



भारत सरकार वित्त मंत्रालय राजस्व विभाग (निवारक)
GOVERNMENT OF INDIA, MINISTRY OF FINANCE, DEPARTMENT OF REVENUE

सीमा शुल्क आयुक्त का कार्यालय,
OFFICE OF THE COMMISSIONER OF CUSTOMS(PREV)
नं 1, विल्लियम्स रोड, कन्टोनमेंट, तिरुच्चिरापल्ली-620 001
NO.1 WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPPALLI- 620 001

C.No.I/22/03/2018-PERS

Dated:15-03-2018.

TENDER INVITATION

Sealed tenders in Two Bid System, i.e., two sealed covers one cover containing Technical and another containing Commercial bids separately are invited from eligible parties who satisfy the conditions mentioned in Annexure I to this invitation, for the maintenance of Computer Hardware items and printers for the period of one year from the date of acceptance of tender order. Annexure II contains the conditions governing the contract. The Technical bid shall contain, in addition to other information, a checklist on the eligibility criteria mentioned above and proof for the same. The Commercial bid shall contain only the rate quoted. The rate quoted should be per desktop computer / Laserjet / Inkjet Printer.

2. The Time Schedule of the tender process is furnished as under.

SN	Particulars	Date	Time
1	Last date for tender submission	28/3/2018	17 00 Hrs.
2	Tender Opening date	02/4/2018	16 00 Hrs.

Encl: Annexure – I & II


(T.SENRAJ)
ASST. COMMISSIONER (P&V)

To
The Asst.Commissioner (Systems / IAD)
.....for upholding in our official website.

Website of CBEC., New Delhi.

The PRO for displaying in the Notice Board, Hqrs.,Trichy.

Annexure - I

Eligibility Criteria for Maintenance Contract of Hardware items

1. The company / firm / enterprise intending to submit the tender (hereinafter called the company) should be a reputed organization in the field of Hardware & Software maintenance for the last 5 years.
2. The company should be registered with the Registrar of Companies/Sales Tax/Central Excise & Service Tax Department. (Copies of Registration Certificates are to be enclosed).
3. The company should have undertaken AMC (direct support) for at least one large Govt / Public sector Unit in each of the last five years in Tamil Nadu. (preferably in Trichy)
4. The Company should have undertaken AMC (direct support) for at least one large Central Government Department / Public Sector Unit (PSU) in Tamil Nadu (preferably in Trichy) currently.
5. The company should have consistent track record of having given excellent direct support in all cases of AMC for the last 2 years.
6. The company's contract should not have been terminated before the expiry of the full term, in any of the last six years.
7. The annual turnover of the company must be at least Rs.5 lakh (Not including group companies/sister companies/franchises etc.,) in each of the last five years (To be supported with copies of Balance Sheet, IT Returns, etc., for the last three years).
8. The company should have trained experts in its payrolls in the field of system administration of Windows. They should be in a position to attend any problem in these areas within 24 hours.
9. The company should have qualified and experienced (2 years or more) engineer in its payroll for managing Local Area Network and Intranet administration.
10. Due to any reason if the number of Personal Computers and printers are discarded during the contract period, to that extent the AMC Cost will be deducted in the ensuing corresponding quarter, with due notice.

Adequate evidence should be submitted in respect of the above.



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Annexure II

Conditions governing Maintenance Contract

1. The maintenance service would be for 67 Desktop Computers (having varying versions of Windows OS) and 45 printers (inkjet and laser-jet) pertaining to Hqrs. Customs Commissionerate.
2. The maintenance service by the company shall be to keep all the PCs, Laptops & Printers in working condition and shall include preventive and breakdown maintenance of all computer hardware items.
3. Where the parts/components have failed/damaged or gone into disuse by any reason, replacement of those parts/components including hard disk, wires, cables, chords, cards, circuit boards, mouse & keyboard etc., all plastic components/parts of the printers, Teflon sheet, rollers, ribbon mask and Head of Dot Matrix printers have to be provided by the company within 24 hours of attending to the call.
4. Where replacement of parts or support could not be obtained due to obsolescence, the entire system (such as PC, printer, etc.,) must be replaced by the company with a new system with at least the existing configuration of the same make and brand from the same manufacturer of the failed system.
5. Where replacement of the old system with a new system with existing configuration of the same make and brand of the failed system could not be provided, a system with higher configuration of the same make and brand from the same manufacturer shall be provided.
6. Where the replacement of the entire system with a new one has been necessitated, the replacement of the entire system with the new one must be provided, within one week or 5 working days whichever is earlier, from the date of ascertaining the fact of unavailability of the parts/components and in any case not later than 10 working days from the date of the failure of the old system.
7. In case of failure of windows OS based PCs due to any reason; the down time should not exceed five hours.
8. For printers the downtime should not exceed three hours.
9. In all cases of replacement of spares including hard disk replacement for items mentioned above, it must be done within 24 hours including the necessary software installation.
10. The Maintenance contract charges will be paid quarterly at the end of each quarter.
11. One qualified expert engineer (hereinafter called resident engineer) must be stationed permanently in the premises of Head Quarters, O/o the Commissioner of Customs (Preventive), No.1, Williams Road, Cantonment, Trichy. They shall attend to all the calls during the day and shall attend office on all working days of this office. They shall also make themselves available on all days the Commissionerate Hqrs. functions and also for other reasons such as the visit of dignitaries, Union Budget, etc., regardless of the holidays. These days shall be notified by this office to the resident engineers in advance.

12. The resident engineer shall not be assigned any new or additional work by the company without explicit concurrence of this office.
13. The resident engineer once provided shall not be removed or replaced by another engineers or disturbed from attending to the calls in this office by the company without explicit concurrence of this office.
14. Where the resident engineer become non available by such reasons as resignation etc., an immediate replacement have to be provided within 24 hours otherwise a penalty of 1% of the total AMC charges will be deducted per day from agreed payment.
15. Whenever during the period of Maintenance Contract, the services of the company in respective of Maintenance Contract is found to be not satisfactory or if the company is found violating any of the conditions governing the contract, this office has the right to terminate the contract immediately, without any compensation.
16. In all the cases of replacement of spares including logic cord, SMPS, motherboard, hard disk, etc., for items mentioned above, replacements must be done within 24 hours including the necessary software re-installation.
17. Penalty will be charged for downtime of more than 72 hours in the individual case of PCs, 24 hours in the case of printers and 48 hours in the case of breakdown of servers, provided that no penalty will be chargeable for the first 24 hours from the time of call/complaints and wherever an equivalent standby system has been provided.
18. In cases of downtime beyond those stipulated above, the said penalty at the following rates per day will be automatically deducted from the quarterly payable amount.
 - a) Rs.200/- per day for PC
 - b) Rs.200/- per day for Laserjet / Inkjet Printer
 - c) Rs.150/- per day for Net work Printer
 - d) Rs.250/- per day for Switch/Hub/Other network component
 - e) Rs.100/- per day for any other hardware where the system or printer is in workable condition.
19. This maintenance contract shall remain in force from 1/4/2018 to 31/3/2019 for one year from the date of acceptance of contract.


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