

Scope of Work

1. The Support Engineers will work on Monday to Friday (Saturdays also, if any Section / Dept or Senior officials are working in office) from 9 AM to 6.30 PM (holidays on exceptional case) during the General working days except on Holidays applicable to MPEDA.
2. The Support Engineers are expected to have experience to troubleshoot any software / hardware issues and support of Operating systems – Windows / Linux / Mac – and System Software.
3. The Support Engineers recruited should have 3 year diploma or Engineering degree in the concerned area having minimum one year experience in Computer Hardware and Networking. They shall be paid as per the Minimum Wages Act.
4. A brief bio-data of Support Engineers to be submitted and the Bidder has to ensure that they are not changed frequently. They are expected to work on weekly off days/Holidays on request of MPEDA.
5. The salary of the support Engineers shall be as per the Government of Kerala Minimum wages Act with ESI, PF etc (Monthly contract pay: ₹20065/-).
6. The bidder should have an office in Kochi and the address of office with contact details should be provided.
7. The selected vendor shall provide alternate, competitive resource in case of the support Engineer is not available, due to planned or unplanned leaves. The vendor will make efforts to meet the Uptime. The manpower placed at MPEDA has to be on permanent roll of the company and no third party arrangement for the deployment of manpower will be entertained.
8. The 'Annual Maintenance Contract' shall be comprehensive in nature and shall, therefore, include essential servicing and repairs/fixing/replacement of all the electrical /electronic, and mechanical components of equipment. Therefore the bidder shall bear cost of all spare parts of related items excluding only consumables items during the period of the contract at the exclusive risk, responsibility, and the cost of the bidder.
9. Hardware Exclusions:- External connecting cables, power cords, power adapters, LCD Panels, USB cables, printer cartridges and broken external plastic body parts.
10. The term 'maintenance' shall include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to be made by MPEDA.
11. Up-time commitment shall be 95%.
12. Ninety five percent of the Calls to be closed on the same day and balance within 24 hours.
13. If system is completely down for more than a day, a penalty @1% of quarterly maintenance charges will be deducted per day (Maximum equivalent to 10% of contract value) from the Bills. Penalty will also be calculated in case of absence of any Service Engineer- per day per person if the engineer is absent and no alternate arrangement is done.
14. The list of items to be covered under AMC are listed in Annexure
15. The Bidder shall maintain the IT infrastructure in good operating condition in accordance with the List attached as per Annexure
16. Monitoring of calls resolution will be done on a daily basis.

17. Any calls from important locations like Chairman, Directors, Secretary, Jt Directors and key departments like Accounts would be given immediate priority.
18. The Quarterly preventive maintenance which includes de-fragmentation, scandisk to check the status of Hard Drive to avoid data loss, cleaning, maintaining Registry backups Virus detection / rectification etc. The preventive maintenance should be completed during the first 2 weeks of every quarter.
19. Vendor shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
20. If any part or item got damaged by the service engineers, the same should be repaired / replaced free of cost by the vendor. Any other loss caused by them should also be borne by the vendor.
21. The services by the Service Engineer would be extended to items installed in other premises in Kochi apart from MPEDA Head Office.
22. Complaint escalation matrix to be provided with contact details.
23. Payment shall be released quarterly at the end of each quarter against submission of Invoice after deducting Penalty.
24. The list of Servers and Desktops, printers, scanners etc. to be covered under AMC are listed in Annexure
25. All pending complaints shall be resolved before the next Bill settlement.
26. The maintenance shall be carried out by the vendor without sub-letting it to a franchisee – sub-contractor.
27. Preventive maintenance works to be carried out once in 3 months.
28. MPEDA reserves the right at the time of award of work and during the tenure of the contract to add, decrease or increase the number of items offered for service and maintenance on the basis of reduction by virtue of expiry of life of the asset or addition after expiry of the warranty period for similar configured items on the same terms and conditions. Any additions and/or deletions from the List would be considered on a pro-rata basis in the quarterly payment
29. The Service Provider shall maintain the security and privacy of data in the Hardware equipments & Software.
30. In case of unsatisfactory skill sets or performance, MPEDA would request in writing to replace service resources within 30 days notice Period. The vendor will make efforts to resolve resource non-performance and if required replace the resource within the notice period. FMS personnel should desist from operating/changing/deleting any critical data in different software systems.
31. Service Provider shall submit the report/data relating to the provision of services to MPEDA upon request at the end of every month for confirmation as per the format mutually agreed between the parties and any discrepancy shall be rectified by Service Provider within 7 business days of receipt of such notice of discrepancy.
32. It shall be binding on the Service Provider to maintain proper and accurate records relating to the conduct of the Services under this Agreement and shall at the written request of MPEDA provide access to all such records.
33. It will be the responsibility of the Service Provider to obtain necessary Government and other regulatory approvals if any, required for the performance of the Services under this Agreement.
34. The Service provider shall indemnify MPEDA against any loss/claim that may occur to MPEDA on account of the personnel employed or the work executed by them, or against any claim whatsoever relating to the persons employed by the Service Provider on account of casualties, accidents, or the like.
35. Service provider shall fully comply with applicable labour law legislations prevalent in India in relation to its personnel.

36. Any statutory payments/remittances like EPF contribution in respect of the workers shall be the sole responsibility of the Service provider and MPEDA will not be having any liability for payment of statutory benefits like Gratuity etc, in respect of the personnel employed by the Service provider. In case MPEDA becomes liable to make payment of any such statutory benefits, the Service Provider will indemnify the damage and the loss suffered by MPEDA. MPEDA shall have liberty, without referring to the Service Provider, to deduct such sum as may be suffered as loss or damage due to the aforesaid reasons from pending bill of the contractor.
37. It shall be binding on the personnel employed by the Service provider not to behave in any manner detrimental to the interest and reputation of MPEDA and to maintain strict discipline inside its premises, adhering to the rules and regulations of MPEDA as applicable to other employees.

ANNEXURE

Computers

MAKE	MODEL	TOTAL PC
HCL	1355	17
DELL	OptiPlex 9020	29
DELL	PowerEdge T430 Tower Server	1
LENOVO	P330	8
HP	280 g4 mt	10
HP	hp slim desktop S01-pF0310in	4
HP	ELITE DESK 800 G4 TWR WS	1
HP	Slimline Desktop - 290-p0062il	1
HP	Elite Desk 800 G2 SFF	19
HP	Z238 Microtower Workstation	1
	TOTAL PC	91

Printers

BRAND	TYPE	QUANTITY
HP	Multi-function Color Laser Printer	1
HP	Multi-function Monochrome Laser Printer	1
HP	Monochrome/Laserjet	17
HP	Single Function Color Laser Printer	1
CANON	Monochrome Laser Printer	3
CANON	Multi-function Monochrome Laser Printer	4
CANON	Multi-function Color Laser Printer	1
CANON	Single Function Colour Laser Printer	1
EPSON	Single Function InkTank colorPrinter	2
EPSON	Multi-Function Color Ink Tank Printer	2
	TOTAL	33

Scanners

BRAND	TYPE	QUANTITY
EPSON	DS-1630 EPIL Flatbed Scanner	3

Detailed list of Computers and Printers with specification

COMPUTERS

S. No	Product Type	Make	Model	Serial No	CPU	RAM (GB)	HDD	MONITOR (Size)	MONITOR Sr.No	CD ROM /DVD ROM	Remarks
1	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712RVL4	i7	8 GB	1 TB	19.5"	6CM7071K2Z	DVD ROM	
2	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA710RCK9	i7	8 GB	1 TB	19.5"	6CM7071K2D	DVD ROM	
3	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA710RCJX	i7	8 GB	1 TB	19.5"	6CM7071JFG	DVD ROM	
4	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712SOC B	i7	8 GB	1 TB	19.5"	6CM7071JFP	DVD ROM	
5	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712SOB W	i7	8 GB	1 TB	19.5"	6CM7071JFN	DVD ROM	
6	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA710RCJG	i7	8 GB	1 TB	19.5"	6CM7071K3B	DVD ROM	
7	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA710RCK1	i7	8 GB	1 TB	19.5"	6CM7071K36	DVD ROM	
8	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA710RCK5	i7	8 GB	1 TB	19.5"	6CM7071K35	DVD ROM	
9	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712SOCL	i7	8 GB	1 TB	19.5"	6CM7071K2W	DVD ROM	
10	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712SOD F	i7	8 GB	1 TB	19.5"	6CM7071K38	DVD ROM	
11	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712SOC T	i7	8 GB	1 TB	19.5"	6CM7071K5L	DVD ROM	
12	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA710RCJN	i7	8 GB	1 TB	19.5"	6CM7071K2K	DVD ROM	
13	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712RVL3	i7	8 GB	1 TB	19.5"	6CM7071K2L	DVD ROM	
14	DESKTOP	HP	HP Elite Desk 800 G2 SFF	INA712SOD H	i7	8 GB	1 TB	19.5"	6CM7071JKQ	DVD ROM	
15	DESKTOP	HP	HP Elite Desk 800 G2	INA712SOCY	i7	8 GB	1 TB	19.5"	6CM7071JG7	DVD ROM	

			SFF								
16	DESKTOP	HP	HPElite Desk 800 G2 SFF	INA710RCJV	i7	8 GB	1 TB	19.5"	6CM7071JF9	DVD ROM	
17	DESKTOP	HP	HPElite Desk 800 G2 SFF	INA712SODL	i7	8 GB	1 TB	19.5"	6CM7071Q30	DVD ROM	
18	DESKTOP	HP	HPElite Desk 800 G2 SFF	INA710RCK4	i7	8 GB	1 TB	19.5"	6CM7071K30	DVD ROM	
19	DESKTOP	HP	HPElite Desk 800 G2 SFF	INA710RCJY	i7	8 GB	1 TB	19.5"	6CM7071JFW	DVD ROM	
20	DESKTOP	HP	Z238 Microtower Workstation	SGH623QLK6	Intel® Xeon®	8 GB	1 TB	19.5"	CN94220H85	DVD ROM	
21	DESKTOP	HP	280 g4 mt	INA938YZ6K	i5	8 GB	1 TB	19.5"	3CQ92611ZY	DVD ROM	
22	DESKTOP	HP	280 g4 mt	1NA917R430	i5	8 GB	1 TB	19.5"	6CM8450YWZ	DVD ROM	
23	DESKTOP	HP	280 g4 mt	1NA938YZ69	i5	8 GB	1 TB	19.5"	3CQ9231G4D	DVD ROM	
24	DESKTOP	HP	280 g4 mt	1NA938YZ5N	i5	8 GB	1 TB	19.5"	3CQ9231G57	DVD ROM	
25	DESKTOP	HP	280 g4 mt	1NA938YZ64	i5	8 GB	1 TB	19.5"	3CQ9231G61	DVD ROM	
26	DESKTOP	HP	280 g4 mt	INA917R45J	i5	8 GB	1 TB	19.5"	6CM90300DC	DVD ROM	
27	DESKTOP	HP	280 g4 mt	INA917R41Z	i5	8 GB	1 TB	19.5"	6CM7071K2K	DVD ROM	
28	DESKTOP	HP	280 g4 mt	INA917R44R	i5	8 GB	1 TB	19.5"	6CM9030392	DVD ROM	
29	DESKTOP	HP	280 g4 mt	INA938YZ75	i5	8 GB	1 TB	19.5"	3CQ9231G4H	DVD ROM	
30	DESKTOP	HP	280 g4 mt	INA952S7RT	i7	8 GB	1 TB	19.5"	ICR94706DP	DVD ROM	
31	DESKTOP	HP	slim desktop S01-pF0310in	4CE9420NTX	i5	8 GB	1 TB	19.5"	3CQ9421BJD	DVD ROM	
32	DESKTOP	HP	slim desktop S01-pF0310in	4CE9420NXN	i5	8 GB	1 TB	19.5"	3CQ92219XN	DVD ROM	
33	DESKTOP	HP	slim desktop S01-pF0310in	4CE9420NXW	i5	8 GB	1 TB	19.5"	6CM9351FR1	DVD ROM	
34	DESKTOP	HP	slim desktop S01-pF0310in	4CE9420NXZ	i5	8 GB	1 TB	19.5"	3CQ94219QP	DVD ROM	
35	DESKTOP	HP	ELITE DESK 800 G4 TWR WS	INA924TLZ0	i7	16 GB	2 TB	19.5"	6CM903039C	DVD ROM	
36	DESKTOP	HP	Slimline Desktop -	8CG910CLLK	i5	8 GB	1 TB	19.5"	6CM9121SOS	DVD ROM	

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37	DESKTOP	DELL	9020	168J622	i5	4 GB	500 GB	18.5	34NBT2UD01 1904	DVD ROM	
38	DESKTOP	DELL	9020	258J622	i5	4 GB	500 GB	18.5	35NBT2UD01 1837	DVD ROM	
39	DESKTOP	DELL	9020	268J622	i5	4 GB	500 GB	18.5	36NBT2UD01 1871	DVD ROM	
40	DESKTOP	DELL	9020	358J622	i5	4 GB	500 GB	18.5	37NBT2UD01 2098	DVD ROM	
41	DESKTOP	DELL	9020	368J622	i5	4 GB	500 GB	18.5	38NBT2UD01 1835	DVD ROM	
42	DESKTOP	DELL	9020	458J622	i5	4 GB	500 GB	18.5	39NBT2UD01 1779	DVD ROM	
43	DESKTOP	DELL	9020	468J622	i5	4 GB	500 GB	18.5	40NBT2UD01 1712	DVD ROM	
44	DESKTOP	DELL	9020	558J622	i5	4 GB	500 GB	18.5	41NBT2UD01 2091	DVD ROM	
45	DESKTOP	DELL	9020	568J622	i5	4 GB	500 GB	18.5	42NBT2UD01 1976	DVD ROM	
46	DESKTOP	DELL	9020	658J622	i5	4 GB	500 GB	18.5	43NBT2UD01 1850	DVD ROM	
47	DESKTOP	DELL	9020	668J622	i5	4 GB	500 GB	18.5	44NBT2UD01 1635	DVD ROM	
48	DESKTOP	DELL	9020	758J622	i5	4 GB	500 GB	18.5	45NBT2UD01 1971	DVD ROM	
49	DESKTOP	DELL	9020	768J622	i5	4 GB	500 GB	18.5	46NBT2UD01 2107	DVD ROM	
50	DESKTOP	DELL	9020	858J622	i5	4 GB	500 GB	18.5	47NBT2UD01 1672	DVD ROM	
51	DESKTOP	DELL	9020	868J622	i5	4 GB	500 GB	18.5	48NBT2UD01 1732	DVD ROM	
52	DESKTOP	DELL	9020	8LFYVQ1	i5	4 GB	500 GB	18.5	49NBT2UD01 1891	DVD ROM	
53	DESKTOP	DELL	9020	968J622	i5	4 GB	500 GB	18.5	50NBT2UD01 2092	DVD ROM	
54	DESKTOP	DELL	9020	B58J622	i5	4 GB	500 GB	18.5	51NBT2UD01 1947	DVD ROM	
55	DESKTOP	DELL	9020	B68J622	i5	4 GB	500 GB	18.5	52NBT2UD01 1966	DVD ROM	
56	DESKTOP	DELL	9020	C48J622	i5	4 GB	500 GB	18.5	53NBT2UD01 1999	DVD ROM	
57	DESKTOP	DELL	9020	C58J622	i5	4 GB	500 GB	18.5	54NBT2UD01 1855	DVD ROM	
58	DESKTOP	DELL	9020	D68J622	i5	4 GB	500 GB	18.5	55NBT2UD01 1691	DVD ROM	
59	DESKTOP	DELL	9020	F48J622	i5	4 GB	500 GB	18.5	56NBT2UD01 1842	DVD ROM	
60	DESKTOP	DELL	9020	F58J622	i5	4 GB	500 GB	18.5	57NBT2UD01 1745	DVD ROM	
61	DESKTOP	DELL	9020	G48J622	i5	4 GB	500 GB	18.5	58NBT2UD01 1666	DVD ROM	
62	DESKTOP	DELL	9020	G58J622	i5	4 GB	500 GB	18.5	59NBT2UD01 2058	DVD ROM	
63	DESKTOP	DELL	9020	H58J622	i5	4 GB	500 GB	18.5	60NBT2UD01 1840	DVD ROM	

64	DESKTOP	DELL	9020	J48J622	i5	4 GB	500 GB	18.5	61NBT2UD01 1735	DVD ROM	
65	DESKTOP	DELL	9020	J58J622	i5	4 GB	500 GB	18.5	62NBT2UD01 1816	DVD ROM	
66	DESKTOP	DELL	PowerEdge T430 Tower Server	CN-0NI1PN- 71070- 6320080- A02	Intel® Xeon®	64 GB	558 GB	18.5	910NLTR0045 93	DVD ROM	
67	DESKTOP	LENO VO	P330	PC12ET8D	i5	8 GB	1 TB	19.5"	VKV9689700P C058	DVD ROM	
68	DESKTOP	LENO VO	P330	PC12CW8N	i5	8 GB	1 TB	19.5"	VKV9692900P C058	DVD ROM	
69	DESKTOP	LENO VO	P330	PC12CW61	i5	8 GB	1 TB	19.5"	VKV5715400P C058	DVD ROM	
70	DESKTOP	LENO VO	P330	PC12ET5V	i5	8 GB	1 TB	19.5"	VKV9693900P C058	DVD ROM	
71	DESKTOP	LENO VO	P330	PC12ET6P	i5	8 GB	1 TB	19.5"	VKV5720200P C058	DVD ROM	
72	DESKTOP	LENO VO	P330	PC12ET7J	i5	8 GB	1 TB	19.5"	VK91996100P C058	DVD ROM	
73	DESKTOP	LENO VO	P330	PC12CW74	i5	8 GB	1 TB	19.5"	VKV5633100P C058	DVD ROM	
74	DESKTOP	LENO VO	P330	PC12CW6T	i5	8 GB	1 TB	19.5"	VKV5632100P C058	DVD ROM	
75	DESKTOP	HCL	1355	1121AA266 18	i5	2 GB	500 GB	18.5	910NLXZ0050 58	DVD ROM	LG MONITOR
76	DESKTOP	HCL	1355	2121AA320 536	i5	2 GB	500 GB	18.5	B8611430063 6	DVD ROM	
77	DESKTOP	HCL	1355	2121AA320 610	i5	2 GB	500 GB	18.5	B8612010024 5	DVD ROM	
78	DESKTOP	HCL	1355	212AA1356 31	i5	2 GB	500 GB	18.5	910ONLYX0046 82	DVD ROM	LG MONITOR
79	DESKTOP	HCL	1355	212AA1464 37	i5	2 GB	500 GB	18.5	910NLCPO046 11	DVD ROM	LG MONITOR
80	DESKTOP	HCL	1355	6133AA662 283	i5	2 GB	500 GB	18.5	FNDAALB7JA0 12509	DVD ROM	WIPRO MONITOR
81	DESKTOP	HCL	1355	C076A4093 841	i5	2 GB	500 GB	18.5	CNC6220N0P	DVD ROM	COMPAG MONITOR
82	DESKTOP	HCL	1230	1121AA126 543	DUAL CORE	2 GB	500 GB	18.5	ZEBA19HDLED 12430720034 5	DVD ROM	zebronic monitor
83	DESKTOP	HCL	1230	1121AA126 544	DUAL CORE	2 GB	500 GB	18.5	ZEBA19HDLED 12430720034 4	DVD ROM	zebronic monitor
84	DESKTOP	HCL	1230	1121AA126 599	DUAL CORE	2 GB	500 GB	18.5	ZEBA19HDLED 12430720034 1	DVD ROM	zebronic monitor

85	DESKTOP	HCL	1230	1121AA126 650	DUAL CORE	2 GB	500 GB	18.5	910NLAM004 624	DVD ROM	
86	DESKTOP	HCL	1230	1121AA126 653	DUAL CORE	2 GB	500 GB	18.5	ZEBA19HDLED 12430720034 2	DVD ROM	zebronic monitor
87	DESKTOP	HCL	1230	2121AA135 632	DUAL CORE	2 GB	500 GB	18.5	B8611430018 9	DVD ROM	
88	DESKTOP	HCL	1355	2121AA135 669	i3	2 GB	500 GB	18.5	B8611430019 6	DVD ROM	
89	DESKTOP	HCL	1355	2121AA135 670	i3	2 GB	500 GB	18.5	103PMSA056 9982	DVD ROM	LG MONITOR
90	DESKTOP	HCL	1355	2121AA135 671	i3	2 GB	500 GB	18.5	AOCWT66D29 61925	DVD ROM	
91	DESKTOP	HCL	1355	2121AA146 410	i3	2 GB	500 GB	18.5	ZEBA19HDLED 12430720034 3	DVD ROM	zebronic monitor

PRINTERS

S/N	Make	Model	number of printer	Serial No
1	HP	P1007	1	VNF6M72536
2	HP	p1007	1	VNF6M72548
3	HP	P1007	1	VNF6M72540
4	HP	P1007	1	VNF6M72847
5	HP	1020 Plus	1	CNCH609892
6	HP	P1007	1	VNF6M72240
7	HP	1020 Plus	1	CNCH303835
8	HP	p1007	1	VNF6M72530
9	HP	1020 Plus	1	CNCH609890
10	HP	1020 Plus	1	CNCH491724
11	HP	1022	1	VNRJ79W2DH
12	CANON	2900	1	NAQA390238
13	HP	1020 plus	1	CNCFY18265
14	HP	M1005n MFP	1	CNH8F4L4V7
15	CANON	4450	1	HCE07310
16	CANON	4450	1	QZB13545
17	EPSON	L130	1	VJ5K178967
18	CANON	MFb33cdw	1	WUE22942
19	CANON	MF232w	1	WRG26083
20	HP	CP1025	1	CNF1Z23563
21	HP	P1505	1	CNCJ101394
22	HP	P1505	1	CNCJ105550
23	CANON	2900	1	NMBA202459

24	EPSON	L130	1	VJ5K275397
25	EPSON	L380	1	X2Q5544414
26	HP	laserjet 108A	1	CNB2M8DWNM
27	HP	Mfp m177	1	CNCHJ15513
28	CANON	F173700	1	YGU10418
29	EPSON	L6460	1	X94V001537
30	HP	LASERJET M208dw	1	VNC3800067
31	HP	LASERJET M208dw	1	VNC3800332
32	CANON	F166500	1	NCCA170712

Scanners

BRAND	TYPE	QUANTITY
EPSON	DS-1630 EPIL Flatbed Scanner	3