

**Tender Notice**  
**for**  
**Annual Maintenance Contract for Desktop Computers and Servers**  
**at**  
**Spices Board, Cochin, Kerala and Bodinayakanur, Tamil Nadu**  
**(MSTC ETENDER NO- SPICEB/18-19/ET/9 )**

## 1. Introduction:

Spices Board (Ministry of Commerce and Industry, Government of India) is the flagship organization for the development and worldwide promotion of Indian spices. The Board is an international link between the Indian exporters and the importers abroad. The Board is having regional offices in various places. Exporters, Dealers and Auctioneers are registered/licensed by Spices Board. At present there are Pre-shipment sampling and analysis of certain parameters is required for exporting spices/spice products to specific countries.

## 2. Information to Agency:

- a. Spices Board is not bound to accept any of the proposals submitted.
- b. At any time before the last date of submission of tender, Spices Board may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the tender document. Any amendment shall be informed to the bidders by publishing in website and shall be binding on them. Spices Board may at its discretion extend the deadline for the submission of tender.

The applicant is required to visit the Spices Board website for any changes or amendments in the tender before submitting their tenders.

## 3. Tender Subject

Tender is invited from the service providers for Annual Maintenance Contract (AMC) for 139 Computer Systems with monitors and 3 servers at the Head Office of the Spices Board at N.H. By Pass, Palarivattom.P., Cochin, Kerala – 682025 and 1 server at e-auction center, Kurangani Road Bodinayakanur., Tamilnadu – 625513. The AMC service is required for **2 years**. The List of Computer Systems and servers are given in **Annexure-I**.

## 4. Eligibility Criteria & Supporting Documents Required

*Supporting documents proving the eligibility criteria shall be uploaded while submitting e-tender. Otherwise, the bid will be rejected*

- a. The firm should have a minimum 3 years experience in servicing and maintaining computer systems and/or servers. **(Documents to be uploaded: (1) registration certificate (2) one work order (3) project completion/satisfaction certificate with respect to the work order uploaded)**
- b. The firm should have their own resident engineers for maintenance of computer systems and Engineers must be on the permanent rolls of the firm. **(Document to be uploaded: Last month Pay Slip of two employees.)**

c. EMD Exemption if applicable (Document to be uploaded: EMD Exemption Certificate)

d. An undertaking to the effect that the bidder has not been blacklisted by any of the department/organizations of the Govt. of India/State Govt./PSUs.(Document to be uploaded: Self declaration)

## 5. Clarifications

You may contact Deputy Director (EDP) for any clarifications at [jjesh.das@nic.in](mailto:jjesh.das@nic.in)

## 6. Important Instructions

This is an e-procurement event of Spices Board, Kochi. The e-procurement service provider is MSTC Ltd., 225C, A.J.C. Bose Road, Kolkata-700 020. You are requested to read the terms & conditions of this tender before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

Please refer to **Annexure 2** for more details.

## 7. Schedule of Tender:

1	Mode of Tender	e-Procurement System (Online Part1- Techno-Commercial Bid and Part-II- Price Bid through <a href="https://www.mstcecommerce.com/eprochome/spiceb">https://www.mstcecommerce.com/eprochome/spiceb</a> of MSTC Ltd.)
2	<b>Transaction Fee</b>  Note: Please note that vendors will have the access to online e-tender only after remitting the transaction fee in favour of MSTC Limited, Kolkata.	Rs.1,180/- (Including @ 18% GST)  Payment of Transaction fee in favour of MSTC LIMITED. (Refer clause 4, Annexure 2) (Transaction fee and related bank charges are to be paid by bidder)
3	Start Bid date and Time	01/11/18, 3 pm
4	Close Bid date and Time	21/11/18, 3 pm
5	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	21/11/18, 4 pm

## 8. Evaluation Criteria

AMC of each lot as mentioned in section 12 'Price Bid Format' will be evaluated separately.

## **9. EMD**

Bidders should submit an EMD equal to Rs. 5,000 by way of Demand Draft drawn in favour of “Secretary, Spices Board” payable at Kochi, from any nationalized bank. The EMD shall be valid for three months. Bank Guarantee will not be accepted towards EMD.

The technical bid without EMD will be rejected unless specifically exempted by the Government from payment of EMD for which reasons and proof has to be uploaded while submitting e-tender.

EMD of the unsuccessful bidders will be refunded (without any interest) within 45 days from the date of opening of tender.

EMD amount of the Successful Bidder will be returned 45 days after signing of AMC agreement.

EMD will be forfeited if the vendor withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender.

EMD shall be submitted in sealed envelope, superscribing the words “EMD for AMC of Computers and Servers”, through Speed Post/Registered Post/by Hand to reach the following address on or before closing time of the tender.

Deputy Director (EDP)  
Spices Board, Sugandha Bhavan,  
N.H. Bye Pass, Palarivattom, Cochin- 25  
Tel: +91-484-2333603 E-mail: [jjesh.das@nic.in](mailto:jjesh.das@nic.in)

## **10. Payment Terms**

The AMC charges will be released within 30 days after satisfactory completion of work for each quarter and on submission of invoice. However these invoices should be raised end of the each quarter. No advance payment will be made.

## **11. Other terms & Conditions**

- AMC includes OS installation, replacement of damaged items/parts, on-site maintenance and repair and other related activities.
- AMC must be inclusive of CPU, Monitor, Keyboard, Mouse and all parts for the desktop systems and inclusive of all parts except Monitor, Keyboard, Mouse for servers.
- Sufficient number of spares/drivers for the systems shall be available with the firms for the proper maintenance of the system within 24 hours.
- If there is need for off-site service of any system, a standby of similar make/model must be provided at no extra cost.
- Penalty of 0.5% of the total contract value will be levied on daily basis, for any downtime exceeding 24 hours. Maximum penalty will be limited to 5%.
- The firm should assign the details of the person responsible for the maintenance of the system at a single contact point and he should be provided with cell phones for easy access by the users.
- Preventive Maintenance shall be done every month.
- The Board reserves the right to terminate the AMC, at any time if the performance is not satisfactory. In such an event the vendor shall ensure restoration of all the spares & computer peripherals taken away for repairs, duly repaired.

## 12. Price Bid Format

### 1) For LOT NO 1: DESKTOP SYSTEMS (OTHER THAN Dell)

	Cost per system (excluding tax) for one year	Taxes as applicable per system	Total cost per system
Item: Desktop Systems	(a)	(b)	
AMC cost per system for one year including CPU, Monitor, Keyboard, Mouse			

Formula Used :  $108 * 2 * (a+b)$

### 2) For LOT NO 2: DESKTOP SYSTEMS (Dell)

	Cost per system (excluding tax for one year	taxes as applicable per system	Total cost per system
Item: Desktop Systems	(a)	(b)	
AMC cost per system for one year including CPU, Monitor, Keyboard, Mouse			

Formula Used :  $31 * 2 * (a+b)$

### 3) For LOT NO 3: FOR SERVER

Formula Used :  $2 * (a+b+c+d+e)$

AMC cost per server for one year excluding taxes to be quoted across the respective servers and total taxes as applicable for all the servers should be quoted in Sl no (e)	(a) Dell Powervault NX3200 ST - 13Q16Z1	
	(b) DELL POWEREDGE 820 ST - D1Q16Z1	
	(c) DELL POWEREDGE 820 ST- 30Q16Z1	
	(d) PowerEdge R720 ST - FJDYLV1	
	(e) Total applicable taxes for all servers	

Note : All rates shall be quoted in Indian Rupees .

For Lot no 3, AMC charges for all the servers shall be quoted. No pick and choose will be allowed. Total applicable taxes should be given in column e.

**List of desktop systems for which AMC Is needed at Spices Board, Kochi**

For LOT NO 1: DESKTOP SYSTEMS (OTHER THAN Dell)

	Sl no
	1 1103A1248820
	2 1103A1248823
	3 1103A1248824
	4 1103A1248827
	5 1103A1248828
	6 1103A1248830
	7 11IFYZ00200218
	8 11IFYZ00200231
	9 11IFYZ00200237
	10 11IFYZ00200241
	11 11IFYZ00200256
	12 11IFYZ00200258
	13 11IFYZ00200262
	14 11IFYZ00200263
	15 2121AA152781
	16 2121AA152782
	17 3093A1303972
	18 3093A1303973
	19 3093A1303974
	20 3093A1303975
	21 3093A1303980
	22 3093A1303981
	23 3093A1303983
	24 3093A1303984
	25 3093A1303985
	26 3093A1303987
	27 3093A1303988
	28 3093A1303989
	29 3093A1303990
	30 3093A1303991
	31 3093A1303992
	32 3093A1303993
	33 3093A1303995
	34 3093A1303997
	35 3093A1303999
	36 3093A1304000
	37 3093A1304002
	38 3093A1304003
	39 3093A1304005
	40 3093A1304006
	41 3093A1304007
	42 3093A1304009
	43 3123AA334016
	44 3123AA334019
	45 3123AA334058
	46 3123AA334080
	47 3123AA334114
	48 3133AA334073
	49 3133AA586535
	50 3133AA586537
	51 5103A1419416

52	5103A1419417
53	6093A1423432
54	6093A1423433
55	6103A1482822
56	7133AA688010
57	7133AA688011
58	7133AA688012
59	7133AA688013
60	7133AA688014
61	8093A1055910
62	8133AA706062
63	9093A1085468
64	9093A1085469
65	9093A1085470
66	9093A1085471
67	9121AA346027
68	9121AA346029
69	9121AA346034
70	9121AA346038
71	9121AA346048
72	9121AA346059
73	9121AA346071
74	A101AA276762
75	A101AA276766
76	B093AA181259
77	B121AA376241
78	B121AA376242
79	B121AA376243
80	B121AA376246
81	B121AA376257
82	B121AA376260
83	B121AA376262
84	B121AA376266
85	INA120ZC42
86	INA428PRXP
87	UXVD9SI406D5052176
88	UXVD9SI406D5052177
89	UXVD9SI406D5052182
90	UXVD9SI406D5052184
91	UXVD9SI406D5052188
92	UXVD9SI406D5052189
93	UXVD9SI406D5052191
94	UXVD9SI406D5052193
95	UXVD9SI406D5052194
96	UXVD9SI406D5052200
97	UXVD9SI406D5052201
98	UXVD9SI406D5052202
99	UXVD9SI406D5052205
100	UXVD9SI406D5052207
101	UXVD9SI406D5052210
102	UXVD9SI406D5052213
103	UXVD9SI406D5052214
104	UXVD9SI406D5052219

105	UXVD9SI406D5052220
106	UXVD9SI406D5052221
107	UXVJSSI882E4304054
108	UXVJSSI882E4304055

For LOT NO 2: DESKTOP SYSTEMS (Dell)

SL No	DELL Serial No
1	5DMLX52
2	5DLKX52
3	9J061H2
4	5DKEX52
5	5DMJX52
6	5DKRX52
7	5DLMX52
8	5DLSX52
9	5DHRX52
10	5DJPX52
11	5DKMX52
12	5DMKX52
13	5DHNX52
14	5DKC152
15	5DLRX52
16	5DJRX52
17	5DKKX52
18	5DKSX52
19	5DHQX52
20	2KNBH92
21	5DLNX52
22	5DKNX52
23	2KLUH92
24	5DJKX52
25	5DNC152
26	5DJC152
27	5DJMX52
28	2KPDH92
29	5DKQX52
30	5DLJX52
31	5DLPX52

**List of servers for which AMC is needed**

For LOT NO 3: Dell Servers

SI No	Server Name	Location	Serial Number
1	dell powervault NX3200	Spices Board Kochi	13Q16Z1
2	DELL POWEREDGE 820	Spices Board Kochi	D1Q16Z1
3	DELL POWEREDGE 820	Spices Board Kochi	30Q16Z1
4	Dell PowerEdge R720	e-Auction Center Bodinayakanur	FJDYLV1



## Annexure 2

1	<p><b>Process of E-tender</b></p> <p>A). <b>Registration:</b> The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of techno-commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/Spices Board is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p><b>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT</b> <a href="http://www.mstcecommerce.com/eprochome/spiceb/buyer_login.jsp">http://www.mstcecommerce.com/eprochome/spiceb/buyer_login.jsp</a></p> <p>1). Vendors are required to register themselves online with <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a>→ e-Procurement→ PSU/Govt depts. →Spices Board→Register as Vendor Filling up details and creating own user id and password→ Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/Spices Board, (before the scheduled time of the e-tender).</p> <p><b>Contact person (MSTC):</b></p> <p>1. Arnab Sarkar – Mob- 9986036012 <a href="mailto:asarkar@mstcindia.co.in">asarkar@mstcindia.co.in</a></p> <p>2 Mr. Ravindranath Mob-7676456095 <a href="mailto:ravindranathkb@mstcindia.co.in">ravindranathkb@mstcindia.co.in</a></p> <p><b>B) System Requirement:</b></p> <ul style="list-style-type: none"><li>i) Windows 98 /XP-SP3 &amp; above/Windows 7 Operating System</li><li>ii) IE-7 and above Internet browser.</li><li>iii) Signing type digital signature (Class-3)</li><li>iv) JRE 8 update 171 and above software to be downloaded and installed in the system. To enable ALL active X controls and disable 'use pop up blocker' under Tools→Internet Options→ custom level</li></ul>
2	<p>(A) Part I techno-commercial bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by Spices Board. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.</p>

	<p><b>Note:</b></p> <p>The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.</p>
3	<p>All entries in the tender should be entered in online Technical &amp; Commercial Formats without any ambiguity</p>
4	<p><b><u>Special Note towards Transaction fee</u></b> The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p><b><u>Transaction fee is non-refundable.</u></b></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><b>NOTE :</b> The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.</p> <p><b>Contact Details:</b> Fax No. : 033- 22831002</p> <p>Email ids: rpradhan@mstcindia.co.in</p> <p>Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party’s account will not be accepted. Transaction fee is non-refundable.</p> <p>In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.</p>
5	<p>Vendors are instructed to use <b><i>Upload Documents</i></b> link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 4 MB.</p> <p>Once documents are uploaded in the library, vendors need to attach documents through <b><i>Attach Document</i></b> link against the particular tender. For further assistance please follow instructions of vendor guide.</p>
6	<p>All notices and correspondence to the bidder(s) shall be sent by email only during the</p>

	<p>process till finalization of tender by Spices Board as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
7	<p>(t) Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. <b>The responsibility of downloading the related corrigenda, if any, will be that of the downloading parties.</b></p> <p>(u) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website <a href="http://www.mstcecommerce.com/eprochome/spiceb">http://www.mstcecommerce.com/eprochome/spiceb</a> of MSTC Ltd.</p>
8	<p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
9	<p><b>Bidding in e-tender &amp; Reverse auction:</b></p> <p>a) Bidder(s) need to submit necessary EMD, Tender fees (If ANY) and Transaction fees to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by Spices Board. EMD should be sent in physical to Spices Board Kochi before the last date of submission of bid.</p> <p>b) The process involves Electronic Bidding for submission of techno-commercial Bid as well as Price Bid.</p> <p>c) The bidder(s) who have submitted the above fees can only submit their techno-commercial Bids and Price Bid through internet in MSTC website <b>www.mstcecommerce.com</b>→ e-procurement →PSU/Govt Depts→Spices board Login →My menu→ Auction Floor Manager→ live event →Selection of the live event→</p> <p>d) The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after clicking on the Techno-Commercial bid. If this application is not run then the bidder will not be able to save/submit his bid.</p> <p>e) After filling the Techno-Commercial Bid, bidder should click “save” for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid &amp; price bid has been saved, the bidder can click on the “Submit” button to register their bid</p> <p>f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.</p>

	<p>h) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>i) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful tenderer shall be called hereafter <b>SUPPLIER</b>.</p> <p>j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms &amp; conditions for the tender.</p> <p>m) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.</p>
10	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
11	No deviation to the technical and commercial terms & conditions are allowed.
12	After submitting online bid, the bidder cannot access the tender, once it has been submitted with digital signature
13	Spices Board, Kochi has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
14	The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website <a href="http://www.mstcecommerce.com/eprochome/spiceb">http://www.mstcecommerce.com/eprochome/spiceb</a> of MSTC Ltd.
15	The bidders must upload and attach all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
16	The bid will be evaluated based on the filled-in technical & commercial formats.
17	The documents uploaded and attached by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of

	defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.
18	Vendors can refer to the pdf document in the below link for MSTC's e-Procurement Portal Guidelines <a href="http://www.mstcecommerce.com/eprochome/UserManualVendor.pdf">http://www.mstcecommerce.com/eprochome/UserManualVendor.pdf</a>