AMC OF COMPUTERS, PRINTERS, LAN NETWORK**

Sir,

Sealed Quotations are invited by the Director, MSME Development & Facilitation Office, Mumbai for Annual Maintenance Contract (AMC) of Desktop Computers, Laptops, Printers & LAN System installed in the main administrative building of MSME-DFO Mumbai.

Scope of Work / Terms & Conditions of the contract are enclosed in Annexure-I. The sealed quotations must reach Director, MSME-DFO, Mumbai on or before **23rdOct.,2023**. The Quotations will be opened on **24th Oct.,2023**.

The Envelope of the Quotations must be superscribed "Quotations for AMC of Computers / Laptops / LAN". Quotation must be addressed to Director, MSME-DFO, Mumbai and submitted to this office on or before the stipulated date.

This issues with the approval of the Director.

Yours faithfully,

(Abhay Daptardar)
Asstt Director(CDO/SENET)
For Director

Encl: As above.

**MSME DEVELOPMENT & FACILITATION OFFICE,
MINISTRY OF MSME, GOVERNMENT OF INDIA
Kurla Andheri Road, Sakinaka**

AMC OF SENET COMPUTERS

SENET/1/2023-24/

Dated :-12.10.2023

**BID DOCUMENT
SCOPE OF WORK &
TERMS & CONDITIONS**

Scope of Work involved :

- a) Upkeep and maintenance of the hardware / software installed.
- b) AMC includes removal of virus, software patch updation, HDD crash recover, data backups, data recovery, trouble shooting, software support / troubleshooting, attending to hardware related issues.
- c) Preventive Maintenance to be done at regular intervals.
- d) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipment's.
- e) Repair to be carried out at the location of the equipment.
- f) Standby arrangement to be made in case the equipment that will take time to get repaired.
- g) Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted. (Anti-Virus Software will be provided by office.)
- h) Any other maintenance work to be undertaken related to the computer/peripherals.
- i) Maintenance of system in LAN/Domain and maintaining the required system configuration as well.
- j) Call Waiting Duration: On booking of call by Officer / Staff Member of MSME-DFO Mumbai, the authorized engineer of the bidder should reach the office within 4 hours on the same day.

Terms & Conditions:

- a) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Director, MSME-DFO, Mumbai are conveyed, the original specification/ characteristics/ features shall not be changed.
- b) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- c) The firm/company should produce the self-attested photocopies of

documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.

- d) Preference will be given to firms from Micro & Small Enterprises segment.
- e) The contract would be comprehensive in nature i.e including replacement of parts of Original Equipment's Manufacturer (OEM).
- f) Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. Director, MSME-DFO, Mumbai reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
- g) Director, MSME-DFO, Mumbai reserves the right to accept or reject any or all tenders or cancel the tender altogether without assigning any reasons thereof.
- h) On award of contract, the Director, MSME-DFO Mumbai reserves right to cancel the contract awarded in case of unsatisfactory performance of the bidder with financial implications to the bidder.
- i) The firm shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- j) No machine / spares etc will be allowed to be taken out of the campus of MSME-DFO Mumbai.
- k) The tender is not transferable or for sub-contract.
- l) In case of any dispute, the settlement will be made in the Courts of Mumbai.
- m) The computers and hardware will be available for inspection till on working days with prior permission of the Office.

Qualifications : The bidder shall furnish, as a part of this bid document establishing bidders eligibility all the following documents or which is required as per the terms and conditions of bid document.

- i) Certificate of incorporation / registration of firm certificate
- ii) Proof of Prior Experience with Government in providing similar service
- iii) Valid Income Tax Clearance Certificate / Income Tax return with PAN
- iv) Certificate of Annual Turnover

List of Hardware items to be covered under AMC*

	PC	Printer	Scanner	LAPTOP
DIRECTOR	1	1	0	0
PA TO DIRECTOR	1	1	0	0
JD ROOM	1	1	0	1
AD-I (K)	1	1	0	0
AD-I (U)	1	1	0	0
AD (CDO)	2	2	0	1
AD(Stats)	1	1	0	0
AD(A)	1	1	0	0
ADMIN	3	2	0	1
ACCOUNTS	3	3	0	0
Senet	2	1	0	3
CHAMPIONS	2	1	0	0
Library	1	0	0	0
	20	16	0	6

* On comprehensive maintenance basis only