

***Inviting Expression of Interest (EoI) for the Annual
Maintenance Contract of Computer systems, Laptops,
Peripherals and Network equipments***



***Spices Board
Regional Office, SIPCOT Industrial Complex, Gummidipundi,
Chennai-601 201***

Expression of Interest (EoI) is invited from the **SERVICE PROVIDERS** for **ANNUAL MAINTENANCE CONTRACT (AMC)** for the Computer Systems, Laptops, Peripherals and Network Equipment installed at the Regional Office of the Spices Board at Gummidipundi. The service is required initially for a period of one year. However AMC for multiple years will also be considered.

SERVICE PROVIDERS having their facilities & spares centre at Chennai only need to apply. Those who are having the said facilities at Redhills/Gummidipundi or area within 10 km from the Office of the Board will get preference for selection subject to the financial quote

The Regional Office of the Board at Gummidipundi has Servers, Desktop PCs, Laptops, LaserJet Printers and Scanners. All these Systems along with Network Equipment are proposed to be brought under Annual Maintenance with single service provider with the terms and conditions specified herewith.

The List of Computer Systems and other peripherals are given in Annex-I. Clarifications, if any, may be sought from Deputy Director, Spices Board, Gummidipundi, in person or through telephone on 044-27923450.

Eligibility for submitting the EoI

- 1) The firms should have their facilities & spares centre at Chennai preferably in the locations viz Redhills/Gummidipundi or area within 10 km from the SIPCOT Industrial Complex
- 2) The firm should have a minimum 3 years experience in servicing and maintaining such systems preferably in Govt Organizations. Necessary documentary proof should be submitted to the satisfaction of the Board along with the EoI.
- 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) Maintenance service includes OS installation and maintenance and other related activities on-site maintenance and repair of network equipment.
- 5) Sufficient number of spares/drivers for the systems should be available with the firms for the proper maintenance of the system within 24 hours.

- 6) If there is need for off-site service of any system, a standby of similar make/model must be provided at no extra cost.
- 7) Penalty of 1% of the AMC amount will be levied for any downtime exceeding 24 hours.
- 8) 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.
- 9) Preventive Maintenance should be done every month.
- 10) The payment of AMC will be made at quarterly/half yearly intervals and on commencement of the quarter/half year
- 11) 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.

SUBMISSION OF EoI: Those who are interested may visit the Office of the Board for the physical inspection of the systems before submitting the EoI. The EoI may be submitted to address given below on or before 17.10.2016

The Deputy Director, Spices Board, Plot No.R-11, SIPCOT Industrial Complex, Gummidipundi, Chdnnai-601 201

Note: Those who are submitting the EoI and eligible as per the terms are only allowed to submit the financial Bid. The tentative date for the submission of the financial bid will be 24.10.2016. The exact date and time will be informed the eligible firms by e-mail

ANNEX-I**LIST OF COMPUTERS**

SI No.	LOCATION	SERIAL NO
1	INSTRUMENT ROOM, (LCMS/MS)	S4WC319
2	INSTRUMENT ROOM, (WATERS HPLC 1)	IS4089A14L942483
3	INSTRUMENT ROOM, (WATERS HPLC2)	IS4089A14L942461
4	SPECTROPHOTOMETER ROOM	3111AA756607
5	SPECTROPHOTOMETER ROOM	3111AA751988
6	GC ROOM	6093A1421426
7	GC ROOM, GC MS SYSTEM	IS6138AR7MJDZZG7
8	AAS ROOM	INA0410K99
9	LAB IN CHARGE CABIN	UXVD9S1406D5052218
10	MICROBIOLOGY LAB	3111AA751987
11	MICROBIOLOGY LAB	3111AA751986
12	SRD	3111AA751991
13	SRD	3111AA751984
14	OFFICE	UXVD9S1406D5052186
15	OFFICE	UXVD9S4I406D5052181
16	OFFICE	9123AA467928
17	OFFICE	3111AA751985
18	SRD, NEAR TO DD CABIN	3111AA751989
19	DD CABIN	9123AA467926
20	OFFICE	3111AA751990
21	GC ROOM	3111AA751983
22	OFFICE	61211BK32006111870

LIST OF PRINTERS

SI No.	LOCATION	SERIAL NO
1	INSTRUMENT ROOM, LCMS/MS PRINTER	VNBVBBWGHF
2	INSTRUMENT ROOM, HPLC	VNFN139835
3	GC/MS ROOM	VNFN131712
4	SPECTROPHOTOMETER ROOM	VNFNP38305
5	AAS ROOM	VNC7L06488
6	LAB IN CHARGE CABIN	VNC4B04744
7	MICROBIOLOGY	VNC3Q06425
8	SRD	VNC3F18571
9	DD CABIN	VNC3K00517
10	SPECTROPHOTOMETER ROOM	CNM1G44149
11	SPECTROPHOTOMETER ROOM	VNC 3110317
12	OFFICE	VNC 4B04966

LIST OF SCANNERS

SI No.	LOCATION	SERIAL NO
1	SRD NEAR TO DD CABIN	SP1337A00417TC
2	SRD	L1911B

LIST OF SERVER

SI No.	LOCATION	SERIAL NO
1	CHEMISTRY LAB/SERVER ROOM	CPU-7111AG936729

EoI - Format

1.	Name of Organization / Firm / Company	
2.	Address	
3.	Year of establishment	
4.	Status of the firm (Company / Firm / Proprietary)	
5.	Name of Directors / Partners / Proprietor	i) ii) iii)
6.	Whether registered for sales tax purposes. If so, mention number and date. Furnish also copies of sales tax clearance certificate.	
7.	Whether an assessee of income tax. If so, mention permanent account number.	
8.	Service Tax Registration No	
9.	Specify the maximum value of single work executed in the year in the country.	

Place :

Date :

SIGNATURE OF SERVICE PROVIDERS

Qualification Proforma-

**PARTICULARS IN RESPECT OF MAJOR AMCs EXECUTED IN LAST
3 YEARS**

S.No.	Name of the Company with Address	Business Type	Description of the Contract	Start Date	End Date	Value of the Contract

Relevant certificates of having completed similar works issued by competent authority must be submitted along with the financial Bid

Place :

Date :

SIGNATURE OF SERVICE PROVIDERS