



सत्यमेव जयते

भारत सरकार

GOVERNMENT OF INDIA

काजू और कोको विकास निदेशालय

DIRECTORATE OF CASHEWNU AND COCOA DEVELOPMENT

कृषि एवं किसान कल्याण मंत्रालय Ministry of Agri. & Farmers Welfare
कृषि, सहकारिता एवं किसान कल्याण विभाग Dept. of Agri. Co-operation & Farmers Welfare
केरा भवन, कोच्ची - 682 011, केरल Kera Bhavan, Kochi - 682 011, Kerala.

निदेशक (कार्यालय) } : 2377239
Director (Office) } : 2377151
कार्यालय Office : 0484-2377239
फाक्स Fax : dccd@nic.in
ई-मेल E-mail : dccd.gov.in
वेबसाइट Website : dccd.gov.in

प.सं. F. No. ES.31/A05/17-18

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NOTICE INVITING QUOTATIONS (NIQ)

The Directorate of Cashewnut and Cocoa Development, Kochi – a subordinate office under the Union Ministry of Agriculture & Farmers Welfare (Department of Agri., Co-opn. & Farmers Welfare), Government of India, Kochi invites sealed quotations from reputed service providers/vendors for providing comprehensive annual maintenance for Printers and network equipments installed in its office located at 8th & 9th Floor, Kera Bhavan, SRV School Road, Kochi, Kerala as per following terms and conditions:-

Sealed quotations addressed to 'The Director, Directorate of Cashewnut and Cocoa Development, Kera Bhavan, Kochi must reach on or before 29.01.2018.

1. The firm must be an ISO certified company for providing maintenance contract for Printers.
2. The firm must be a limited / private limited company.
3. The firm must be authorized service provider of at least two reputed manufacturers of printers/equipments.
4. The firm should be in the business of maintenance of printers/equipments at least for a period of five years.
5. The Comprehensive Annual Service Agreement is effective from the date of signing and will remain valid for a period of one year in respect of items as described in Annexure.

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6. The Comprehensive Annual Service Agreement including up gradation should be Comprehensive onsite, which will cover labour for repairs/replacement & component charges for the specified period. Cost of parts for upgradation is chargeable/payable separately.
7. The vendor would replace all manufacturer or compatible parts for all breakdown calls, if necessary.
8. The prospective service providers/vendors will have the opportunity to visit the site and inspect all the products for their health conditions, and can note down the model, serial number and make of products that would be covered under the AMC.
9. The vendor will take final inventory at the beginning of contract for AMC products and based on the inventory list final AMC value would be decided.
10. At the time of commencement of Service Agreement the equipment covered under the contract should be in working condition. If not, the service provider/vendor is liable to repair it at extra cost.
11. The service provider/vendor has to provide Preventive Maintenance and Break down Maintenance Calls. They have to provide at least four preventive maintenance for printers in a period of one year, on a quarterly basis.

The agreement will not cover


- a. Computer & electrical fittings external to the equipment.
 - b. Physical breakage to the machine.
 - c. Any defects caused by misuse, abuse, fire, act of god or pests will not be covered under the agreement.
12. Vendor will not be responsible for non-standard add-ons to the machine during the contract period.



13. In case the printers/equipments needs to be relocated to some other place, the Directorate will convey the same in writing to the service center of the vendor one week in advance. No extra amount is chargeable by the vendor in this regard incase the machine is relocated within city limits. In case the printer/equipment is to be relocated outside the city limits, extra charges, as applicable can be added to the cost of agreement.
14. In case any product cannot be repaired at the site, it will be the responsibility of the vendor to take the product to service centre, get it repaired and re-install at the customer site. The customer will extend all necessary help in getting the equipment out of the premises.
15. In case if the repair takes more than 15 days, the service provider/vendor will be liable to provide substitute printer to run the work smoothly till the printers/equipment are returned.
16. Rates are to be indicated exclusive of applicable rate of GST.
17. Payment will be made after satisfactorily completion of work.
18. If the AMC call was delayed for more than 2 days, penalty will be imposed @ 1% day per machine to a monitory extent of 10 %.
19. On satisfactory performance, the customer shall make the payment to the vendor on a quarterly basis in four equal installments.
20. Termination
 - a. Customer reserves the right to withdraw any printer/equipment from AMC by giving one month notice to the service provider/vendor and value will get reduced proportionately on pro rata basis.



- b. The AMC contract can be terminated by either party on mutual agreement by giving one month's notice and the AMC value will get adjusted proportionally on pro rata basis.



पी. ए. परमेश्वरन / P. A. PARAMESWARAN
प्रशासनिक अधिकारी / Administrative Officer
काजू और कोको विकास निदेशालय
Directorate of Cashewnut and Cocoa Development
कृषि एवं किसान कल्याण मंत्रालय
Ministry of Agri. & Farmer's Welfare
भारत सरकार / Government of India
कोच्चिन / Cochin-682 011