

## Inviting Quotations

Quotations are invited from service providers for Annual Maintenance Contract (AMC) for 4 Nos of Dell servers at Spices Board, Kochi, Kerala and one Dell server at e-Auction centre, Bodinayakanur, Tamil Nadu for a period of one year.

The service provider shall have minimum 2 year experience in servicing and maintaining computer systems and/or servers. Work order and project completion/work satisfaction/invoice copy shall be submitted along with the quotation to prove the eligibility.

The Service provider may visit Spices Board Offices and assess the computers before quoting.

### Scope of Work and Terms and 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 computer 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.
- The AMC charges will be released within 30 days after satisfactory completion of work for each quarter and on submission of invoice. These invoices should be raised at the end of each quarter. No advance payment will be made.

Price bid shall be submitted in the following format.

#	Item	Unit Cost excluding taxes (in INR)	Taxes as applicable (in INR)
1	Cost of AMC per server for one year  Dell servers at Spices Board, Kochi, Kerala		
2	Cost of AMC per server for one year  Dell servers at Spices Board, e-Auction centre, Bodinayakanur, Tamil Nadu		

Note:

- (a) Bids shall be submitted for both items, 1 and 2 mentioned above. Else, bids will not be considered.
- (b) Evaluation will be done based on the total of 1 and 2 mentioned above.

Proposal shall be submitted in sealed envelope, superscribing the words "Proposal for Annual Maintenance Contract for Servers", through Speed Post/Registered Post/by Hand to reach the following address before **15/03/2021 2:00 pm**.

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

Quotations will be opened on the same day at 3:00 pm, at committee room of Spices Board Head Office. If any participants wanted to witness the opening of quotations, can attend the same.

It is estimated that the cost of above work is less than Rs.2.5 lakh. Hence, quotations are invited as per the provisions under GFR 155.

Deputy Director (EDP)