

Tender Notice
for
Annual Maintenance Contract for Desktop Computers and Servers
at
Spices Board, Cochin
(MSTC ETENDER NO-SPICEB/18-19/ET/1)

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 72 Computer Systems with monitors and 7 servers at the Head Office of the Spices Board at N.H. By Pass, Palarivattom.P., Cochin – 682025. The service is required for 1 year. The List of Computer Systems and servers are given in Annex-I.

4. Eligibility Criteria

Supporting documents proving the eligibility criteria shall be uploaded while submitting e-tender.

- a. The firm should have their facilities & spares center at Cochin.
- b. 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.
- c. 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.

5. Clarifications

You may contact Deputy Director (EDP) for any clarifications at 91-484-2333603 / 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 https://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.)
2	Transaction Fee 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	20/06/18, 7 pm
4	Close Bid date and Time	12/07/18, 1 pm
5	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	12/07/18 ,3 pm

8. Evaluation Criteria

AMC of computers and servers 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 converted as security deposit and returned without interest after successful completion of the contract.

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: jijesh.das@nic.in

10. Payment Terms

The payment of AMC will be made quarterly (at the end of each quarter) subject to satisfactory service.

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 computer systems and inclusive of all parts except Monitor, Keyboard, Mouse for servers.
- Sufficient number of spares/drivers for the systems should 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 should be done every month.
- The Board reserves the right to terminate the AMC, at any time if the performance is not satisfactory during any quarter. In such an event the vendor should ensure restoration of all the spares & computer peripherals taken away for repairs, duly repaired.

PRICE BID FORMAT

1) For LOT NO 1: DESKTOP PC

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

Formula Used : 72 * (a+b)

2) For LOT NO 2: FOR SERVER

AMC cost per server(in RS) per year excluding taxes to be quoted and total taxes(Rs) applicable for all the servers should be quoted in Sl no h	(a) HCL Server SL NO 5103A14 2 8298	
	(b) HCL Server SL NO 5103A14 2 8297	
	(c) HCL Server SL NO C043A1216447	
	(d) HCL Server SL NO C043A12 1 6451	
	(e) HP Comaq Proliant ML350 SL NO INI6500R5J	
	(f) Dellpoweredge 6850 SL NO H4B5S1S	
	(g) Wipro Server Z2204 - WIV15095	
	(h) Total applicable taxes for all server in RS	

Formula Used : a+b+c+d+e+f+g+h

*Note : All rates should be quoted in RS .

For Lot no 2 ,AMC charges for all the server should be quoted .No pick and choose will be allowed.. Total applicable taxes should be given in column h

**LIST OF COMPUTERS ALONG WITH MONITORS FOR WHICH AMC IS
NEEDED AT SPICES BOARD , KOCHI**

SL No	Make	CPU Serial No	Monitor Serial No
1	HCL	9121AA346030	5125BG016688C
2	HCL	9121AA346031	8095BG055433
3	HCL	9121AA346032	5125BG016738C
4	HCL	9121AA346035	5125BG016697C
5	HCL	9121AA346036	5125BG016651C
6	HCL	9121AA346039	5125BG016755C
7	HCL	9121AA346040	5125B6016724C
8	HCL	9121AA346041	AOC8C463601066
9	HCL	9121AA346042	5125BG016661C
10	HCL	9121AA346043	511NLAM030424
11	HCL	9121AA346044	8125BG002001C
12	HCL	9121AA346045	2105BG222124
13	HCL	9121AA346046	5125BG016656C
14	HCL	9121AA346047	FNDALB7JA007865
15	HCL	9121AA346049	5125BG016684C
16	HCL	9121AA346050	FNDALB7JA007810
17	HCL	9121AA346051	ACER33303640442
18	HCL	9121AA346052	5125BG016622C
19	HCL	9121AA346054	5125BG016728C
20	HCL	9121AA34605	5125BG016683C
21	HCL	9121AA346056	0125BG001541C
22	HCL	9121AA346057	5125BG016716C
23	HCL	9121AA346058	3095BG211984
24	HCL	9121AA346061	512BG016669C
25	HCL	9121AA346062	8125B6000482C
26	HCL	9121AA346064	B86132305127
27	HCL	9121AA346065	3095BG212030
28	HCL	9121AA346066	3095BG212009
29	HCL	9121AA346068	8125BG000475C
30	HCL	9121AA346069	5125BG016756C
31	HCL	9121AA346070	3095BG2120006
32	HCL	9121AA346072	5125BG016663C
33	HCL	9121AA346073	8125BG000470C
34	HCL	9121AA346075	5125BG016704C

35	HCL	9121AA346076	5125BG0166686C
36	HCL	A101AA276761	A101BG263513
37	HCL	9121AA346060	5125BG016662C
38	HCL	9121AA346077	5125BG16705C
39	HCL	9121AA346026	8125BG000492C
40	HCL	9121AA346033	5125BG016715C
41	HCL	9121AA346008	3095BG212042
42	HCL	9121AA346028	5125BG016659C
43	HCL	1111AA609593	8125BG000475C
44	HCL	2122AA152782	B86132305142
45	HCL	3093A1303976	B86132305142
46	HCL	3093A1303998	FNDALB7JA010673
47	HCL	9121aa346037	5125BG016726C
48	HCL	A101AA276767	5125BG016656C
49	HCL	B121AA376233	5125BG016671C
50	HCL	B121AA376234	B86132208235
51	HCL	B121AA376235	8125BG000480C
52	HCL	B121AA376236	8125BG000473C
53	HCL	B121AA376237	0125BG001441C
54	HCL	B121AA376238	8125BG000484C
55	HCL	B121AA376239	512BG16680C
56	HCL	B121AA376240	5125BG016696C
57	HCL	B121AA376244	0125BG000262C
58	HCL	B121AA376245	512BG016725C
59	HCL	B121AA376247	6125BG002536C
60	HCL	B121AA376248	3095bg212024
61	HCL	B121AA376249	8125BG002016C
62	HCL	B121AA376250	6125B6002537C
63	HCL	B121AA376251	511NLDA030610
64	HCL	B121AA376252	ACER-33302824242
65	HCL	B121AA376253	ACER-33302825242
66	HCL	B121AA376254	3095BG212050
67	HCL	B121AA376255	812BG000490C
68	HCL	B121AA376256	A0CCMBN82402462
69	HCL	B121AA376258	0125BG000297C
70	HCL	B121AA376259	3095B6212036
71	HCL	B121AA376261	5125BG016718C
72	HCL	C123AA514709	3095BG212040

**LIST OF SERVERS FOR WHICH AMC IS NEEDED AT
SPICES BOARD, KOCHI**

Sl	Server Name	Location	Serial Number
1	HCL Server	HO	5103A14 2 8298
2	HCL Server	HO	5103A14 2 8297
3	HCL Server	HO	C043A1216447
4	HCL Server	HO	C043A12 1 6451
5	HP Comaq Proliant ML350	HO	INI6500R5J
6	Dellpoweredge 6850	HO	H4B5S1S
7	Wipro Server Z2204 - WIV15095	HO	WIV15095

Annexure 2

1	Process of E-tender A). Registration: 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 posses 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). SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT http://www.mstcecommerce.com/eprochome/spiceb/buyer_login.jsp 1). Vendors are required to register themselves online with www.mstcecommerce.com→ e-Procurement→ PSU/Govt depts. →Spices Board→Register as Vendor Filling up details and creating own user id and password→ Submit. 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). Contact person (MSTC): 1. Arnab Sarkar – Mob- 9986036012 asarkar@mstcindia.co.in 2 Mr. Ravindranath Mob-7676456095 ravindranathkb@mstcindia.co.in B) System Requirement: i) Windows 98 /XP-SP3 & above/Windows 7 Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature (Class-3) 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
2	(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. (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.

	<u>Note:</u> 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.
3	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity
4	<u>Special Note towards Transaction fee</u> 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. <u>Transaction fee is non-refundable.</u> A vendor will not have the access to online e-tender without making the payment towards transaction fee. NOTE : 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. Contact Details: Fax No. : 033- 22831002 Email ids: rpradhan@mstcindia.co.in 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. 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.
5	Vendors are instructed to use <i>Upload Documents</i> 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. Once documents are uploaded in the library, vendors need to attach documents through <i>Attach Document</i> link against the particular tender. For further assistance please follow instructions of vendor guide.
6	All notices and correspondence to the bidder(s) shall be sent by email only during the 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).
7	(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. The responsibility of downloading the related corrigenda, if any, will be that of the downloading parties. (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 http://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.
8	E-tender cannot be accessed after the due date and time mentioned in NIT.
9	Bidding in e-tender & Reverse auction: 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. b) The process involves Electronic Bidding for submission of techno-commercial Bid as well as Price Bid. 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 www.mstcecommerce.com→ e-procurement →PSU/Govt Depts→Spices board Login →My menu→ Auction Floor Manager→ live event →Selection of the live event→ 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. 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 & price bid has been saved, the bidder can click on the “Submit” button to register their bid f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid. g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else. h) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. 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 SUPPLIER. j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system. 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. 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 & conditions for the tender. 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.
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 http://www.mstcecommerce.com/eprochome/spiceb 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 http://www.mstcecommerce.com/eprochome/UserManualVendor.pdf