

SPICES BOARD
(MINISTRY OF COMMERCE & INDUSTRY, GOVT OF INDIA)
REGIONAL OFFICE, GUMMIDIPUNDI
THIRUVALLUR DIST, CHENNAI - 601201

Tender Notice for
Annual Maintenance Contract (AMC) for
Server, Desktops, Laptop, Printers, Scanners &
Network Components

November, 2018

1. Introduction:

Spices Board is a statutory Commodity Board under Ministry of Commerce and Industry, Govt of India for the development of cardamom and export promotion of Spices and Spices products from the Country. The Board is having Regional offices across the country with sufficient infrastructure facilities including IT components.

2. Information to Bidders:

- 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.

Those who are interested to participate in the tender process are required to visit the Board's official website at www.indianspices.com frequently for any changes or amendments made in the tender documents before submitting their tenders.

3. Tender Subject

Tender is invited from the experienced service providers for providing the Annual Maintenance Contract (AMC) for the computer systems at the Regional Office of the Board at Gummidipundi, Thiruvallur Dist, Tamil Nadu-601 201.

The AMC service is required initially for a period of **ONE YEAR** and the Board may consider its extension for a further period of one year subject to the satisfaction of the service provided by the firm during the contract period.

The detailed List of Computer Systems and other components available are given in Annexure-I.

4. Eligibility Criteria & Supporting Documents Required

Supporting documents proving the eligibility criteria shall be submitted along with the tender, otherwise, the tender 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 submitted)
 - (1) Registration certificate of the firm and
 - (2) Copy of one work order with project completion/satisfaction certificate from the client

- b) The firm should have their own resident engineers for maintenance of computer systems and Engineers must be on the permanent payroll of the firm.
- c) The firm should have an office with supporting engineers in and around Chennai or nearby Gummidipundi
- d) The firm should not be blacklisted by any of the Department/ Organisations of Govt of India/ State Govt/ PSUs

5. Clarifications

For any clarification, you may contact Deputy Director, Spices Board, Regional office, Gummidipundi, Chennai, E-Mail: jagannathan.k@nic.in

6. Schedule of Tender:

1	Mode of Tender	Two Cover System Cover-I : Technical Bid Cover-II: Financial Bid
2	Last date for Submission of Tender	14/12/2018, 05.00 PM
3	Date & time of opening of Cover -I	17/12/2018, 03.00 PM
4	Date & time of opening of Cover -II	17/12/2018, 05.00 PM

7. Evaluation Criteria

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

8. EMD

Bidders should submit an EMD amount of Rs. 2,000/- by way of Demand Draft drawn in favour of "Secretary, Spices Board" payable at Kochi, from any Nationalized/Scheduled Bank.

EMD of the unsuccessful bidders will be refunded within 45 days from the date of finalization of the Bid without any interest.

EMD amount of the Successful Bidder will be returned within 15 days after acceptance of the work order and executing the agreement without any interest.

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.

9. Submission of Tender

Cover-I: Technical Bid: The sealed cover containing the technical bid should contain the documents to prove the eligibility conditions and the EMD Amount. 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 submitted along with the Technical Bid.

Cover-II: Financial Bid: The sealed cover containing the financial bid should contain the price bid for each category of computers and other system as per the format given in clause No.12. The price quoted should be for one item for one year

The tender should be submitted in a sealed cover which contains both the sealed covers of technical (Cover-I) and financial bid (Cover-II) and superscribing the words "TENDER FOR AMC OF COMPUTER SYSTEMS". The tender can be submitted through Speed Post/Registered Post/Courier/by Hand so as to reach to the following address on or before the closing time of the tender as specified in clause No.6

**Deputy Director
Spices Board
Plot No.R-11, SIPCOT Industrial Complex
Gummidpundi
Thiruvallur Dist
Tamil Nadu – 601 201
Tel: 044-27923450**

10. Payment Terms

The AMC charges will be released on a quarterly basis on submission of invoice. No advance payment will be made for AMC Services.

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.
- AMC includes the service and maintenance of the network components

- 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

Item:	No of Units	Cost per system per year (excluding tax)	Taxes rate applicable
Server	1		
Desktop	24		
Printers	14		
Scanners	4		
Laptop	1		

Annexure-I**LIST OF COMPUTERS, LAPTOP & SERVER**

SI No	LOCATION	MAKE	SERIAL No.
1	INSTRUMENT ROOM	Lenovo	S4WC319
2	GC ROOM	HCL	6093A1421426
3	GC ROOM, GC MS SYSTEM	Lenovo	IS6138AR7MJDZZG7
4	GC ROOM	HCL	3111AA751983
5	OFFICE	SAHARA	61211BK32006111870
6	INSTRUMENTATION ROOM I	HCL	3111AA751987
7	INSTRUMENTATION ROOM I	Lenovo	IS4089A14L942483
8	INSTRUMENTATION ROOM I	Lenovo	IS4089A14L942461
9	INSTRUMENTATION ROOM I	Lenovo	11S0B00070ZVJ6NM1CK264
10	INSTRUMENTATION ROOM III	HCL	3111AA756607
11	INSTRUMENTATION ROOM III	HCL	3111AA751988
12	INSTRUMENTATION ROOM III	Lenovo	IIS45K6239ZVJ56T05A2XB
13	INSTRUMENTATION ROOM II	COMPAQ	INA0410K99
14	LAB IN CHARGE CABIN	Acer	UXVD9S1406D5052218
15	LAB IN CHARGE CABIN	HCL	3111AA751984
16	MICROBIOLOGY LAB	HCL	3111AA751986
17	SRD	HCL	3111AA751991
18	SRD	HCL	3111AA751989
19	OFFICE	Acer	UXVD9S1406D5052186
20	OFFICE	Acer	UXVD9S1406D5052181
21	OFFICE	HCL	9123AA467928
22	OFFICE	HCL	3111AA751985
23	DD CABIN	HCL	9123AA467926
24	OFFICE	HCL	3111AA751990

25	DD CABIN (LAPTOP)	Toshiba	7E017967Q
26	CHEMISTRY LAB (SERVER)	HCL	CPU-7111AG936729

LIST OF PRINTERS

Sl No	LOCATION	MAKE	SERIAL No.
1	INSTRUMENT ROOM, LCMS/MS	HP Laserjet P3015	VNBVBBWGHF
2	SPECTROPHOTOMETER ROOM	HP Laserjet P1007	VNFNP38305
3	AAS ROOM	HP Laserjet	VNC7L06488
4	LAB INCHARGE CABIN	HP Laserjet	VNC3F18571
5	SPECTROPHOTOMETER ROOM	HP Laserjet 1320	CNM1G44149
6	SPECTROPHOTOMETER ROOM	HP Laserjet	VNC3110317
7	INSTRUMENTATION ROOM I	HP Laser Jet P1007	VNFN139835
8	INSTRUMENTATION ROOM I	HP Laser Jet P1007	VNFNS35401
9*	INSTRUMENTATION ROOM III	HP Laser Jet P1007	VNFN131712
10	MICROBIOLOGY	HP Laser jet P1566	VNC4B04744
11	LAB IN CHARGE CABIN	HP Laser jet P1566	VNC3Q06425
12	DD CABIN	HP Laser jet pro	VNC3K00517
13	OFFICE	HP Laser jet P1566	VNC4B04966
14	SRD	CANON	LBP6030W

LIST OF SCANNERS

Sl No.	LOCATION	MAKE	SERIAL No.
1	SRD	Canon DR -2020U	SP1337A00417TC
2	SRD	HP Scan jet 5590	L1911B
3	LAB IN CHARGE CABIN	HP Scan Jet 200	CN67PB13J
4	OFFICE	HP Scan Jet 200	CN673B101T