



सत्यमेव जयते

भारत सरकार

GOVERNMENT OF INDIA

काजू और कोको विकास निदेशालय

DIRECTORATE OF CASHEWNUIT 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.

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प.सं. F. No.

ES.24/A05/2018-19

दिनांक Date : 27/07/2020

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 Computers and Servers installed in its office located at 8th Floor, Kera Bhavan, SRV School Road, Kochi, Kerala.

I. Eligibility Criteria

The firm should be an experienced service provider having good track record and client satisfaction in undertaking similar job. The firm may attach list of Purchase Order/Work Order where the similar type of work etc. of reputed organizations executed during the last three years. The firm may provide their details in **Annexure-I** format duly filled up and complete in all respect attaching self-attested/certified copies of documents in support of their claim.

The bidder should give self-declaration certificate for acceptance of all terms and conditions of tender document in **Annexure-II**.

The firm should be an Indian Company. The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted as per **Annexure-III**.



Contd/2

II. Terms and Conditions

1. The Service Provider must be an ISO certified company for providing maintenance contract for Computers and Servers
2. The Service provider, if required, may depute/engage a suitable team to visit the site before submitting the bid to fully understand the job and ascertain the difficulties that may be encountered during execution of the work. The sites visits shall be entirely at service provider's own cost and expense, during any working days.
3. The Service provider should be in the business of maintenance of PCs and Servers at least for a period of three years.
4. The Comprehensive Annual Service Agreement is effective from the date of signing the agreement and will remain valid for a period of one year in respect of items as described in Annexure IV.
5. The Service provider would replace all manufacturer or compatible parts for all breakdown calls, if necessary.
6. The Comprehensive Annual Service Agreement including up gradation should be Comprehensive onsite, which will cover labour for repairs/replacement & component charges for the specific 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.

Contd/3



9. The vendor will take final inventory at the beginning of contract for AMC products and based on the final inventory list 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 two preventive maintenance in a period of one year at an interval of six months.
12. The Service provider/Vendor has to provide the service of data recovery and password recovery.
13. The agreement will not cover
 - a. Print, Head, Duplexer, ADF, Maintenance Kits, print wheels, trays, mirrors, print drums, plastic parts, UTP cables, printer and power cables 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.
14. Vendor will not be responsible for non-standard add-ons to the machine during the contract period.
15. Vendor will provide onsite support for hardware related issues and up to OS support level and basic installation/configuration of general office software/applications.
16. The supply of original software will be the responsibility of the customer.

Contd/4



17. In case the machine 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 in case the machine is relocated within city limits. In case the machine is relocated outside the city limits, extra charges, as applicable can be added to the cost of agreement.
18. In case of any product cannot be repaired at the site, it will be the responsibility of the vendor to take the product to service center, 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.
19. In case if the repair takes more than 15 days, the service provider/vendor will be liable to provide substitute machine to run the work smoothly till the defective machine is returned after service.
20. Rates are to be indicated exclusive of applicable rate of GST.
21. Payment will be made after completing the work satisfactorily.
22. If the breakdown call was delayed for more than 2 days, penalty may be imposed @ 1% day per machine to a monetary extent of 10%.
23. On satisfactory performance, the customer shall make the payment to the vendor on a quarterly basis in four equal installments through E-payment.

III Termination

- a. Customer reserves the right to withdraw any machine 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 notice and the AMC value will get adjusted proportionally on pro rata basis.

Contd/5



24. For complaint lodging, the bidder is required to provide Toll Free Call Centre Number/Phone No. along with E-mail ID.

The sealed quotations addressed to the Director, Directorate of Cashewnut and Cocoa Development, Kera Bhavan, Kochi-11 super scribed with ' AMC for Computers and Servers -2020-21' with refefence No.ES-24/A05/18-19 must reach on or before 17.08.2020.



(P.A. Parameswaran)
Administrative Officer

<https://eprocure.gov.in/epublish/app>

<https://dccd.gov.in>

By postal mail to listed AMC providers

The NIQ, along with all annexures can be freely downloaded from Central Procurement portal and Directorate website.



TECHNICAL

Sl. No.	Items	Remarks
1.	Name of the Organization/Firm	
2.	Registered Postal address with name of Proprietor/Director	
3.	Tele No./Fax./Mobile No. of the organisation/firm along with details of reporting complaints :- (Phone No/E mail/Call centre No. etc)	
4.	Status of the organisation/firm <i>(Whether private/PSU/or sole Proprietor or Partnership or co-operative society/Limited Company etc)</i>	
5.	Details of PAN/TAN/GST numbers and ISO certification obtained from respective authorities <i>(documents to be attached)</i>	
6.	Whether the firm possess the requisite experience/track record <i>(Please attach details of similar work undertaken during last three years with copies of work order etc)</i>	
7.	Annual Turn over (last one year)	

(Seal and signature of the Owner/authorized representative)

ANNEXURE -II

To

The Director
Directorate of Cashewnut and Cocoa Development
Government of India,
Ministry of Agriculture and Farmers Welfare,
Kera Bhavan, Kochi-11.

Subject: Self Declaration Certificate

Reference: NIQ No. ES-24/A05/18-19, dated 27.07.2020

Dear Sir,

With reference to the above, I am/We are offering our competitive bids for Notice Inviting Quotations for 'AMC for Computers and Servers-2020-21' of Directorate of Cashewnut and Cocoa Development . I/We hereby reconfirm and declare that/We have carefully read, understood & complied the above referred tender document including instructions, terms & conditions, specifications, schedule of quantities and all the contents stated therein.

I/We also confirm that the rates quoted by me/us are inclusive of all taxes duties etc., applicable as on date and are For DCCD, Cochin, and free delivery, loading, unloading at DCCD office located at 9th Floor, Kera Bhavan, Kochi.

Date:

Authorized Signatory

Place:

Name & Designation:

Contact No.:

Email ID:

ANNEXURE -III

CERTIFICATE

(to be provided on letter head of the firm)

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered/pending against the firm or its owner/ partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Place:

Name & Designation

Contact No.:

Email ID:

Details of Laptop/Desktop/All in One PC to be covered under Annual Service Agreement during the year 2020

1. Laptop

SL. No	Make/Model (HP/Lenovo/DELL)	Processor Type	HDD Capacity & RAM Size	Name of User & Location
1.	Lenovo	Core 2 duo	120 GB, 2 GB RAM	CIP, 9 th floor
2.	HP Pavillion	Core i5, 4 th Gen,	1TB, DDR-3	Director, 8 th floor

2. All on One PC

SL. No	Make/Model (HP/HCL/DELL)	Processor Type	HDD Capacity & RAM Size	Name of User & Location
1.	HP All in One PC	Core i5	1, TB, 4 GB DDR-4	Director, 8 th floor
2.	HP All in One PC	Core i3	500 GB, 4 GB DDR-3	Admn Officer, 8 th floor

3. Desktop

SL. No	Make/Model (HP/HCL/DELL)	Processor Type	HDD Capacity & RAM Size	Name of User & Location
1.	HP	Core i5	500GB & 4 GB	Antivirus Server, 8 th floor
2.	HCL	Dual Core	250 GB & 4 GB DDR-2	Vineeth, 9 th floor
3.	HCL	Dual Core	250 GB & 4 GB DDR-2	Sreedevi, 9 th floor
4.	HCL	Core i3	250 GB & 4 GB DDR-2	Sreekala, 9 th floor
5.	HCL	Core i3	500 GB & 2 GB DDR-3	Dense, 9 th floor
6.	HCL	Core i3	500 GB & 4 GB DDR-3	Shine, 8 th floor
7.	HP 280 G3 MT Desktop	Corei3	1TB, 4 GB & DDR-3	Rohith H.S, 9 th floor

4. Server

SL. No	Make/Model (HP/HCL/DELL)	Processor Type	HDD Capacity & RAM Size	User
1.	HP ML 110 G7 (Server)	Intel Xeon	1 TB & 4 GB	PEMS Server, 8 th floor
2.	HP Proliant ML 350 Gen 9 New Server	Intel Xeon	2 TB & 16 GB	Main Server, 8 th floor

