

SPICES BOARD  
(Ministry of Commerce & Industry, Govt. of India)  
Palarivattom.P.O. N H By Pass  
Kochi –682025

Phone: 0484-2333603  
Email: [spicesboardedp@gmail.com](mailto:spicesboardedp@gmail.com)

Date:22.7.2008

Sub : Maintenance support for Video Conferencing System –reg.

Sealed quotations are invited for providing maintenance support for Board's Video Conferencing System, namely, Polycom Viewstation 512 MP and its accessories, installed in Board's Offices in Kochi, Myladumpara(Idukki), Mumbai, Gangtok and Guwahati. Address of these Offices are given in Annexure -1. Scope of maintenance support and terms and conditions are given in Annexure 2. The VC equipments were installed in July 2004. The equipments had been covered under AMC.

Sealed quotation shall reach EDP Dept. of the Board latest by 5.00 p.m. on 7<sup>th</sup> Aug 2008. The sealed cover shall be super-scribed with "Quotation for maintenance support of VC System – EDP Dept - Due on 7<sup>th</sup> Aug 2008" and addressed to Dy.Director(EDP), Spices Board, Cochin-682025. The Board reserves the right to reject any or all quotations without assigning any reasons.

Sd/-  
(P.M.Suresh Kumar)  
Deputy Director(EDP)

Address of Offices

SPICES BOARD  
N.H.BY PASS  
PALARIVATTOM.P.O  
KOCHI-682025  
TEL 0484-2333603  
Contact: DEPUTY DIRECTOR(EDP)

INDIAN CARDAMOM RESEARCH INSTITUTE,  
SPICES BOARD, KAILASANADU P O.,  
MYLADUMPARA, IDUKKI  
KERALA  
PIN 685553  
TEL 04868 - 237268  
Contact : DIRECTOR (RESEARCH)

SPICES BOARD  
UNIT NO: 1 , PLOT NO: 9 & 10  
BANKING COMPLEX BUILDING – II  
NEAR COMMODITY EXCHANGE  
SECTOR - 19 - A VASHI,  
MUMBAI- 400703  
TEL 022 - 27843093  
Contact: DEPUTY DIRECTOR(MKTG)/ ASST.DIRECTOR(MKTG)

SPICES BOARD  
U.N. BEZBARUA ROAD  
SIPLHKURI  
GUWAHATI  
ASSAM ,PIN 781003  
TEL 0361-2664228  
Contact : DEPUTY DIRECTOR(MKTG)

SPICES BOARD  
DIESEL POWER HOUSE  
ROAD P B NO. 25  
GANGTOK  
SIKKIM. PIN 737101  
TEL 03592 - 222230  
Contact : DEPUTY DIRECTOR(DEV)

Scope of maintenance support

1. The objective of this maintenance support is to ensure availability of Video Conferencing facility in Board's Offices whenever required by the Board.
2. The maintenance support shall cover part replacements and labour.
3. The proposal shall cover maintenance of ViewStation, Microphone Pod, Remote Control, V.35 or DCP network interface, Quad BRI, NT1, 29" Thomson Colour TV (29DG91XDC) and its remote control.
4. If required, assistance/training shall be provided to Board's staff in conducting video conferencing.
5. Take follow-up action or liaison with BSNL/MTNL/Internet Service Provider to restore connectivity in case ISDN or Broad Band connection is down.
6. Provide support whenever there is a breakdown in Video Conferencing System.
7. Provide preventive maintenance to each video conferencing system at least once in 3 months in the respective locations as mentioned below:
  - a) Check cameras for its proper functioning viz. smooth movement, pan, tilt, zoom etc. The picture quality shall be checked and defects like picture fading, distortion etc shall be rectified.
  - b) Check availability of ISDN line and connectivity to all attached devices and its proper functioning.
  - c) Check and attend any other problem encountered & reported by the Office.
  - d) The actual schedule of maintenance shall be drawn jointly by the service provider and Board's Offices.

Terms and Conditions

1. Maintenance cost shall be furnished separately for each location.
2. The service provider may visit any of the Office and see the VC System before giving a proposal.
3. The support charges shall be quoted for a period of one year.
4. The Tenderer shall submit along with the tender an EMD of Rs.5,000/- (Rupees Five Thousand Only) in the form of Demand Draft, valid for a period of six months, in favour of Secretary, Spices Board. The EMD should be submitted in a sealed cover marked on the outside with the word 'EMD'. The EMD of unsuccessful Tenderer(s) will be refunded, after short-listing of proposals, without any interest. In case the tenderer withdraws from the process, the EMD deposited by him will be forfeited. EMD of the successful tenderer will be retained by the Board as security deposit till the successful completion of System installation. No interest shall be payable on this.
5. The tender received after the prescribed date and/or time and without EMD will be summarily, rejected.
6. There is no separate tender document. This enquiry notice can be downloaded from Board's web site at <http://www.indianspices.com/html/quot.php> for tender submission.
7. The proposal shall cover
  - Contact details of existing clients in VC maintenance.
  - Make and model number of equipments maintained