



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5531321  
Dated/दिनांक : 23-10-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-11-2024 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-11-2024 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Commerce And Industry
Department Name/विभाग का नाम	Department Of Commerce
Organisation Name/संगठन का नाम	Spices Board
Office Name/कार्यालय का नाम	Head Office
Item Category/मद केटेगरी	Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; HCL , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; hp , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Lenovo , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Acer , Annual Maintenance Service - Desktops, Laptops and Peripherals - Desktop PC; Dell
Contract Period/अनुबंध अवधि	1 Year(s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	2 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

<b>Bid Details/बिड विवरण</b>	
<b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>	Yes
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	45000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation
<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes
<b>Arbitration Clause</b>	No
<b>Mediation Clause</b>	No

#### **EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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#### **ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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#### **MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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#### **MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service

provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :**

Financial Break-up - [1729576344.xlsx](#)

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; HCL ( 11 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	HCL
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Dinesh Singh Bisht	110040,SPICES BOARD NARELA MKG RO Sector A-7, Plot No.5, Narela, Delhi	11	<ul style="list-style-type: none"><li>Number of Resident engineers : 0</li><li>Number of technicians : 0</li></ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Hp ( 5 )****Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	
Requirement of Resident Engineer	No
Requirement of Technicians	No

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Dinesh Singh Bisht	110040, SPICES BOARD NARELA MKG RO Sector A-7, Plot No.5, Narela, Delhi	5	<ul style="list-style-type: none"> <li>Number of Resident engineers : 0</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Lenovo ( 2 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	Lenovo
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Dinesh Singh Bisht	110040, SPICES BOARD NARELA MKG RO Sector A-7, Plot No.5, Narela, Delhi	2	<ul style="list-style-type: none"> <li>Number of Resident engineers : 0</li> <li>Number of technicians : 0</li> </ul>

### Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Acer (

1 )

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	Acer
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Dinesh Singh Bisht	110040, SPICES BOARD NARELA MKG RO Sector A-7, Plot No.5, Narela, Delhi	1	<ul style="list-style-type: none"><li>• Number of Resident engineers : 0</li><li>• Number of technicians : 0</li></ul>

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Desktop PC; Dell ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Asset	Desktop PC
Make/Brand of Assets	Dell
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider

Specification	Values
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	NONE
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of each Asset for AMC	Additional Requirement/अतिरिक्त आवश्यकता
1	Dinesh Singh Bisht	110040, SPICES BOARD NARELA MKG RO Sector A-7, Plot No.5, Narela, Delhi	1	<ul style="list-style-type: none"> <li>Number of Resident engineers : 0</li> <li>Number of technicians : 0</li> </ul>

#### Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

##### 1. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

#### Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.

4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---





**SPICES BOARD**

**(Ministry of Commerce and Industry, Govt. of India)**

Sugandha Bhavan, N.H. By Pass, Palarivattom P.O, Cochin – 682025, Kerala, India.

Phone: 0484-2333615, Website: www.indianspices.com

Ref.No: SB/QEL/DEL/AMC-COMPUTERS/23/2018 (14086) Dated, the 22<sup>nd</sup> October 2024.

Subject:-	GeM Bid for Comprehensive Annual Maintenance Services (CAMC) services for Desktop Computers of Spices Board Quality Evaluation Laboratory, Delhi (Narela)
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Spices Board, Ministry of Commerce and Industry, Govt of India invites online competitive bids from interested parties, in two bid system consisting of technical bid and financial bid separately as per Rule 149 of GFR 2017, for the Comprehensive AMC services of 20 nos of Desktop Computers at Spices Board, Quality Evaluation Laboratory, Sector A-7, Plot No.5, Narela, North West Delhi, Delhi, 110040, for a period of one year w.e.f 01.01.2025.

Interested bidders may submit their bid with all documents as per guidelines of the GeM Bid as well as the ATC of the bid. Bidders must ensure that the bid documents submitted are duly filled-in and properly signed and upload the same in GeM Portal before the scheduled date and time of closing the tender as mentioned in the Bid document.

Details are as under:-

SI No	Make of computer	Quantity
1	HCL	11 nos
2	HP	05 nos
3	LENOVO	02 nos
4	ACER	01 no.
5	DELL	01 no.
	<b>Total</b>	<b>20 nos</b>

**Additional Terms & Conditions**

a)	The CAMC for the computers shall be for a period of one year. The total AMC chargers will be paid in a 4 quarterly installments after completion of each quarter. This Comprehensive AMC includes all physical components of all equipments mentioned under AMC.
b)	The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entered during the contract period.
c)	The service provider must have at least two years of experience in providing CAMC services, and should be able to troubleshoot hardware and software issues.
d)	Maintenance service should consist of both preventive and corrective maintenance. Preventive maintenance must be done at least once every quarter apart from any number of breakdown calls.  Preventive maintenance includes:

	<p>a) Physical cleaning of the monitor, CPU, Keyboard, Mouse, speaker, Printer and any other associated peripherals.</p> <p>b) Run scan disk , Disk clean up utility, Registry clean up , Disk defrag (if required).</p> <p>c) Remove temp internet files, cookies, adwares and spy wares.</p> <p>d) Upgrade the antivirus patches and critical updates for the O.S.</p> <p>The necessary software drivers for the machines should be made available by the maintenance provider.</p>
e)	<p>Corrective Maintenance:</p> <p>a) The breakdown calls should be attended within 2 hours on the same day with necessary standby machines if necessary. Standby system should be provided without fail during the breakdown time, if the period for rectification/ replacement is more than 24 hours from the time of problem logging.</p> <p>b) Maintenance contract will include replacement of all faulty physical components of the equipment under AMC.</p> <p>c) The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, this office shall not make any payment towards cartage and expenses for the to &amp; fro transportation. The aforesaid cost and risk of transportation to &amp; from the workshop shall be that of the firm undertaking the AMC.</p> <p>d) Data recovery from crashed machines / provision of standby machine with due data swapping should be undertaken. In case of breakdown or crash of HDD along with replacement of the disk, the contractor will also undertake the installation of any standard OS, Application soft wares as required and transfer the user data from backup media or across network.</p> <p>e) All components replaced by the contractor will be of equivalent or higher capacity and quality. Further if any replaced component is not compatible with the existing system, contractor will undertake to upgrade / replace the subsidiary / supplementary component also. The firm shall maintain the equipments as per manufacturers guidelines and shall use standard components for replacements. In case of an instance of sub-standard repair /replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.</p> <p>f) The Agency should undertake to maintain adequate stocks of spares, accessories at their local Delhi office and other required goods and services as required in connection with the Services</p>
f)	The service provider should replace unserviceable hardware parts at no extra cost to Spices Board.
g)	The service provider must carry sufficient spare parts, such as power cables and SMPS, to immediately replace the faulty items
h)	If the CAMC services provided by the contractual service provider are not found to be satisfactory, Spices Board have full rights to cancel the GeM contract and terminate the service provider with immediate effect.
i)	On expiry or termination or cancellation of the GeM contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.
j)	Only firms registered in India shall participate in the Bid.

k)	The Bidding firm should be registered under Goods & Service Tax Act. ( Self-Attested GST Registration Certificate to be furnished.)
l)	Past Performance and Experience Criteria of the firm for the same nature of work during last two years as per the terms and conditions tender shall be provided
m)	Bidders /Tenderers can download the bid document from GeM Portal at <a href="https://gem.gov.in/">https://gem.gov.in/</a> . Bidders / Tenderers are required to submit the bid online by scanning and uploading all the relevant documents through GeM only.
n)	Interested bidders are advised to submit the bid documents in accordance with the requirements as stated in the GeM bid and as per Annexure I of ATC.
o)	The bids will be opened online by a Committee of members duly constituted for this purpose at the time and date as specified in Tender document/ as per the terms and conditions of the GeM portal.
p)	The tender is having "TWO BID SYSTEM" i.e. Technical Bid and Financial Bid. The financial bid shall be opened only for those firms who have qualified in the technical bid.

Prospective bidders may visit Quality Evaluation Laboratory, Nareala for any query/ site inspection during working days (Monday to Friday), 09.00 Hrs to 17:30 Hrs. Contact person, Dr. Dinesh Singh Bisht, Scientist-C, Spices Board, Regional Office, New Delhi, Mobile: +91 9953705642

Bidder may also contact the following Officials for any technical clarification about the bidding process, during working days (Monday to Friday), 09.00 Hrs to 17:30 Hrs.

- 1 Dr.Mohammed Shameer Cheriayath, Asst.Director,(Purchase & Estt), Spices Board, Kochi, Kerala, 682025.Mobile: +91 9995921051
- 2 Shri.Anoop Kumar K.A,Clr.Asst. Spices Board, Kochi, Kerala, 682025. Mobile: +91 9673493050.

SD/-  
22/10/2024

Kochi (Ernakulam),  
Dated:- 21<sup>st</sup> October 2024

Asst. Director  
Spices Board, Kochi- Kerala  
For the Secretary, Spices Board India

**Details to be furnished by the Bidder/ firms.**

S. No.	Particulars	Remarks
1	Name & Address of the Bidder / Firm	
2	Contract Number	
3	E. Mail Id	
4	Pan Card Number (Copy to be attached)	
5	Aadhar Number (Copy to be attached)	
6	GSTIN Registration of the Firm (Copy to be attached)	
7	MSME Registration Certificate if any. (Copy to be attached)	
8	Bank Account Particulars	
9	Acceptance of Bid	Annexure II
10	Self declaration certificate that firm not blacklisted / banned. by any Central/ State Govt. Organization/ DGS&D/ NICS/PSU during the last three years	Annexure III

Acceptance of Bid

I/We.....

.....

.....(Name and address of the Bidder / firm) have carefully read the terms and conditions of the bid and agree to abide by these in letter and spirit. The decision of the Competent Authority to the Spices Board on any dispute arising out of the offer shall be binding on me / us.

Place :-

Date :-

Name & Signature of the Bidder,

(In case of Company Seal / Stamp of the the company)

## **Self-declaration Certificate**

(Company Letterhead signed and stamped by the authorized signatory)

**Date:**

**“It is certified that the firm M/s..... has not been blacklisted by any Central/ State Govt. Organization/ DGS&D/ NICS/PSU during the last three years.”**

Yours faithfully,

For and on behalf of M/s\_(Name of the Bidder)

Signature :

Name :

Designation :

Address :



**SPICES BOARD**

**(Ministry of Commerce and Industry, Govt. of India)**

Sugandha Bhavan, N.H. By Pass, Palarivattom P.O, Cochin – 682025, Kerala, India.

Phone: 0484-2333615, Website: www.indianspices.com

Ref.No: SB/QEL/DEL/AMC-COMPUTERS/23/2018 (14086) Dated, the 22<sup>nd</sup> October 2024.

Subject:-	GeM Bid for Comprehensive Annual Maintenance Services (CAMC) services for Desktop Computers of Spices Board Quality Evaluation Laboratory, Delhi (Narela)
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Spices Board, Ministry of Commerce and Industry, Govt of India invites online competitive bids from interested parties, in two bid system consisting of technical bid and financial bid separately as per Rule 149 of GFR 2017, for the Comprehensive AMC services of 20 nos of Desktop Computers at Spices Board, Quality Evaluation Laboratory, Sector A-7, Plot No.5, Narela, North West Delhi, Delhi, 110040, for a period of one year w.e.f 01.01.2025.

Interested bidders may submit their bid with all documents as per guidelines of the GeM Bid as well as the ATC of the bid. Bidders must ensure that the bid documents submitted are duly filled-in and properly signed and upload the same in GeM Portal before the scheduled date and time of closing the tender as mentioned in the Bid document.

Details are as under:-

Sl No	Make of computer	Quantity
1	HCL	11 nos
2	HP	05 nos
3	LENOVO	02 nos
4	ACER	01 no.
5	DELL	01 no.
	<b>Total</b>	<b>20 nos</b>

**Additional Terms & Conditions**

a)	The CAMC for the computers shall be for a period of one year. The total AMC chargers will be paid in a 4 quarterly installments after completion of each quarter. This Comprehensive AMC includes all physical components of all equipments mentioned under AMC.
b)	The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entered during the contract period.
c)	The service provider must have at least two years of experience in providing CAMC services, and should be able to troubleshoot hardware and software issues.
d)	Maintenance service should consist of both preventive and corrective maintenance. Preventive maintenance must be done at least once every quarter apart from any number of breakdown calls.  Preventive maintenance includes:

	<p>a) Physical cleaning of the monitor, CPU, Keyboard, Mouse, speaker, Printer and any other associated peripherals.</p> <p>b) Run scan disk , Disk clean up utility, Registry clean up , Disk defrag (if required).</p> <p>c) Remove temp internet files, cookies, adwares and spy wares.</p> <p>d) Upgrade the antivirus patches and critical updates for the O.S.</p> <p>The necessary software drivers for the machines should be made available by the maintenance provider.</p>
e)	<p>Corrective Maintenance:</p> <p>a) The breakdown calls should be attended within 2 hours on the same day with necessary standby machines if necessary. Standby system should be provided without fail during the breakdown time, if the period for rectification/ replacement is more than 24 hours from the time of problem logging.</p> <p>b) Maintenance contract will include replacement of all faulty physical components of the equipment under AMC.</p> <p>c) The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, this office shall not make any payment towards cartage and expenses for the to &amp; fro transportation. The aforesaid cost and risk of transportation to &amp; from the workshop shall be that of the firm undertaking the AMC.</p> <p>d) Data recovery from crashed machines / provision of standby machine with due data swapping should be undertaken. In case of breakdown or crash of HDD along with replacement of the disk, the contractor will also undertake the installation of any standard OS, Application soft wares as required and transfer the user data from backup media or across network.</p> <p>e) All components replaced by the contractor will be of equivalent or higher capacity and quality. Further if any replaced component is not compatible with the existing system, contractor will undertake to upgrade / replace the subsidiary / supplementary component also. The firm shall maintain the equipments as per manufacturers guidelines and shall use standard components for replacements. In case of an instance of sub-standard repair /replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.</p> <p>f) The Agency should undertake to maintain adequate stocks of spares, accessories at their local Delhi office and other required goods and services as required in connection with the Services</p>
f)	The service provider should replace unserviceable hardware parts at no extra cost to Spices Board.
g)	The service provider must carry sufficient spare parts, such as power cables and SMPS, to immediately replace the faulty items
h)	If the CAMC services provided by the contractual service provider are not found to be satisfactory, Spices Board have full rights to cancel the GeM contract and terminate the service provider with immediate effect.
i)	On expiry or termination or cancellation of the GeM contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.
j)	Only firms registered in India shall participate in the Bid.



k)	The Bidding firm should be registered under Goods & Service Tax Act. ( Self-Attested GST Registration Certificate to be furnished.)
l)	Past Performance and Experience Criteria of the firm for the same nature of work during last two years as per the terms and conditions tender shall be provided
m)	Bidders /Tenderers can download the bid document from GeM Portal at <a href="https://gem.gov.in/">https://gem.gov.in/</a> . Bidders / Tenderers are required to submit the bid online by scanning and uploading all the relevant documents through GeM only.
n)	Interested bidders are advised to submit the bid documents in accordance with the requirements as stated in the GeM bid and as per Annexure I of ATC.
o)	The bids will be opened online by a Committee of members duly constituted for this purpose at the time and date as specified in Tender document/ as per the terms and conditions of the GeM portal.
p)	The tender is having "TWO BID SYSTEM" i.e. Technical Bid and Financial Bid. The financial bid shall be opened only for those firms who have qualified in the technical bid.

Prospective bidders may visit Quality Evaluation Laboratory, Nareala for any query/ site inspection during working days (Monday to Friday), 09.00 Hrs to 17:30 Hrs. Contact person, Dr. Dinesh Singh Bisht, Scientist-C, Spices Board, Regional Office, New Delhi, Mobile: +91 9953705642

Bidder may also contact the following Officials for any technical clarification about the bidding process, during working days (Monday to Friday), 09.00 Hrs to 17:30 Hrs.

- 1 Dr.Mohammed Shameer Cheriyaath, Asst.Director,(Purchase & Estt), Spices Board, Kochi, Kerala, 682025.Mobile: +91 9995921051
- 2 Shri.Anoop Kumar K.A,Clr.Asst. Spices Board, Kochi, Kerala, 682025. Mobile: +91 9673493050.

SD/-  
22/10/2024

Kochi (Ernakulam),  
Dated:- 21<sup>st</sup> October 2024

Asst. Director  
Spices Board, Kochi- Kerala  
For the Secretary, Spices Board India

**Details to be furnished by the Bidder/ firms.**

S. No.	Particulars	Remarks
1	Name & Address of the Bidder / Firm	
2	Contract Number	
3	E. Mail Id	
4	Pan Card Number (Copy to be attached)	
5	Aadhar Number (Copy to be attached)	
6	GSTIN Registration of the Firm (Copy to be attached)	
7	MSME Registration Certificate if any. (Copy to be attached)	
8	Bank Account Particulars	
9	Acceptance of Bid	Annexure II
10	Self declaration certificate that firm not blacklisted / banned. by any Central/ State Govt. Organization/ DGS&D/ NICS/PSU during the last three years	Annexure III

Acceptance of Bid

I/We.....

.....

.....(Name and address of the Bidder / firm) have carefully read the terms and conditions of the bid and agree to abide by these in letter and spirit. The decision of the Competent Authority to the Spices Board on any dispute arising out of the offer shall be binding on me / us.

Place :-

Date :-

Name & Signature of the Bidder,

(In case of Company Seal / Stamp of the company)

## **Self-declaration Certificate**

(Company Letterhead signed and stamped by the authorized signatory)

**Date:**

**“It is certified that the firm M/s..... has not been blacklisted by any Central/ State Govt. Organization/ DGS&D/ NICS/PSU during the last three years.”**

Yours faithfully,

For and on behalf of M/s\_(Name of the Bidder)

Signature :

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