



**SPICES BOARD**  
(Ministry of Commerce and Industry  
Government of India)  
Sugandha Bhavan  
N.H. By-pass  
P.B. No. 2277  
Palarivattom P.O.  
Cochin - 682 025, India

**स्पाइसेस बोर्ड**  
(वाणिज्य एवं उद्योग मंत्रालय,  
भारत सरकार)  
सुगन्ध भवन  
एन. एच. बाइपास  
पी. बी. नं. 2277  
पालारिवट्टम पी.ओ.  
कोचिन - 682 025, भारत

## **Tender for the Annual Maintenance Contract of Computer systems**

No.EDP-AMC/COMP/0001/2014-EDP

04/01/2017

Tender is invited from the **SERVICE PROVIDERS** for **ANNUAL MAINTENANCE CONTRACT (AMC)** for 108 Computer Systems with monitors at the Head Office of the Spices Board at N.H. By Pass, Palarivattom.P., Cochin - 682025. The service is required initially till March, 2018. However AMC for multiple years will also be considered.

**SERVICE PROVIDERS having their facilities & spares centre at Cochin only need to apply.**

The List of Computer Systems are given in Annex-I. Clarifications, if any, may be sought from Deputy Director EDP, Spices Board, in person or through email at [jijesh.das@nic.in](mailto:jijesh.das@nic.in)

### ***Eligibility for Tender***

- 1) The firms should have their facilities & spares centre at Cochin.
- 2) The firm should have a minimum 3 years experience in servicing and maintaining such systems. Necessary documentary proof should be submitted to the satisfaction of the Board along with the Tender.
- 3) The firm should have their own resident engineers for maintenance of computer systems and Engineers must be on the permanent rolls of the vendor's firm.

### ***Other terms & Conditions***

- 4) AMC includes OS installation, replacement of damaged items, on-site maintenance and repair and other related activities.
- 5) AMC must be inclusive of CPU, Monitor, Keyboard, Mouse and all parts.
- 6) Sufficient number of spares/drivers for the systems should be available with the firms for the proper maintenance of the system within 24 hours.
- 7) If there is need for off-site service of any system, a standby of similar make/model must be provided at no extra cost.
- 8) Penalty of 1% of the AMC amount will be levied for any downtime exceeding 24 hours.
- 9) 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.

**10)** Preventive Maintenance should be done every month.

**11)** The payment of AMC will be made quarterly (at the end of each quarter)

**12)** The Board reserves the right to terminate the AMC, at any time if the performance is not satisfactory during any quarter/half year. In such an event the vendor should ensure restoration of all the spares & computer peripherals taken away for repairs, duly repaired.

**13)** The price bid shall be given in the below format

Item	Cost per system (excluding tax)	taxes as applicable	Total cost per system
AMC cost per system per year including CPU, Monitor, Keyboard, Mouse			

**SUBMISSION OF TENDER:** Those who are interested may visit the Office of the Board for the physical inspection of the systems before submitting the Quotations.

The quotations, addressed to Dy. Director (EDP), Spices Board, Sugandha Bhavan, NH Bypass, Palarivattom, PB No. 2277, Cochin-25, should reach EDP Dept. of the Board latest by 5.00 PM on 19.01.2017. The quotations will be opened at 11.00AM on 20.01.2017 in the presence of available vendors. The sealed cover containing the quotation shall be superscribed as "Tender for AMC due on 19.01.2017"

**LIST OF COMPUTERS ALONG WITH MONITORS**

Sl No	PC Sl no	Moniter Sl no
1	1103A1248820	0115BG005276I
2	1103A1248823	0115BG006564I
3	1103A1248824	0115BG006606I
4	1103A1248827	0115BG006642I
5	1103A1248828	0125BG000234C
6	1103A1248830	0125BG001533C
7	11IFYZ00200218	0125BG001547C
8	11IFYZ00200231	0125BG001551C
9	11IFYZ00200237	3095BG210779
10	11IFYZ00200241	3095BG211707
11	11IFYZ00200256	3095BG211711
12	11IFYZ00200258	3095BG211752
13	11IFYZ00200262	3095BG212006
14	11IFYZ00200263	3095BG212011
15	2121AA152781	3095BG212012
16	2121AA152782	3095BG212016
17	3093A1303972	3095BG212018
18	3093A1303973	3095BG212021
19	3093A1303974	3095BG212023
20	3093A1303975	3095BG212026
21	3093A1303980	3095BG212028
22	3093A1303981	3095BG212031
23	3093A1303983	3095BG212035
24	3093A1303984	3095BG212036
25	3093A1303985	3095BG212037
26	3093A1303987	3095BG212038
27	3093A1303988	3095BG212039
28	3093A1303989	3095BG212045
29	3093A1303990	3095BG212046
30	3093A1303991	3095BG212047
31	3093A1303992	3095BG212051
32	3093A1303993	3095BG212063
33	3093A1303995	3095BG212065
34	3093A1303997	3095BG212072
35	3093A1303999	3CQ02313D0
36	3093A1304000	443101605478
37	3093A1304002	443101605502
38	3093A1304003	486114103374
39	3093A1304005	5105BG336346
40	3093A1304006	5125BG012622C
41	3093A1304007	5125BG016645C
42	3093A1304009	5125BG016658C
43	3123AA334016	5125BG016667C
44	3123AA334019	5125BG016669C
45	3123AA334058	5125BG016670C
46	3123AA334080	5125BG016673C
47	3123AA334114	5125BG016678C
48	3133AA334073	5125BG016681C
49	3133AA586535	5125BG016682C
50	3133AA586537	5125BG016685C
51	5103A1419416	5125BG016686C
52	5103A1419417	5125BG016687C
53	6093A1423432	5125BG016695C
54	6093A1423433	5125BG016698C
55	6103A1482822	5125BG016702C
56	7133AA688010	5125BG016703C
57	7133AA688011	5125BG016708C
58	7133AA688012	5125BG016710C
59	7133AA688013	5125BG016724C
60	7133AA688014	5125BG016725C
61	8093A1055910	5125BG016730C
62	8133AA706062	5125BG016732C
63	9093A1085468	5125BG016749C

64	9093A1085469	5125BG016751C
65	9093A1085470	5125BG016754C
66	9093A1085471	6125BG002537C
67	9121AA346027	6125BG002539C
68	9121AA346029	6CM41602P1
69	9121AA346034	7095BG052529
70	9121AA346038	7095BG052958
71	9121AA346048	7095BG052959
72	9121AA346059	7095BG052968
73	9121AA346071	8125BG000465C
74	A101AA276762	8125BG000466C
75	A101AA276766	8125BG000481C
76	B093AA181259	8125BG000482C
77	B121AA376241	8125BG000488C
78	B121AA376242	8125BG000490C
79	B121AA376243	8125BG000491C
80	B121AA376246	8125BG002021C
81	B121AA376257	8125BG002033C
82	B121AA376260	9101BG201682
83	B121AA376262	9101BG226639
84	B121AA376266	9101BG230154
85	INA120ZC42	A101BG262876
86	INA428PRXP	A101BG263471
87	UXVD9SI406D5052176	A101BG263544
88	UXVD9SI406D5052177	A101BG263580
89	UXVD9SI406D5052182	AOCWHF2D4552837
90	UXVD9SI406D5052184	AOCWT6602959378
91	UXVD9SI406D5052188	B86114100400
92	UXVD9SI406D5052189	B86124301056
93	UXVD9SI406D5052191	B86130605568
94	UXVD9SI406D5052193	B86130606324
95	UXVD9SI406D5052194	B86132209812
96	UXVD9SI406D5052200	B86132304870
97	UXVD9SI406D5052201	MMLWTSS00333700E664342
98	UXVD9SI406D5052202	MMLXKSS00933306E524206
99	UXVD9SI406D5052205	MMLXKSS00933306E6F4206
100	UXVD9SI406D5052207	MMLXKSS00933306E784206
101	UXVD9SI406D5052210	MMLXKSS00933306EB54206
102	UXVD9SI406D5052213	MMLXKSS00933306EC74206
103	UXVD9SI406D5052214	MMLXKSS00933306EDB4206
104	UXVD9SI406D5052219	MMLXKSS00933306EE64206
105	UXVD9SI406D5052220	MMLXKSS00933306EFE5206
106	UXVD9SI406D5052221	MMLXKSS00933306F024206
107	UXVJSSI882E4304054	MMLXKSS00933306F064206
108	UXVJSSI882E4304055	MMLXKSS00933306F15420