

**Tender for the Annual Maintenance Contract of Computer and Peripherals
in Regional Office, Spices Board, Mahape, Mumbai**

No. RO/MUM/1(12)/2015-16

23rd August,2017

Sealed quotations are invited from the SERVICE PROVIDERS for ANNUAL MAINTENANCE CONTRACT (AMC) for the Computer Systems with monitors and other peripherals at the Regional Office, Spices Board,EL-184, TTC Industrial Area, M.I.D.C., Mahape, Navi Mumbai -400710

The service is required for one year from the date of accepting and signing of the AMC contract. However AMC for multiple years will also be considered. The details of the Hardware is given below.

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|-----------------------------|------|
| 1. Desktop Computer Systems | - 21 |
| 2. L J Printers | - 8 |
| 3. Scanners | - 3 |

The SERVICE PROVIDERS having their facilities, spares , support persons and centre in and around Mahape and who are ready to provide service in a reasonable time only need to apply.

Clarifications, if any, may be sought from Deputy Director , Spices Board, Mahape, Mumbai in person or through email at sbromumbai@gmail.com

Eligibility for Tender

1. The SERVICE PROVIDERS having their facilities, spares , support persons and centre in and around Mahape and who are ready to provide service in a reasonable time only need to apply.
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

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

The price bid shall be given in the below format and the rate shall include AMC cost per system per year including CPU , Monitor, Keayboard, Mouse, Printer and Scanner Spares

Slno.	Name of the Item	Rate per unit	Taxes Applicable	Total Cost per unit
1	Desktop Computer Systems			
2	D J Printer			
3	Scanner			

Submission of tender : The Service provides who wish to participate in the tender may visit the office for physical inspection of the hardware before submitting the quotations.

The quotations, addressed to Dy. Director , Regional Office, Spices Board, EL-184, TTC Industrial Area, M.I.D.C., Mahape, Navi Mumbai -400710 should reach the office latest

by 5.00 PM on 22.09.2017. The quotations will be opened at 11.00AM on 26.09.2017 in the presence of available vendors. The sealed cover containing the quotation shall be superscribed as "Tender for AMC due on 22.09.2017"

DEPUTY DIRECTOR