

एम एस एम ई - विकास कार्यालय

सूक्ष्म, लघु और मध्यम उद्यम मंत्रालय

भारत सरकार

औद्योगिक बस्ती, डिगियाना,

जम्मू - 180010.

यू टी जम्मू व कश्मीर



MSME - DEVELOPMENT & FACILITATION OFFICE

Ministry of Micro, Small & Medium Enterprises

Government of India

Industrial Estate, Digiana,

Jammu - 180010.

UT of Jammu & Kashmir.

F.DFO/J&K (J)//2023-24/SENET/-25

Dated 12/04/2023

NOTICE INVITING QUOTATION

Joint Director, MSME Development and facilitation office J&K invites sealed quotations from reputed Companies / supply agencies on account of entering Annual Maintenance Service Contract for Computer and Associated Devices, Web Maintenance and OMS Support from the reputed service providers. Accordingly, you are requested to submit your lowest possible offer in the name of Joint Director MSME-DFO, J&K in sealed envelope subscribed with **"Annual Maintenance Service Contract for computer & associated devices, Web Maintenance and OMS support "**, so as to reach this office Up to 27/04/2023 by 11 am. The quotations so received shall be opened on 27/04/2023 at 04.00 p.m. Before submitting your offer, please refer the under mentioned documents

SNo.	Particulars		No of Pages
1.	Scope of Annual Maintenance Contract to be entered as per Annexure-A	Annexure-A	01
2.	Details of Computer and Hardware to be covered under AMC, as per Annexure-B	Annexure-B	01
3	Terms and Conditions of Annual Maintenance Service Contract, as per Annexure-C	Annexure-C	02
4	Regular Website Update Content as provides and approved by MSME DFO J&K		
5	OMS Support and Maintenance		

Yours faithfully,

G. Velladurai, IEDS
Joint Director/HoO

Encls: Annexure-A

Annexure-B

Annexure-C

Copy to:

1. Notice board.

2. MSME DFO Jammu Website.

Annexure-A
SCOPE OF ANNUAL MAINTENANCE CONTRACT OF I.T. ITEMS
(Period 01-05-2023 to 31-03-2024)

- Annual Maintenance Service Contract of Computers and associated peripherals devices along with software, data base support and Website maintenance to be entered by Micro Small and Medium Enterprises –Development and Facilitation Office, J&K, Jammu at Digiana Industrial Estate shall include all the hardware items as enlisted in **Annexure-A.**
- Annual Maintenance Service Contract (AMSC) shall be **WITHOUT SPARES.**
- AMSC shall cover providing day to day routine support and attending of complaints related with hardware/software/network.
- AMSC shall include undertaking of periodical/preventive maintenance/data backup.
- AMSC shall cover maintaining/updating user wise Data Base in respect of all Hardware / Software/Networking Data base.
- AMSC shall include need-based upgrading of the systems.
- 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-DFO, Jammu.
- Assistance on PFMS Module
- Assistance on EIS Module
- Assistance on Bhavishya Module
- Assistance on GEM
- Regular Website Update Content as provides and approved by MSME DFO J&K

Annexure-B

Item Description - to be covered under AMC

		2023-24
S.No	Item Description	Qty.
1.	Computers	16
2.	Laptops	03
3.	UPS's	16
4.	Printers	16
5.	Switches, Hubs, Wireless Access Point & Network Items	05
6.	Multimedia Projectors	04
7.	Scanners	3

Annexure-C
TERMS AND CONDITIONS OF AMSC

1. The service provider shall depute dedicated technically qualified Resident Engineer at MSME -DFO, Digiana Industrial Estate-Jammu premises during the contract period who will report.
2. The resident 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 resident engineer with maintenance kit and all necessary diagnostic software's.
4. It shall be the responsibility of service provider to equip resident engineer with mobile phone to ensure accessibility.
5. The maximum response time for a maintenance complaint shall not exceed one working day.
6. The service provider will ensure to maintain the log book of daily complains logged, attended and rectified and the resident engineer shall be responsible to get the log book signed by the designated representative of SENET Division of MSME-DFO, Jammu. The Proforma and log book shall be finalized by SENET division of MSME-DFO, J&K, and Jammu. The service engineer will submit report on network functioning, LAN, Internet accessibility as per the proforma provided by SENET division of MSME-DFO, J&K, Jammu.
7. SENET division of MSME-DFO will provide operating system / antivirus / application software's supplied by OEMs to the service provider for installation / reinstallation on MSME-DFO JAMMU computers. List of all such supplied software's will be maintained by the SENET division of MSME-DFO Jammu and the service provider shall be responsible for making sure that no copies of the handed over software's are taken out of MSME-DFO JAMMU premises.
8. The faulty parts arising out of replacement shall be the property of the MSME-DFO
9. The work shall be executed as per the direction and satisfaction of the Director/Joint Director MSME-DFO, Jammu.
10. The AMSC shall start from the date of acceptance of contract by the Service Provider.
11. The firm shall provide the AMSC of equipment (s) even if it is shifted to any location within Jammu.

12. 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.
13. 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.
14. The AMSC can be terminated anytime by either side by giving three month notice.
15. The service provider shall get the maintenance of the equipments, including the preventive maintenance thereof, done by its resident engineer solely at its own risk. MSME-DFO JAMMU 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.
16. 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.
17. 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-DFO, Jammu 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.
18. Service provider will not provide any software or hardware. It will be provided by SENET division of MSME-DFO 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 resident engineer, it may bring to operation by the resident engineer.
19. Resident engineer will not accompany any person without previous permission at MSME-DFO Jammu. He will maintain confidentiality about all information, data, emails, correspondence, day to day work, correspondence and personal communications with MSME-DFO Jammu officials.