

**MSME DEVELOPMENT & FACILITATION OFFICE,  
MINISTRY OF MSME, GOVERNMENT OF INDIA  
Kurla Andheri Road, Sakinaka**

**AMC OF SENET COMPUTERS**

SENET/1/2022-23/

Dated :-28.07.2022

**TERMS & CONDITIONS**

**Scope of Work involved :**

- a) Upkeep and maintenance of the hardware installed.
- b) Preventive Maintenance to be done at regular intervals.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipment's.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to outside for repairs.
- f) Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted. (Anti-Virus Software will be provided by office.)
- g) Any other maintenance work to be undertaken related to the computer/peripherals.
- h) Maintenance of system in LAN/Domain and maintaining the required system configuration as well.

**Terms & Conditions:**

- a) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Director, MSME-DFO, Mumbai are conveyed, the original specification/ characteristics/ features shall not be changed.
- b) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- c) The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
- d) Preference will be given to firms from Micro & Small Enterprises segment.
- e) The contract would be comprehensive in nature i.e including replacement of parts of Original Equipment's Manufacturer (OEM).

- f) Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. Director, MSME-DFO, Mumbai reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
- g) Director, MSME-DFO, Mumbai reserves the right to accept or reject any or all tenders without assigning any reasons.
- h) The firm shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- i) The tender is not transferable.
- j) In case of any dispute, the settlement will be made in the Courts of Mumbai.