

एमएसएमई- विकास कार्यालय  
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय  
भारत सरकार  
107, औद्योगिक आस्थान, कालपी रोड,  
फजलगंज, कानपुर-208012



**MSME-DEVELOPMENT OFFICE**  
Ministry of Micro, Small & Medium Enterprises  
Government of India  
107, Industrial Estate, Kalpi Road, Fazalganj,  
Kanpur-208012

EPABX: (0512) 2295070-72 Tele/Fax: (0512) 2240143 e-mail: dcdi-kanpur@dcsme.gov.in Website: msmedikanpur.gov.in

No.1-3(Senet)/2022-23

Dated: 11.08.2022

Subject: Quotation for AMC of Compaq/HP/Accer/Lenovo computers & Peripheral and Networking .

Sir,

MSME-Development office Kanpur is providing Techno-Managerial consultancy services to existing & prospective entrepreneurs in 25 districts of U.P. In order to render its services, this office is equipped with latest computers & Peripherals and networking as per the details mentioned in Annexure-I. In this context, this office is looking for a competent service provider in order to provide Annual Maintenance Contract of these computers, Peripherals and networking at the office .

Since, you are one of the known service provider in the above field, it is therefore requested to quote your best rates (with clarity of taxes paid if any on each item **(Both on Comprehensive and Non Comprehensive basis separately)** along-with following terms & conditions in a sealed envelope addressed to "The Director, MSME-Development office , 107, Industrial Estate, Kanpur-208012" latest by 22.08.2022 (Monday) by 4:00 PM.

Details/Letter of authorization for service of Computer of renowned make/Brands & peripherals if any shall be attached with the quotation. Experience Letter/ Letter of appreciation by the Govt. department/Institution in r/o your past service must also be enclosed. Preference will be given to reputed/ authorized service provider having GST registration. Udyam registration certificate should be submitted along with the quotation for AMC by all the participants. Before submission of quotation, you can inspect the systems with the permission of the undersigned on any of the working day between 9.30 AM to 6.00 PM.

All rights in respect of this tender are reserved with the Director MSME-DO Kanpur. .

Yours faithfully,

(S.K.Pandey)

A.D Gr.I (Admin/DDO)  
For Joint Director/HOO

Encls.: As above.

**TERMS & CONDITIONS:**

1. Quotation must be on letter head of the Unit with rate of comprehensive and Non Comprehensive separately on the each item basis.
2. AMC may be on full maintenance basis (including replacement of all the spare part etc.) if the AMC is awarded on "comprehensive as is where is basis." from the date of acceptance of order.
3. Periodic check up of system & peripherals should be done on regular basis, preferably fortnightly.
4. Complaints should be attended within 24 hrs. by all means.
5. Proper cleaning & maintenance of systems, key-board & mouse especially should be done monthly basis.
6. In case of any major fault in system where repairing time is likely to exceed two days, then stand by /substitute should be provided.
7. 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 office.
8. Service provider will be required to depute an expert resident engineer at office on all working days from Monday to Friday( 9.30am to 6.00pm) exclusively to attend the complaint.
9. If any part/item of system is replaced, then it should of equivalent configuration, same or equivalent brand in all conditions.
10. The maintenance work is to be carried out in the office premises. In a special case, systems will be allowed by the Competent Officer for outside repairing etc. and no extra payment would be made on this account. The Service provider would also be required to provide alternate equipments/parts of the same configuration as a standby for smooth functioning.
11. 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 office.
12. If the work of the service provider is found unsatisfactory or if the service provider dishonors the contract. The job will be entrusted to any other firm/party at the risk/expenses of the defaulting service provider.

Copy to: Notice Board and website of MSME Development Office , Kanpur

File No. No.1-3(Senet)/2022-23

Dated: 11.08.2022.

## Annual maintenance of computers &amp; Peripherals and networking

Sl.No.	Description of Items	Qty.*	Rate in (Rs.)	
			Non Comprehensive AMC	Comprehensive AMC
1.	Compaq/ Accer /HP/Lenevo with CRT /TFT Monitor & CPU	25		
2.	Laptop	07		
3.	Laser /MFP Printer (Make:- Brother/HP/Samsung/Epson)	23		
4.	UPS (500/600/1000 VA)	28		
5.	Switches (08/16 Port)/ Routers	02		
	TOTAL	85		

\*The actual quantity may vary according to requirements and budgets.