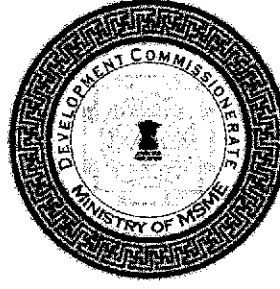


भारत सरकार
सुक्ष्मलघुऔरमध्यमउद्यम मंत्रालय
एम एस एम डी - विकास संस्थान
कांजाणी रोड, अय्यंतोल डाकघर
त्रिश्शूर- 680003, केरल



Government of India
Ministry of Micro, Small & Medium
Enterprises
**MSME-Development
Institute**
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Thrissur - 680 003 - Kerala
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EPABX: 0487-2360536, 2360686, 2360638 -Ph. & Fax: Director: 0487-2360216
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NATIONAL TOLL FREE MSME HELPLINE: 1800-180-6763

No. 90(17)/2019-20/SENET-Vol-II

Dated: 18.08.2020

To

SPEED POST

As per list attached

**Sub: Annual Maintenance Contract(AMC) – 2020-21 for Computers, LAN and
peripherals at MSME-DI, Thrissur – Quotations invited.**

Sealed quotations super scribing “**QUOTATION FOR AMC FOR COMPUTERS,
LAN AND PERIPHERALS(SENET)**” are invited from reputed Computer Servicing and
maintenance firms having their own established Servicing firm in and around Thrissur City.

1. The interested/reputed parties may send their sealed quotations by post on proper letter head with complete address and marked with captions “ quotation for AMC for Computer & its peripherals (Printers, Servers and Internet Connection etc” in MSME-DI, Thrissur not later than **07.09.2020 at 12.00 hrs.** Quotations received after aforesaid date shall not be entertained.
2. The quotations/tenders will be opened in MSME-DI, Thrissur at **14.30 hours** on **07.09.2020** in the presence of applicant whosoever is present.
3. The offer shall remain valid for a period of 90 days from the date of the opening of the quotation. The AMC will effect for a period of one year from the date of signing of an agreement with the service provider.
4. The complaints intimated shall be attended to as soon as possible (within 4 hrs.) and it should be attended invariably within 24 hours on all working days. If any PC/accessories are not repaired within two days, the contractor will provide a standby PC/accessory.
5. **The firm/contractor should have minimum three years of similar work experience in handling Government contracts of Computer maintenance of the similar nature and size and also state their annual turnover for the last three years from this type of business.**
6. It shall also be the responsibility of the contractor to hand over back to this Section all the equipment under contract in working condition at the end of this contract period.

7. The maintenance work is to be carried out in the office premises itself. However, only such work as cannot be done in the office premises will be allowed to be done outside with written permission of the Section Officer and no extra payment will be made on this account. The contractor shall be required to provide alternate equipment.
8. Payment of the work done and services rendered will be made to the contractor in Two installments of six months duration.
9. The successful firm will be required to do the work for a period of one year from the date of awarding contract. This office shall, however, reserve the right to terminate the contract at anytime without assigning any reason.
10. The job will be entrusted on the basis of all inclusive rates contract on "As is where is" and competitive basis.
11. No extra payments, whatsoever, on account of natural calamities or otherwise will be made to the contractor except the all inclusive rates and the rates permitted under this contract. It shall be the contractor's responsibility to make the computers/printers /UPSs/ server/etc. in working condition satisfactory throughout the period of the contract.
12. It may particularly be noted that after the contract is awarded, the contractor will be required to fix all windows software problems and required accessories to the computers/printers/UPS and server etc. in question bring them in perfect working orders.
13. Failure to repair/servicing the equipment in quotation within the reasonable time without adequate reasons or to return the repaired machine within a week's time of the maximum, may entitle proportionate deduction in the bill/security deposit as decided by this Office.
14. Any sum of money due and payable to the contractor including the security deposit, under this contract shall be appropriated by this office or by any other person's contracting for and on behalf of the President of India and asset off against any claim to this office and of such person's for the payment of a sum of money arising out of other or under any contract with this office such person(s).
15. If the work of the contractor is found unsatisfactory or if the contractor dishonors the contract, the job will be entrusted to any other firm/party at the risk expenses of the defaulting contractor.
16. This office can terminate the contract summarily anytime if the work of the contractor is found unsatisfactory.
17. A specific mention must be made in your quotation to the effect that the terms and conditions mentioned above are acceptable to your firm, in full.
18. You are requested to indicate the name of the Ministry/Department if you have undertaken such assignments in the past.
19. The Competent Authority reserves the right to reject any or all quotations in full or in part without assigning any reason thereof.
20. The AMC charges shall include the cost of components which are repaired or replaced and will also include workmanship.

21. The AMC will cover the maintenance of the LAN and Intranet system installed at MSME-DI. The system installed in this office consist a server and client machine connected through Local Area Network and the Small Business Server (Windows 2003 Server & Exchange server/updated version) operated to Administrator system. AMC shall not cover batteries of UPS.
22. AMC covers maintenances and all routine preventive works which include fine tuning of the Server and clients for better performance, configuring back up services at servers, maintenance of the internet sharing services, intranet and the maintenance of LAN network. AMC also covers installation, updating and maintenance of antivirus software in server and clients machines.
23. The service providers shall quote separately for each equipment as per serial number at Annexure-A. The AMC cost of each equipments as per the serial number will be considered and the total equipments/cost will be limited to the sanctioned amount for AMC. MSME-DI has the right to limit the quotation up to an equipment in the list as per the serial number and the lowest quotation (total) for all the equipments in the list up to that equipment will be awarded the AMC provided the party fulfills all other eligibility conditions.
24. **Bank guarantee (10 % of the invoice/bill amount towards the advance payment)** should also be provided as performance security from any commercial bank towards the AMC obligations awarded to the service provider for safeguarding the interest of Director, MSME-DI, Thrissur as per Govt. norms. The format is given as Annexure-C. Bank guarantee will be released on satisfactory completion of service contract during the contract period.
25. A brief profile about your firm in the enclosed format (Annexure-B) with the addresses (including the contact numbers) of at least two of your customers for whom similar works were undertaken in the recent past may also be enclosed along with the quotation.
26. The AMC will be awarded for one year from the date of signing the agreement with this office. However the advance payment will be paid to the service provider in two installments of six months duration. The payment for the first 6 months will be paid immediately after signing an agreement and on furnishing the bank guarantee and the second installment for the next half on satisfactory completion of first 6 months.

Yours faithfully,


(M.PALANIVEL)
DIRECTOR I/c

Encl: a.a. Annexure-A,B and C

PROFILE ABOUT THE FIRM PARTICIPATING IN AMC TENDER

Name and Address of the firm		
Contact person		
Name		
Designation		
Phone No.		
Year of establishment		
Turnover for the last 2 years	2018-19	2019-20
Which are the major installations in Thrissur for which you are having the AMC agreement now. Please give the name and phone no. of the reference persons in these installations		
Details Service Engineers and Technicians employed in your Thrissur Centre		
Do you follow any Quality Standard (BIS, ISO etc.)		
Any other information you may like to provide about your firm		

ANNEXURE - C
(Ref. Para 7.4 of Chapter 7)

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To

WHEREAS

(Name and address of the supplier) (hereafter called "the supplier") has undertaken, in pursuance of contract no. dated to supply (description of goods and services) (herein after called "the contract")

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to the total of

..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of 20.....

.....
(Signature of the authorised officer of the Bank)

.....
(Name and Designation of the officer)

.....
Seal, name & Address of the bank and address of the branch.

LIST OF COMPUTERS & PERIPHERALS FOR ANNUAL MAINTENANCE CONTRACT FROM 01.10.2020 AT MSME-DI, THRISSUR

SL. NO.	COMPUTER NO.	SPECIFICATION		DATE/MONTH OF PURCHASE	REMARKS
1.	MSME-DI-C-4	LENOVO THINK CENTRE	CORE DUO,2GB,320GB,15" TFT,DVD RW	JANUARY 2010	
2.	MSME-DI-C-5	-DO-	-DO-		
3.	MSME-DI-C-6	-DO-	-DO-	-DO-	
4.	MSME-DI-C-8	WIPRO SUPER GENIUS	P4, 1GB, 40GB + 80GB, CDD	MARCH 2005	
5.	MSME-DI-C-9	ACER	CORE I3, 2 GB, 500 GB, 18" TFT	MARCH 2015	
6.	MSME-DI-C-15	ASSEMBLED	15" CRT, DVD	MARCH 2008	
7.	MSME-DI-C-18	ACER	DUAL CORE, 1 GB, 200 GB, 15" TFT, DVD	JULY 2010	
8.	MSME-DI-C-22	DELL INSPIRON 660 T	CORE I3, 500GB, 2GB, 18.5" TFT	NOVEMBER 2013	
9.	MSME-DI-C-23	LENOVO THINK CENTER	CORE DUO, 2 GB, 320 GB, 15" TFT, DVD	MARCH 2013	
10.	MSME-DI-C-24	ACER	CORE I3, 2 GB, 500 GB, 18" TFT	MARCH 2015	
11.	MSME-DI-C-25	-DO-	-DO-	-DO-	
12.	MSME-DI-C-26	-DO-	-DO-	-DO-	
13.	MSME-DI-C-27	ACER	-DO-	-DO-	
14.	MSME-DI-C-28	-DO-	-DO-	-DO-	

15.	MSME-DI-C-30	HP PRO ONE 400 Gi	INTEL(R) CORE(TM) I3-4130 T 2.90 GHz, RAM – 4.00 GB, 64 BIT OPERATING SYSTEM, x64-BASED PROCESSOR	NOVEMBER 2018
16.	MSME-DI-C-31	-DO-	-DO-	-DO-
17.	MSME-DI-C-32	-DO-	-DO-	-DO-
18.	MSME-DI-C-34	-DO-	-DO-	NOVEMBER 2015
19.	MSME-DI-C-39	ACER	CORE I 7 – 7700 8GB, DDR 4 RAM	MARCH 2018
20.	MSME-DI-C-55	ACER	CORE I 7-7700, 8GB, DDR4 RAM, ITB HDD	MARCH 2018
21.	MSME-DI-C-56	ACER	-DO-	-DO-
22.	MSME-DI-C-58	DELL	INTELI CORE (TM) I 5 – 6500 CPU RAM-8.00 GB	FEBRUARY 2017
23.	MSME-DI-C-59	HP PRO ONE 400 G4	HP PRO ONE 400 G 4 I 7 20.0 – All in one INTEL CORE – I 7- 8700 (3.2 GHz, 12MB Cache, 6 cores), RAM – 8GB, EXPENDABLE UPTO 32 GB, 20" DISPLAY	DECEMBER 2018
24.	MSME-DI-C-60	-DO-	-DO-	-DO-
25.	MSME-DI-C-61	-DO-	-DO-	-DO-
26.	MSME-DI-C-62	-DO-	-DO-	-DO-
27.	MSME-DI-C-63	-DO-	-DO-	-DO-
28.	MSME-DI-C-64	-DO-	-DO-	-DO-
29.	MSME-DI-C-65	-DO-	-DO-	-DO-
30.	MSME-DI-C-66	HP 400	HP 400 – G4 A IO I 7 WIN IOP – 813 NT	NOVEMBER 2019 Warranty

			23.8 INCHES			
31.	MSME-DI-C-67	HP 400	HP 400 – G4 A IO 17 WIN IOP – 813 NT 23.8 INCHES	NOVEMBER 2019	Warranty	
32.	MSME-DI-C-68	-DO-	-DO-	-DO-	Warranty	
33.	MSME-DI-C-69	-DO-	-DO-	-DO-	Warranty	
34.	MSME-DI-C-70	-DO-	-DO-	-DO-	Warranty	

SERVER

35.	MSME-DI-S-01	HP SERVER	14" TFT MONITOR, INTEL XEON, 2 GB, 200 GB, DVD			
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LIST OF PRINTERS IN USE AT MSME-DI, THRISSUR

PRINTER NO.	NAME(BRAND)	DATE/MONTH & YEAR OF PURCHASE	REMARKS
36.	CANON LASERJET LBP 2900 B	FEBRUARY 2009	
37.	-DO-	JULY 2010	
38.	HP LASER 1020	MARCH 2006	
39.	HP 1018 LASERJET	JULY 2007	
40.	-DO-	MARCH 2008	
41.	CANON LASERJET LBP 2900 B	REPLACED BY AMC PROVIDER	

42.	MSME-DI-P-15	SAMSUNG SCX 4300 LASERJET	OCTOBER 2010	
43.	MSME-DI-P-16	HP M1136 MFP LASERJET W. SCANNER	MARCH 2013	
44.	MSME-DI-P-17	HP M 128 FN MFP LASERJET	OCTOBER 2015	
45.	MSME-DI-P-18	-DO-	-DO-	
46.	MSME-DI-P-19	-DO-	-DO-	
47.	MSME-DI-P-20	-DO-	-DO-	
48.	MSME-DI-P-21	-DO-	-DO-	
49.	MSME-DI-P-23	-DO-	-DO-	
50.	MSME-DI-P-25	HP 3015 LASERJET MFN		
51.	MSME-DI-P-26	HP 1018		
52.	MSME-DI-P-27	SAMSUNG SCX 4300	APRIL 2009	
53.	MSME-DI-P-29	HP 3015 LASERJET		
	MSME-DI-P-30	EPSON INK TANK COLOUR PRINTER L 380	MARCH 2018	
54.	MSME-DI-P-31	EPSON INK TANK COLOUR PRINTER L 380	-DO-	
55.	MSME-DI-P-32	-DO-	-DO-	
56.	MSME-DI-P-33	HP INK TANK 315	DECEMBER 2018	
57.	MSME-DI-P-34	-DO-	-DO-	
58.	MSME-DI-P-35	-DO-	-DO-	

59.	MSME-DI-P-36	-DO-	-DO-	
60.	MSME-DI-P-37	EPSON ECO TANK L 4160 WI-FI DUPLEX	FEBRUARY 2019	
61.	MSME-DI-P-38	EPSON 3110 PRINTER	JANUARY 2019	
62.	MSME-DI-P-39	EPSON PRINTER 3110	-DO-	
63.	MSME-DI-P-40	HP LASERJET PRO MFP M227 sdn	NOVEMBER 2019	
64.	MSME-DI-P-41	HP LASER MFP 136 a	-DO-	
65.	MSME-DI-P-42	HP LASERJET M 1136 MFP		
66.	MSME-DI-P-43	CANON MFP MB 5170 PRINTER	JANUARY 2020	
67.	MSME-DI-P-44	CANON MFP MB 5170 PRINTER	-DO-	
68.	MSME-DI-P-45	-DO-	-DO-	
69.	MSME-DI-P-46	SAMSUNG SCX 3401		

LIST OF UPS IN USE AT MSME-DI, THRISSUR

SL.No.	UPS No.	NAME(BRAND)	DATE/MONTH & YEAR OF PURCHASE
70.	MSME-DI-U-1	500 VA HYKON	JANUARY 2010
71.	MSME-DI-U-2	-DO-	-DO-
72.	MSME-DI-U-5	600 VA HYKON	
73.	MSME-DI-U-7	REPLACED BY ODYSSEY	JANUARY 2010
74.	MSME-DI-U-8	-DO-	
75.	MSME-DI-U-9	1 KVA SASFE POWER	MARCH 2013

76.	MSME-DI-U-10	-DO-	-DO-	
77.	MSME-DI-U-13	500 VA 1-BALL	SEPTEMBER 2015	
78.	MSME-DI-U-15	600 VA HYKON	-	
79.	MSME-DI-U-17	1 KVA 1 - BALL	SEPTEMBER 2015	
80.	MSME-DI-U-19	-DO-	-DO-	
81.	MSME-DI-U-20	-DO-	-DO-	
82.	MSME-DI-U-21	-DO-	-DO-	
83.	MSME-DI-U-24	600 VA HYKON	JANUARY 2010	
84.	MSME-DI-U-25	500 VA HYKON	-	
85.	MSME-DI-U-27	-DO-	-	
86.	MSME-DI-U-29	-DO-	-	
87.	MSME-DI-U-30	-DO-	-	
88.	MSME-DI-U-31	-DO-	-	
89.	MSME-DI-U-32	-DO-	-	
90.	MSME-DI-U-33	-DO-	-	
91.	MSME-DI-U-35	HYKON P3000 3KVA		
92.	MSME-DI-U-36	LUMINUS PRO 600	JANUARY 2019	
93.	MSME-DI-U-37	-DO-	-DO-	
94.	MSME-DI-U-38	-DO-	-DO-	
95.	MSME-DI-U-39	APC 600 VA	-	
96.	MSME-DI-U-40	HYKON BIS - 1000	JANUARY 2020	
97.	MSME-DI-U-41	-DO-	-DO-	
98.	MSME-DI-U-42	HYKON BIS - 900	-DO-	
99.	MSME-DI-U-43	-DO-	-DO-	
100.	MSME-DI-U-44	HYKON BIS - 1000	-DO-	
101.	MSME-DI-U-45	LUMINOUS SOLO	-	
102.	MSME-DI-U-46	ZEBRONICS	-	

LIST OF LAPTOPS IN USE AT MSME-DI, THRISSUR

103.	MSME-DI-L-1	LENOVO	MARCH 2013	SENET
104.	MSME-DI-L-3	SONY VIO	OCTOBER 2011	SENET
105.	MSME-DI-L-4	DELL INSPIRON	SEPTEMBER 2015	Smt. Anusha, AD(A)
106.	MSME-DI-L-5	ACER	MARCH 2011	SENET
107.	MSME-DI-L-6	THOSHIBA		SENET

108.	MSME-DI-L-8	HP 348 G 4 i7	DECEMBER 2018	Sh.G. VELLADURAI, DD
109.	MSME-DI-L-9	HP 348 G 4 i7	DECEMBER 2018	Sh. G.S.PRAKASH, DD
110.	MSME-DI-L-10	-DO-	-DO-	Sh.P.B.SURESH BABU,AD

LIST OF OTHER IT ITEMS IN USE AT MSME-DI, THRISSUR

111.	SCANNER	EPSON V 370	SMT. DAISY	
112.	SCANNER	EPSON V 39	SMT. LEENA M.D.	

NETWORK COMPONENTS

113.	24 Port Switch – 01 No.
114.	16 PORT D-LINK SWITCH – 05 Nos.
115.	8 PORT SWITCH – 3 Nos.
116.	Wi-Fi router – 3 Nos.

117.	SONY LCD PROJECTOR	2 Nos.
118.	EPSON LCD PROJECTOR	2 Nos.
119.	MULTIMEDIA PROJECTOR	1 No.

Computers – 34 Nos, Server – 1 Nos., Printer – 35 Nos., UPS – 33 Nos., Laptop – 8 Nos., Scanner – 2 Nos., Network Components – 12 Nos., Projectors – 5 Nos.