

भारत सरकार

सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय

एमएसएमई-विकास संस्थान

(पूर्ववती लघु उद्योग सेवा संस्थान)

107ए औद्योगिक आस्थान, फजलगंजए

कानपुर - 208012



Government of India
Ministry of Micro, Small & Medium Enterprises
MSME-DEVELOPMENT INSTITUTE
(Formerly Small Industries Service Institute)
107, Industrial Estate, Fazalganj,
Kanpur - 208012

EPABX: (0512) 2295070-73 Tele/Fax: (0512) 2240143 e-mail: dcdi-kanpur@dcm sme.gov.in Website: msmedikanpur.gov.in

1-3(Senet)/20010-11/

Dated:- 22/12/2011

Subject: Quotation for AMC of Compaq/Zenith Computers & Peripherals.

Sir,

We have several computers in networking as per the details mentioned in annexure-I. We are interested for Annual Maintenance Contract for these systems and peripherals etc alongwith networking.

In this regard you are requested to quote your reasonable rates for comprehensive AMC per systems **including networking** alongwith following terms & conditions in a sealed envelope to The Director, MSME-Development Institute, 107, Industrial Estate, Kanpur latest by **04/01/2012 (Wednesday)**.

And also letter of authorization for Service of Compaq/HP/Zenith/ etc. of systems & peripherals alongwith records (photocopies) of past services in Govt. Sector may be enclosed. The quotation will not be considered without a letter of authorization for services of above brands and past records of services rendered. Before submission of quotation, you can inspect the systems with the permission of the undersigned on any working day between 9.30 AM to 6.00 PM.

Encl: As above

Yours faithfully

(**B.C.S. Bist**)
Assistant Director(Senet)
For Director

Terms & conditions:-

- 1) AMC includes full maintenance & cost of the spare parts also i.e. comprehensive. AMC will be "As is where is basis" from the date of acceptance.
- 2) Periodic check up of systems and peripherals should be done on regular basis.
- 3) Complaint should be attended within 24 hours by all means.
- 4) Proper cleansing/maintenance of systems, keyboard and mouse especially should be done in a month on regular basis.
- 5) In case of any major fault in system, where repairing time is likely to exceed two days, then stand-by/substitute should be provided.
- 6) In case of non-availability of any items/parts, if it is replaced by higher one then no difference cost will be borne by this Institute.
- 7) The service provider will be required to **depute an expert engineer on all working days (from Monday to Friday) exclusively to attend the complaint of Computers/Printers and UPSs of the Institute.**
- 8) If any part/item of system is replaced, then it should be of equivalent configuration, same or equivalent brand in all conditions.
- 9) The maintenance work is to be carried out in the office premises itself. As a very special case systems will be allowed by the Competent Officer for repairing etc. and no extra payment would be made on this account. The Service Provider would also be required to provide alternate equipment/part of the same configuration as stand by for smooth functioning.
- 10) It shall be the responsibility of the service provider to return all the equipment under contract in working condition at the end of the contract period to this Institute.
- 11) If the work of the service provider is found unsatisfactory or if the service provider dishonours the contract. The job will be entrusted to any other firm/party at the risk/expenses of the defaulting service provider.

ANNEXURE-I

NO. 1-3(SENET)/2010-11

Dt.22.12.2011

SL.NO.	DETAILS	QTY
1	Compaq Presario,P-III	16
2	Compaq Presario,P-IV	2
3	Compaq 3350 core2duo with TFT	10
4	Zenith P-IV	64
5	Touch Screen with HP Monitor	1
6	Printer HP-810 C/710-C	3
7	Printer DMP MSP-240	3
8	Printer DMP MSP-345 Star	1
9	Printer laser samsung 4600/HP1000	2
10	Printer DMP QX-255 TVSE	2
11	Printer HP DJ-3745	14
12	Printer HP Laser 1010	6
13	Printer HP LJ 2015	2
14	Printer HP P 1560	1
15	Scanner HP-5200 C/3500 C	2
16	UPS 1000 Elnova	2
17	UPS 1400 VA Elnova	4
18	UPS online	1
19	UPS 1 KVA Luminous Microtek	3
20	UPS 750 VA Safepower	3
21	UPS 600 VA Safepower Eco	14
22	UPS 500/600 VA	34
23	UPS online (3 KVA) Uniline	1
24	Hub Dlink 16 port	1
25	Switch Dlink 8 port	3
26	Switch Dlink 16 port	4
27	Router	1
		200

Note:- Sl. No. 8 & 14 warranty upto 3/12

B.C.S. Bisht
Assistant Director (Senet)
For Director