

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 Contact (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.

