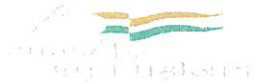




एम एस एम ई - विकास  
और सुविधा कार्यालय  
सूक्ष्म लघु और मध्यम उद्यम मंत्रालय  
भारत सरकार  
कांजाणी रोड, अय्यंतोल डाकघर  
त्रिश्शूर - 680 003 - केरल,  
भारत



**MSME**  
MICRO, SMALL & MEDIUM ENTERPRISES  
सूक्ष्म, लघु एवं मध्यम उद्यम  
Development & Facilitation Office



**MSME-DEVELOPMENT &  
FACILITATION OFFICE**  
Ministry of Micro, Small &  
Medium Enterprises  
Government of India  
Kanjani Road, Ayyanthole  
P.O. Thrissur - 680 003 -  
Kerala, India

No.MSME-DFO/TCR/90(18)/SENET/2023-24/

Dated: 04.08.2023

As per the list enclosed.

Sub: Quotations invited for Annual Maintenance Contract (AMC) from 04.09.2023 to 03.09.2024 for Computers, LAN and peripherals at MSME - DFO, Thrissur - regarding

Sir,

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 – DFO, Thrissur not later than 22.08.2023 at 1200 Hrs. Quotations received after aforesaid date shall not be entertained. The List of items for which AMC is provided in Annexure-A.
2. The quotations/ tenders will be opened in MSME-DFO, Thrissur at 1430 Hrs. on 22.08.2023 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 an initial period of Six months, extendable up to one year from the date of signing of an agreement with the service provider, based on successful completion of AMC of initial 6 months.
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 has to 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 MSME-DFO all the equipment under contract in working condition at the end of this contract period.

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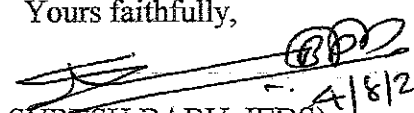
ok

7. The maintenance work is to be carried out in MSME DFO premises itself. However, only such work as cannot be done in the MSME DFO 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 instalments 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 extend/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 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/UPSs 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 in respect of the total period.
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 dishonours the contract, the job will be entrusted to any other firm/party at the risk expenses of the defaulting contractor.
16. MSME DFO 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. The firm will be required to indicate the name of the Ministry/ Department, if any; the firm 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-DFO, Thrissur. The replacement of all the spares (excluding, Printer heads, Fuser Assembly, Ink, Toner cartridges and UPS batteries) is included under the Maintenance Contract.
22. AMC covers maintenances and all routine preventive works which include maintenance of the internet sharing services, intranet and the maintenance of LAN network. AMC also covers installation, updating and maintenance of antivirus software in Computers and Laptops.
23. The service providers shall quote separately the AMC charge for one year 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 - DFO 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 fulfils all other eligibility conditions.
24. A brief profile about firm in the enclosed format (Annexure-B) with the addresses (including the contact numbers) of at least two of firm's customers for whom similar works were undertaken in the recent past may also be enclosed along with the quotation.
25. **Bank guarantee (5% of the value of the contract)** 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 Joint Director & HoO, MSME - DFO, Thrissur as per Government norms. Bank guarantee will be released on satisfactory completion of service contract during the contract period.
26. The AMC will be awarded for six months extendable up to one year from the date of signing of an agreement with the service provider, based on successful completion of AMC of initial 6 months, from the date of signing the agreement with this office. The advance payment will be paid to the service provider for 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 instalment for the next six months on satisfactory completion of first 6 months.

Yours faithfully,

Encl: As above (Annexure – A & B)

  
(P.B. SURESH BABU, IEDS)  
Assistant Director & CDO  
for Joint Director & HoO

A/8/2023