



भारतसरकार :: GOVERNMENT OF INDIA
वित्तमंत्रालय : : राजस्वविभाग : : MINISTRY OF FINANCE : : DEPARTMENT OF REVENUE
सीमाशुल्कके आयुक्तके कार्यालय : : OFFICE OF THE COMMISSIONER OF CUSTOMS
कस्टमहाउस , नईहार्बर एस्टेट, : : CUSTOM HOUSE, NEW HARBOUR ESTATE
तूतीकोरिन : : TUTICORIN- 628 004

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C.No.:VIII/48/02/2015-EDI

Dated : 04.06.2019

NOTICE INVITING e-TENDER
FOR ANNUAL MAINTENANCE CONTRACT FOR THE COMPUTER SYSTEMS, SERVERS,
PRINTERS, SCANNERS, LAPTOPS ETC

Office of the Commissioner of Customs, Custom House, Tuticorin – 628 004 invites online e-Tenders from reputed concerns engaged in the business of providing maintenance for the Computer Systems, Servers, Printers, Scanners, Laptops etc. for the period of one year (from the approval date).

2. The Tender enquiry documents and all bid forms are made available on official CPPP website <http://eprocure.gov.in> and www.tuticorincustoms.gov.in from 24.05.2019.

3. **Bid Submission:** Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in>. Tenderers/Contractors are advised to follow the "Instructions to Bidder for Online Bid Submission" provided in Annexure VI for online submission of bids.

4. The tender shall be submitted online in two parts viz. **Technical bid and Financial bid**. The contractor shall submit Technical and Financial Bid in a stipulated format as laid down in Annexure I & II to this NIT. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email etc. shall not be considered. No correspondence will be entertained in this matter.

5. **MAIN OBJECTIVE OF THE CONTRACT:**

The prime objective OF the maintenance contract for the vendor is

- **Servicing**(ensuring 100% serviceability)
- **Installation** (for any change in workplace and for new system procured during that time period)
- **Configuration**
- **Troubleshooting**
- **Procuring and replacing the spares** (at their own cost)
the computer systems, servers, printers, scanners, laptops etc. The computer systems, servers, printers, scanners, laptops etc covered under this Annual Maintenance Contract are given below:

DESKSTOPS			
S.No	CPU	Config	Monitor
1	HCL	Core 2 Duo/1GB/160GB/XP	HP
2	HP Pro 3330	Core i3/2GB/500GB/ DVD/ 8.1	HP
3	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
4	HP Pro 3330	Core i3/2GB/500GB/ DVD/ 8.1	HP V192
5	HP Pro 3330	Core i3/2GB/500GB/ DVD/ 8.1	HP V192
6	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
7	HP 406G1	Core i5/4GB/500GB/ DVD/ 8.1	HP

8	HP Pro 3330	Core i3/2GB/500GB/ DVD/ 8.1	HP V192
9	HP	Core 2 Duo/1GB/160GB/XP	HP V185E
10	HP	Core 2 Duo/1GB/160GB/XP	HP V185E
11	HP 280G1	Core i3/4GB/500GB/ DVD/ 8.1	HP V192
12	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
13	HCL	P4/512MB/80GB	HP V192
14	HP	Core i3/4GB/500GB/ DVD/ 8.1	HP V192
15	HP280G2MT	Core i3/4gb/1tb/win10/64	
16	HP280G2MT	Core i3/4gb/1tb/win10/64	
17	HP	COREi3/2GP/500GP/WIN 8	
18	Lenovo M	Core i7/4GB/500GB/Win7	Lenovo
19	HP	Core i3/4GB/500GB/ DVD/ 8.1	HP
20	HP 406G1	Core i5/4GB/500GB/ DVD/Win8	HP V192
21	HCL	P4/2GP/160GP/DVD/WIN7	
22	HP 8300	Core i3/4GB/500GB/DVD/Win7	HP D121
23	HP 3330	Core i3/4GB/500GB/ DVD/ 8	HP V192
24	HP 406G1	Core i5/4GB/500GB/ DVD/Win8	HP V192
25	Lenovo M	Core i7/4GB/500GB/DVD/Win7	Lenovo
26	HP 3330	Core i3/4GB/500GB/DVD/Win7	
27	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
28	HP 3330	Core i3/4GB/500GB/ DVD/ 8	HP V192
29	Lenovo M	Core i7/2GB/500GB/DVD/Win7	Lenovo
30	HP280G2MT	COREI3/4GP/1TP/WIN8	
31	HP 406G1	Core i3/4GB/500GB/ DVD/Win8	HP V192
32	HCL	Core i3/4GB/500GB/ DVD/Win7	HCL
33	ALL IN ONE	PENDIEM DUEL CORE/2GB/500 GB	-
34	HCL	Core 2 Duo/2GB/260 GB	Wipro
35	Lenovo M	Core i7/2GB/500GB/DVD/Win7	Lenovo
36	HP 3330	Core i3/2GB/500GB/ DVD/Win7	HP V192
37	HP 406G1	Core i5/4GB/500GB/ DVD/Win8	HP V192
38	Wipro	Core 2 Duo/2GB/260 GB	Wipro
39	HP 406 G1	Core i3/4GB/500GB/ DVD/Win8	HP V192
40	Lenovo M	Core i7/2GB/500GB/DVD/Win7	Lenovo
41	HP	COREI3/2GP/500GP/DVD/WIN8	

42	Wipro	Dual Core/521 MB/160GB/Win7	HP
43	HP	Core 2 Duo/1GB/160GB	HP
44	Wipro	Core 2 Duo/1GB/160GB	HP L1770
45	HCL	P4/512MB/80GB	
46	Compaq	P4/512MB/80GB	
47	HP 3330	Core i3/2GB/500GB/ DVD/Win8	HP V192
48	HP 406G1	Core i3/4GB/500GB/ DVD/Win8	HP V192
49	HP	Core i3/4GB/500GB/ DVD/Win8	hp
50	HP	Core i3/4GB/500GB/ DVD/Win8	HP V192
51	HP	Core i3/4GB/500GB/ DVD/Win8	HP V192
52	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
53	UMAX	COREI3/2GP/500GP/WIN 7	HP
54	HP280G2MT	Core i3/4gb/1tb/win10/64	HCL
55	HCL	P4/512MB/80GB	Wipro
56	HP 406G1	Core i3/4GB/500GB/ DVD/Win8	HP V192
57	Lenovo M	Core i7/2GB/500GB/DVD/Win7	HP V185E
58	HP 3330	Core i3/2GB/500GB/ DVD/Win8	HP V192
59	Wipro	Core 2 Duo/2GB/320GB	Wipro
60	HP 280 G1	Core i3/4GB/500GB/ DVD/Win8	HP LV10911
61	HP 280 G1	Core i3/4GB/500GB/ DVD/Win8	HP LV10911
62	HP 406 G1	Core i3/4GB/500GB/ DVD/Win8.1	HP V192
63	HP 406 G1	Core i3/4GB/500GB/ DVD/Win8.1	HP V192
64	HP 406 G1	Core i3/4GB/500GB/ DVD/Win8.1	HP V192
65	Lenovo M	Core i7/2GB/500GB/DVD/Win7	Lenovo
66	HP280G2MT	Core i3/4gb/1tb/win10/64	
67	HP 3330	Core i3/2GB/500GB/ DVD/Win8	HP V192
68	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
69	HP 3330	Core i3/2GB/500GB/DVD/Win8	HP V192
70	HP 280G1	Core i3/4GB/500GB/ DVD/Win8	HP V192
71	WIPRO	CORE DUE/2GP/160GP	HP
72	HP 8100	Core i5/2GB/500GB/Win7	HP LE1851
73	HP 406G1	Core i3/4GB/500GB/ DVD/Win8	HP V192
74	HP	Core 2 Duo/1GB/320GB/Win7	HP V192
75	HP 8300	Core i7/2GB/500GB/Win7	HP D191

76	Lenovo	Core i7/2GB/500GB/Win7	Lenovo
77	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
78	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
79	HP 280G1	Core i3/2GB/500GB/ DVD/Win8	HP V192
80	Wipro	Core 2 Duo/1GB/160GB/Win7	HP
81	Lenovo	Core i7/2GB/500GB/DVD/Win7	Lenovo
82	HP 406G1	Core i3/4GB/500GB/ DVD/Win7	HP V192
83	HP	Core 2 Duo/1GB/160GB/Win7	HP V185E
84	Wipro	Core2Duo/1GB/160GB/DVD/Win7	
85	HP 3330	Core i3/2GB/500GB/ DVD/Win8	HP V192
86	HP	Core 2 Duo/1GB/160GB/Win7	HP V185E
87	HP 3330	Core i3/4GB/500GB/ DVD/Win8	HP V192
88	Lenovo	Core i7/2GB/500GB/DVD/Win7	Lenovo
89	HP 406 G1	Core i3/4GB/500GB/ DVD/Win8	HP V192
90	Wipro	P4/512MB/160GB/DVD/XP	HP L1710
91	HP 3330	Core i3/2GB/500GB/ DVD/Win8	HP V192
92	HP 406 G1	Core i3/4GB/500GB/ DVD/Win8.1	HP V192
93	HP 406 G1	Core i3/4GB/500GB/ DVD/Win8.1	HP V192
94	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
95	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
96	HP280G2MT	Core i3/4gb/1tb/win10/64	HP
97	HP 8100	Core i5/2GB/320GB/ DVD/Win7	HP LE1851W
98	HP	Core i3/4GB/500GB/ DVD/Win8	HP V192
99	HP	Core i3/2GB/500GB/ DVD/Win7	HP LE1851
100	HP280G2MT	Core i3/4gb/1tb/win10/64	
101	HP	COREI3/2GP/500GP/WIN10	
102	HP ALL IN ONE	CORE I5/8GP/1TP/WIN10	-
103	DELL ALL IN ONE	COREI5/6GP/1TP/WIN10	-

PRINTERS

SNO	Printer Make
1	HP 1022
2	HP 1213
3	samsung ML-3310ND
4	HP1007

5	HP P1606
6	HP 1007
7	HP 1606
8	HP1606
9	HP1606
10	samsung ML-3310ND
11	HP 1007
12	samsung ML-3310ND
13	EPSON 210
14	samsung ML-3310ND
15	HP M1213
16	HP 1020+
17	HP 1020+
18	HP M202DW
19	EPSON COLOR 220
20	samsung ML-3310ND
21	HP 1606
22	samsung ML-3310ND
23	HP M202
24	HP P1007
25	HP M1005
26	HP PRO Color
27	samsung ML-3310ND
28	HP 1606
29	HP 202W
30	EPSON
31	HP 1022
32	HP P1007
33	HP P1022
34	HP P1606
35	HP 202M
36	HP P1007
37	samsung ML-3310ND
38	HP P1606

39	HP P1007
40	HP 202M
41	samsung ML-3310ND
42	HP Laserjet mfp128
43	HP 1002
44	HP M202DW
45	HP M202
46	HP P1606
47	samsung ML-3310ND
48	HP M213NF MFP
49	HP 1606
50	HP 1022
51	HP COLOR laserjet3521
52	samsung scx4521f
53	HP COLOR laserjet2025

LAPTOPS			
S.No	Laptop Make	Config	Serial
1	HP	Intel Core 2 Duo/2GB/160GB/DVD	CNF73544N1
2	Acer	Core i5/2GB/250GB/DVD	AWTPW0C047A4029103E
3	Acer	Core i5/2GB/250GB/DVD	AWTPW0C047A4029273E
4	Acer	Core i5/2GB/250GB/DVD	AWTPW0C047A4029133E
5	Acer	Core i5/2GB/250GB/DVD	AWTPW0C047A4029263E
6	Acer	Core i5/2GB/250GB/DVD	AWTPW0C047A4029153E
7	Acer Laptop	Core i5/2GB/250GB/DVD	AWTPW0C047A4029243E

S.No	Scanner Make
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1	HP Scanjet 2400
2	EPSON ME OFFICEWD
	KIOSK - TOUCH SCREEN
S.No	Scanner Make
1	HCL 17" CRT TOUCH SCREEN
2	HCL 17" LCD TOUCH SCREEN

6. **FINANCIAL BID REQUIREMENTS:**

The contractor shall submit Financial Bid in a stipulated format (**BoQ format**) as laid down in Annexure II to this NIT. The contractor shall mention his quotation for contract work in the form of rate (in Indian rupees to be mentioned in figures and words separately) for total contract period i.e. for the year. The quoted rate shall include all the taxes and all other liabilities. Tenderer must have a minimum average financial turnover of Rs. 10 lakhs per year during last three financial years.

7. **PERFORMANCE SECURITY DEPOSIT:**

The successful contractor shall furnish Security Deposit (non-interest bearing) to the Office of The Commissioner of Customs, Custom House, Tuticorin within 30 days of issuance of contract but positively before the submission of 1st bill. The security deposit of Rs. 1,00,000/- (Rupees onelakh) and shall be in the form of Demand Draft/ Bankers Pay Order from a Scheduled Bank drawn in favour of Commissioner of Customs payable at par in Tuticorin, which shall be held by the Department for Contract Period plus three months thereafter which is subject to forfeiture in case of termination of the contract due to failure to abide by the terms and conditions of the contract by the Contractor. No interest of whatsoever nature shall be payable by the Office of the Commissioner of Customs on Performance Security Deposit. In case of breach of contract or violation of any of the terms of the contract, Performance Security Deposit shall be forfeited by the Department.

08. A Bidder, who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, if the same is found to be tampered/modified in any manner, tender will be completely rejected and bidder is liable to be banned/blacklisted.

09. The Critical Dates for the Tender Submission and processing are as under:

Published Date	: 04.06.2019
Bid Submission Start Date	: 05.06.2019
Bid Submission End Date	: 27.06.2019
Technical Bid Opening Date	: 28.06.2019
Financial Bid Opening date	: 29.06.2019

*(Financial Bids will be opened for those bidders only who have qualified in the Technical Bids)

10. Interested service providers are advised to visit Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/addendum/amendment.

11. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable for rejection.

12. In the event of the above-mentioned date for Technical Bid Opening being subsequently declared as a closed holiday for this office, the tenders will be opened on the next working day at the scheduled time.

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**COMMISSIONER
CUSTOM HOUSE :: TUTICORIN**

Copy to :

1. Notice Board.

ANNEXURE I

**TECHNICAL/QUALIFYING BID FORM FOR TENDER FOR ANNUAL MAINTENANCE
CONTRACT FOR THE COMPUTER SYSTEMS, SERVERS, PRINTERS, SCANNERS, LAPTOPS
AT
CUSTOM HOUSE, TUTICORIN - 2019-20**

1	NAME OF THE CONTRACTOR	
2	TYPE OF ENTITY --(PROPRIETARY CONCERN, PARTNERSHIP FIRM, LTD. COMPANY)	
2	ADDRESS	
3	TEL NO./FAX NO./MOBILE NO.	
4	NAME OF THE CONTACT PERSON	
5	TEL. NO./MOBILE NO. OF CONTACT PERSON	
6	LEGAL CERTIFICATES TO BE ENCLOSED AND DETAILS IN REGARD TO BE PROVIDED	
7	PAN DETAILS	
	GST REGISTRATION DETAILS	
	ESI REGSITRATION DETAILS	
	ISO CERTIFICATE DETAILS	
	ANNUAL TURNOVER OF PREVIOUS THREE FINANCIAL YEARS DETAILS (ANNEXURE VI ALONG WITH COPY OF PROFIT & LOSS A/C, BALANCE SHEET, AUDIT REPORT AND INCOME TAX RETURNS OF SAID THREE YEARS TO BE ENCLOSED)	
	BANK SOLVENCY CERTIFICATE ENCLOSED	
8	EXPERIENCE IN COMPUTERS/PRINTTERS RELATED MAINTENANCE WORK WITH DETAILS OF CONTRACTS IN PREVIOUS THREE FINANCIAL YEARS (RELEVANT ANNEXURE III, IV AND V TO ENCLOSED)	
9	NO. OF STAFF TO BE DEPLOYED FOR CONTRACT	
10	ANY EMPLOYEE OF THE OFFICE OF COMMISSIONER OF CUSTOMS ON YOUR BOARD OR SHARE HOLDER IN CONTRACTOR'S ENTITY	YES/NO, If yes, please provide details
11	HAVE YOUR ANY DIRECTOR/PARTNER/ENTERPRENUER CONVICTED UNDER LAW	YES/NO, If yes please provide details
12	HAS YOUR FIRM/COMPANY BLACK LISTED AT ANY TIME IN PAST BY ANY ORGANIZATION	YES/NO, If yes please provide details
13	ANY OTHER INFORMATION CONTRACTOR MAY LIKE TO FURNISH (MAY BE FURNISHED IN SEPARATE ENCLOSRE)	

DECLARATION

I/We hereby certify that information furnished above is true and correct to the best of my/our knowledge. I /We understand that if any deviation is found in above statement at any state I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorised to sign the Tender Document.

Sign :

Name :

Desgn. :

Date:-

Place:-

Co. Name & Seal

Sign:-

The following documents are to be furnished / uploaded by the Service Provider along with Technical Bid as above:

- i) Signed and Scanned copy Certificates like PAN No, GST Regn.(if applicable) etc.
- ii) Signed and Scanned Copy of Tender Acceptance Letter & Letter of authorization to submit bid.
- iii) An undertaking (self-certificate) that the agency has not been blacklisted by a Central/State/UT Government institution and there has been no litigation with any government department on account of IT services.
- iv) Signed and Scanned copy of experience certificate of last 3 financial years.
- v) Signed and Scanned Copy of Technical Bid Format.

ANNEXURE II

FINANCIAL BID DOCUMENT

TO BE FILLED IN <https://eprocure.gov.in> SITE ONLY

1. Name of the Contractor :

2. Address of the Contractor
(With Tel. No., Fax E-Mail) :

3. Name & Address of the
Proprietor/Partners/Director :
(With Mobile No.):

4. Contact Persons(s) (With Mobile No.) :

5. Bid Amount (in figures and words) :

**(DON'T UPLOAD THE ABOVE FINANCIAL BID DETAILS WITH THE DOCUMENTS
REQUIRED TO UPLOAD WITH TECHNICAL BID. THE FINANCIAL BID MUST FILLED
IN BOQ FORMAT PROVIDED IN <https://eprocure.gov.in>)**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them and all of it is included in cost.

(Signature of contractor with seal and Date)

Eligibility Criteria

1. Copy of the Pan Card to be attached.
 2. GST registration issued by the department & attested copy of **3** years Service tax/GST return should be attached.
 3. The firm should have ISO 9001: 2008 Certificate, copy to be attached.
 4. The minimum eligibility criteria have been clarified in technical bid. Agencies fulfilling the qualification criteria will be selected for opening of price bids. Unopened price bids of those, not satisfying the criteria will be returned.
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Annexure- III

Terms and Conditions

1. ELIGIBILITY CRITERIA FOR TECHNICAL/QUALIFYING BIDS:

Technical/qualifying Bids shall be submitted online at CPPP website <https://eprocure.gov.in> in a prescribed format as laid down in Annexure I to this NIT. The contractors shall provide information/ documents/ annexures as listed below.

- The Contractor must have SERVICE TAX/GST, VAT, SALES TAX and PAN Number registration with respective authorities since 01.04.2016 (three years prior to the issue of this NIT) and self-attested copy of these registration certificates should be enclosed to the Bid.
- The Contractor must have annual turnover of minimum Rupees Ten Lakhs each year from the Computer Services related contracts for three consecutive years prior to the current financial year i.e. for the period 2016-17, 2017-18 and 2018-19. Copies of Profit and Loss A/c, Balance Sheet, Audit Report and Income Tax Returns of the concern duly attested by Chartered Accountant should be enclosed with the BID. Annexure VI dully filled and signed by the contractor shall be submitted in this regard.
- The contractor must furnish Solvency Certificate from the nationalised bank.
- The Contractor must have minimum three years of experience in providing computers, servers, printers, scanners, laptops related maintenance services. Experience of contracts with Central Govt./ State Govt./ Public Sector organisations will get preference. Annexure III, IV and V dully filled and signed by the contractor shall be submitted in this regard.
- The contractor should not have been disqualified by any Govt. /Semi Govt. organisation for similar work in the past. An undertaking to this effect must be submitted along with the Qualifying bid.
- The contractor shall satisfy all the conditions mentioned in detailed tender notice.
- The company should have ISO 9001:2008 certificate. Copy should be attached.

02. RESPONSIBILITY OF CONTRACTORS:

- ❖ The contractor shall place onsite Engineer at Custom House. Onsite Engineer has to mark his attendance at EDI section, every day. He should maintain Log Register of all calls attended/Pending issues/preventive maintenance records and details of all replacement of spares.
- ❖ Support timings will be from 9.00AM to 6.00PM from Monday to Friday and 9.00AM to 14.00 PM hrs on Saturday. If required, they will be required to stay back after office hours and even on holidays too, to attend to any emergency work.
- ❖ The vendor is requested to produce the bill in triplicate along with advance stamped receipt to the Commissioner of Customs, Custom House, Tuticorin.
- ❖ Defective/ unfit/ unsuitable items if found at the time of delivery shall be replaced free of cost by the supplier.
- ❖ The vender should indicate the guarantee of quality in the quotation.
- ❖ The contractor will have to provide all the manpower and equipments needed for the contract work at their own cost.
- ❖ No TA/DA any other allowance will be paid other than maintenance charge agreed upon.
- ❖ Necessary standby should be provided in case the repair cannot be attend within the prescribe time.

- ❖ The entire repair shall be carried out at our site and necessary spares for this shall be brought by you or necessary standby should be provided by you. No component(s)/spare(s) shall be removed without informing the component authority.
- ❖ If the faulty component (s)/spar(s) are not rectified within the same working day, necessary equivalent standby component(s)/spare(s) shall be provided on the following day for smooth functioning of Office work and the original Component(s)/Spare(s) taken shall be returned within a week's time after rectification.
- ❖ The Contractor shall provide uniform and identity cards to its personnel. He shall ensure that the deployed personnel invariably wears the uniform and displays their identity cards while discharging their functions so that they can be easily identified by one and all.
- ❖ The Contractor will have to ensure the Punctuality, mannerism, good behaviour and proper conduct of the personnel it deploys for execution of the contract. The personnel so engaged by the Contractor should be polite with pleasing manners, co-operative, disciplined and should not smoke or be drunk or engage in unlawful activities such as playing cards etc. while on duty and inside the campus premises of Custom House, Tuticorin. They shall be under his employment and disciplinary jurisdiction. However they shall be subject to the overall discipline of Office of the Commissioner of Customs, Custom House, Tuticorin. No tips in any form shall be accepted/ entertained.
- ❖ The contractor shall be liable to pay compensation of any loss to the property of the Department caused by the acts of omission and/or commission by its personnel.
- ❖ In case of any loss caused to the third party by way of the conduct of the personnel deployed by the contractor, department shall not be responsible. Contractor shall be solely responsible to compensate the third party in such cases.
- ❖ The contractor and/or its personnel shall not allow movement of equipment/items or any property of the department in or out of the Custom House, Tuticorin without prior permission of the competent authority. Contractor shall be solely responsible if any equipment/items or property is found missing and will have to compensate the department as decided by the competent authority of the department. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
- ❖ The contractor shall render services every day including Saturdays except Sundays and National Holidays. In case of administrative exigencies as and when need arises the contractor shall provide his services and personnel even on the Sundays and National Holidays at no extra cost.
- ❖ The contractor shall not subcontract or outsource the Contract work in any manner.
- ❖ The contractor shall not communicate or use in advertising, publicity, bidding for other contract, sales releases or in any other medium, photographs or other production of the work under this contract.
- ❖ All the calls logged before 2 PM shall be responded on the same business day and call logged after that shall be attained by next business day before 12AM.
- ❖ Contractor's Response: within 4 hours from the time of call logging.
- ❖ Call Resolution: Within second business day.
- ❖ Standby will be provided if call is not completed within 48 hours.
- ❖ Spare stocking: Appropriate stocking of spares to ensure uptime of 95%.
- ❖ Reports: Periodic reporting and review reports generated through contractor's call monitoring will be provided as and when required.

- ❖ Replacement of spares: Any replacement of components shall be of the same or equivalent/compatible components.
- ❖ Spares will be replaced at free of cost as said in your terms and conditions.
- ❖ **Preventive maintenance** (checking and servicing of equipment) is to be carried out at all locations once in quarter and certified by the user. Failure to do preventive maintenance would attract a penalty of Rs. 5000/per equipment and Rs.3000/per personal computer for each quarter.

03. Terms of Payments:

- i) The payment against Bills/Invoice shall be released only after satisfaction.
- ii) No advance payment would be made in any case. However, quarterly Payment would be made after satisfactory completion of maintenance on each quarter and submission of the Quarterly bill.
- iii) The vendor will not have any legal right to proceed against the Commissionerate in the event of late payment due to unforeseen reasons.

04. OTHER TERMS AND CONDITIONS:

- i. The successful contractor shall have to enter into a contract with the department and the contract shall be valid for a period of one year.
- ii. The conduct of the successful contractor will be constantly monitored and failure to abide by the terms and conditions of the contract, failure to maintain Custom House, Tuticorin in tidy and clean condition, lack of punctuality and any breach in security procedure or making any false declaration to any Govt. Agency which in the opinion of the Govt. is not in the public interest shall make the contract liable to be terminated.
- iii. The Contractor should go through the details and sign each and every page of tender including its enclosures as a token of acceptance of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The Contractor would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. Whenever, the prices are to be quoted shall be written in figures and words as well. Annexures shall also have to be signed and stamped by the firm through its authorised signatory. The tender form shall be rejected if it is not complete in any respect.
- iv. Rate should be quoted in Indian Rupee. The rate should be quoted both in words and figures and shall be firm during the contract period.
- v. All the pages of the bid should be signed affixing the seal. All corrections and overwriting should be initialled.
- vi. The contractor shall furnish an undertaking to the effect that none of its Directors/Partners/Owner or associates have been convicted under any law of the land. The undertaking should also mention if any legal proceedings are initiated and are pending against them under any law of the land anywhere in India.
- vii. A prospective bidder requiring any clarification of the Tender document may communicate to the concerned official (Superintendent of Customs - Administration) at the address given in this notice inviting tender.
- viii. At any time prior to the last date of receipt of bids, Office of the Commissioner of Customs may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the Tender document by an amendment.
- ix. The Office of the Commissioner of Customs, Tuticorin may at its own discretion extend the last date for the receipt of bids.

- x. The bids shall be written in English language.
- xi. The Office of the Commissioner of Customs, Tuticorin reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons therefor. The decision of the Office of the Commissioner of Customs will be final in all the matters of tender and purchase.
- xii. The Contractor undertakes that he shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Department.
- xiii. The department shall be the sole authority to decide on the quality of service rendered by the Contractor. In case the performance of the Contractor is found unsatisfactory, the Department shall have the right to terminate the agreement without notice or compensation or any payment, whatsoever at the sole discretion of the Department.
- xiv. The Department shall have the right to withhold any reasonable sum from the amount payable to the Contractor under this contract, if the contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the department as to payment of all statutory and other dues or compliance with other obligations.
- xv. The personnel engaged by the Successful Contractor shall have no claim whatsoever on Office of the Commissioner of Customs and shall not raise any industrial dispute either directly or indirectly with or against Office of the Commissioner of Customs in respect of their service conditions as long as they are engaged at Custom House premises for execution of the Contract.
- xvi. The Income Tax, as per Rules shall be deducted from the bill. All statutory deductions such as TDS, etc. wherever applicable, but not limited to this list indicated, shall be deducted from the bills payable to the Successful Contractor at the applicable rates from time to time.
- xvii. Under no condition, the Contractor or his staff shall claim the benefits of Office of the Commissioner of Customs Rules, Wages & Allowances, facilities etc.
- xviii. Office of the Commissioner of Customs shall not be responsible for delay or non-receipt of tender documents during transit by Post.
- xix. Office of the Commissioner of Customs reserves the right to reject any or all Tenders without assigning any reason thereof at any stage of the process.
- xx. All the existing statutory regulations of both State & Central Governments shall be adhered to & complied with and all records maintained thereof should be available for scrutiny by this office
- xxi. The Agency shall strictly comply with the terms and conditions of the agreement. Failure by the agency to comply with such statutory requirements and / or the terms of the agreement during the period of contract or deficiency in services shall result in termination of the contract.
- xxii. Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Tuticorin jurisdiction only. The Office of the Commissioner of Customs, Tuticorin is entitled to withhold payments due to the Agency in case of any dispute, till it is resolved.
- xxiii. The successful contractor may also note that the department reserves the right to extend the contract for subsequent years under the same terms and conditions with the consent of both parties.

5. COMPLETION OF CONTRACT:

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiry of the duration of contract i.e one year.

6. TERMINATION:

In case the successful contractor wishes to terminate the Contract at any point of time, after acceptance, a notice to this effect should be given to the department at least three months in advance. The department is however at liberty to terminate the contract with immediate effect in case of breach of any of the terms and conditions of the contract or if the services are not found to be satisfactory at any time.

7. SUBMISSION OF APPLICATION FOR CONTRACT:

- i. If an individual makes the application, it shall be signed by the proprietor above his full typed written name and current address.
- ii. If a proprietary firm makes the application, it shall be signed by the proprietor above his full typewritten name and the full name of his firm with its current address.
- iii. If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current address or alternatively by a partner holding power of attorney shall accompany the application. A certified copy of the partnership deed and current address of all the partners of the firm shall also accompany the application.
- iv. If a limited company or a corporation makes the application, a duty authorized person holding power of attorney for signing the application shall sign it. In such a case a certified copy of the power of attorney shall accompany the applications. Such limited company or corporation may be required to furnish satisfactory evidence of its existence before the tender application is filed.
- v. Applications made by FAX/ Telegrams/ e-mail etc. and those received late will not be entertained. The application should be typewritten and signed on each page of the application.
- vi. Overwriting should be avoided. Neatly crossing out, initiating, dating and rewriting shall make correction, if any. All pages of the document shall be numbered and submitted as a package with signed letter of transmittal. At no stage use of white ink/fluid or correction pen be used.
- vii. A senior Officer of the client should sign references, information and certificates from the respective clients certifying suitability, know-how and capability of the applicant.
- viii. The applicant is advised to attach any additional information, which he thinks is necessary to establish that the applicant is capable in all respects to successfully complete the envisaged work. He is however, advised not to attach superfluous information. No further information will be entertained after the tender document is submitted, unless the Office of the Commissioner of Customs calls for it.

ANNEXURE- IV

UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s.....
.....has not been blacklisted by any
Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I.....Son/Daughter/Wife of Shri.....
Proprietor/Partner/Director/Authorized signatory of M/s

am competent to sign this declaration and execute this tender document.

3. I have carefully read and understand all the term and conditions of the tender and undertake to abide by them.

4. The information/documents furnished alongwith the above application are true and correct to the best of my knowledge and belief. I/We, am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date: Signature of the authorized Signatory of the firm/

Place: Company/Organization

Office Stamp/Seal

ANNEXURE - V.

Date:

To

The Commissioner of Customs,
Custom House, Tuticorin.

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No:.....

Name of Tender / Work:-

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s)

2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No.....to.....(including all documents like annexure(s), schedule(s) etc.) which form part of the contract agreement and I/ we shall abide hereby by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirely.

5. I/We hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.

6. I/We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-VI

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocuresiov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 7) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 8) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 9) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 10) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 11) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 12) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 13) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e, after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

CHECK LIST OF DOCUMENTS TO BE SUBMITTED.

BID CHECKLIST

Bidder is required to fill-up this checklist and enclose along with the envelope containing the Earnest Money:

SI.	Item Description	Yes / No	Bid Reference
1	Tender Acceptance Letter		
2	Letter of authorization to submit bid.		
3	An undertaking that the agency hasn't been blacklisted		
4	Financial/Price Bid Undertaking		

BID OPENING & EVALUATION

- 1) A substantially responsive bid is one which confirms to all the terms and conditions of the bid document without material deviation.
- 2) Accordingly the Tender Processing Committee appointed by the TIA shall open the e-bids in the presence of the bidders or their authorised representatives who wish to be present at the time of opening of bids as per the time schedule mentioned in the NIT. The representative of the bidder wish to be present shall possess valid authorisation letter from the bidder and proper ID proof.
- 3) The Technical bid will be evaluated first to determine the qualification of the bid. The bidders who have produced the mandatory documents alone will be considered for Financial Bid.
- 4) The Financial Bid not in conformity with the Statutory payment norms as detailed in the terms and conditions will be treated as defective bid and thereby treated as disqualified.
- 5) L-1 among the substantially responsive bids shall be decided based on the quote in online BoQ Sheet.
- 6) If more than one bidder have quoted the identical L-1 rate, the criteria for selection of L-1 will be the bidder will be decided based on other aspects viz., quality of experience (experience with Govt. Offices/PSU/Such other organisation) and the present client status by the TIA.