



सीमा शुल्क आयुक्त का कार्यालय
सीमा शुल्क गृह, नई हार्बर एस्टेट, तूतीकोरिन-628004.
OFFICE OF THE COMMISSIONER OF CUSTOMS
Custom House, New Harbour Estate, Tuticorin - 628 004.
Tel: (0461) 2352655, 2352633 / Fax: 2352019
Email : edi.tuticorincustoms@gmail.com

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

Dated: 01.03.2016

TENDER NOTICE

Subject:- Invitation of quotations for Annual Maintenance Contract in respect of Desktop computers, Servers, Scanner, Laptops and Printers at the Office of the Commissioner of Customs, Custom House, Tuticorin-Reg

.....

1. Quotations in sealed cover are hereby invited from Parties/Firms for Comprehensive Annual Maintenance Contract for a period of one year w.e.f 01.04.2016 in respect of Desktop Computers with their accessories, Laptops, Printers, Servers, Scanners of this Commissionerate, as detailed in Annexure, on the terms and conditions mentioned below.
2. Interested firms may submit their documents with tender amount in a sealed cover, superscribed with "AMC for Computers & Printers" and send to the undersigned on or before **14.00 Hrs. on 28.03.2016**. Also a copy of the Tender Notice endorsed on each page by the tenderer should be submitted. The quotations will be opened at **17.00 Hrs. on 28.03.2016** by the Tender Committee in the presence of the parties or their authorised representatives, if any, who wish to participate, in the Office of the Commissioner of Customs, Custom House, New Harbour Estate, Tuticorin-628 004. The sealed tenders can be submitted either by post, or in person to the Assistant Commissioner (EDI) at Custom House, Tuticorin.
3. The tenderer firm should be in the business of maintenance of Computers and its peripherals at least for 3 years. (Requisite documents to support this claim will have to be produced for verification). The firm must have expertise and experience in Hardware Maintenance and must have executed AMC of any Central / State Government organizations, PSUs, for one year or any reputed Private Company for three years.

4. The address of the office with telephone No. and Fax Nos. should be furnished.
5. The rates may be quoted in a sealed cover on comprehensive basis in respect of the personal computers, laptops, printers,scanners and Servers as detailed in Annexure .
6. The amount of AMC should include Service Tax and other taxes to be borne by the Vendor.
7. Only the Companies/firms meeting the above terms & conditions should submit their quotations in sealed cover. Tenders which fail to fulfill any of the above conditions will be disqualified.

TERMS AND CONDITIONS

General:

- (i) The period of contract is for one year from 01.04.2016 to 31.03.2017 and is liable to be terminated at any time without assigning any reason. The details of computers and peripherals are listed in Annexure. You shall take charge of all the units in good working condition while entering into the contract.
- (ii) The payment of AMC charges will be made quarterly basis (after deduction penalty if any) on satisfactory completion of maintenance and subject to the submission of necessary certificate by the respective Officer-in-charge of systems.
- (iii) No TA/DA/any other allowance will be paid other than maintenance charge agreed upon.
- (iv) The entire repair work 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)/ Computer(s) shall be removed without informing the competent authority.
- (v) Necessary standby should be provided in case the repairs cannot be attended within the prescribed time.
- (vi) If the faulty components/ computer(s) are not rectified within the same working day, necessary equivalent standby components/computer(s) shall be provided on the following day for smooth functioning of office work and the original component/computer(s) taken shall be returned within a week time after rectification. Penalty per day at the rate of Rs.400/- per equipment in the Annexure will be imposed for downtime beyond one day.

Manpower:

- (i) 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.

(ii) Support timings will be from 9.00 AM to 6.00 PM from Monday to Friday and 9.00 to 14.00 hours 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.

Contractor shall provide service and support for:

(i) The Warranty-covered systems will be provided full support, except replacement of faulty components during the period of warranty.

(ii) Installation, configuration and troubleshooting of software including operating systems, device drivers, standard office tools and utilities. The required software will be provided by the Custom House, Tuticorin.

AMC Type:

(i) Comprehensive AMC inclusive of spares and labour for the hardware unless otherwise specified as labour only.

(ii) Preventive Maintenance(checking and servicing of equipments) is to be carried out at all locations once in a 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.

(iii) All the calls logged before 2 PM shall be responded on the same business day and calls logged after that shall be attended by next business day before 12 AM.

(iv) Contractor's Response: Within 4 hours from the time of call logging.

(v) Call Resolution: Within Second Business day.

(vi) Standby will be provided if call is not completed within 48 hours.

(vii) Spare Stocking: Appropriate stocking of spares to ensure uptime of 95%.

(viii) Reports: Periodic reporting and review reports generated through Contractor's call monitoring will be provided as and when required.

(ix) Replacement of Spares: The parts replaced will either be new or equivalent in performance.

(x) All spares other than mentioned below on computers and printers will be replaced at free of cost.

a) Printer consumables (Toners, Image drum and Ribbon cartridge)laptop batteries.

b) Physical damage of LCD/TFT displays are not covered.

(xi) The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory

during the phase of this contract. In this connection decision of the Commissionerate shall be final and binding on the firm.

(xii) This tender is not transferable and under no circumstances shall the successful tenderer be allowed to sub-contract with any other person/party.

Payment:

(i) No advance payment would be made in any case. However, quarterly payment would be made after satisfactory completion of maintenance in each quarter and submission of the Quarterly Bill.

(ii) The Vendor will not have any legal right to proceed against the Commissionerate in the event of late payment due to unforeseen reasons.

(iii) Unsealed Quotations or Quotations without qualifying documents as stipulated for will not be accepted. The Commissionerate reserves the right to reduce or increase the number of items offered for maintenance contract during the period of AMC. In case contract is given for higher number of equipments than the number as per the Annexure, then proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced.

(iv) The rates quoted should be net inclusive of all applicable taxes.

(v) The Successful tenderer shall have to deposit an amount equal to 10% of the total contract value per annum for the contract period entered into as "Performance Security" in favour of Senior Accounts Officer, Pay & Accounts Office, Custom House, Tuticorin. The performance security may be furnished in the form of an Account Payee Demand Draft, Bank Guarantee from the Commercial Bank.

(vi) The Tender Notice is also available at the official website: www.tuticorincustoms.gov.in.



(BALMUKUND)
ASSISTANT COMMISSIONER

To
The Notice Board,
The Superintendent (EDI), Custom House, Tuticorin to upload this tender in website.

AMC LIST - 01.04.2016 TO 31.03.2017

PRINTERS					
TOTAL SL. NO.	SL. NO.	SECTION NAME	PRINTER MODEL NAME	NOS.	SERIAL NO.
			HP LASER JET 1007		
	1	Arrears	HPLASERJET 1007	EIGHT (8)	VNF4K05435
	2	REFUND	HPLASERJET 1007		VNF6F59284
	3	IG SEC	HPLASERJET 1007		VNF6F59298
	4	EXPORT	HPLASERJET 1007		VNF6M59856
	5	PRO	HPLASERJET 1007		VNF7C32608
	6	CHEMICAL LAB	HPLASERJET 1007		VNF4S05403
	7	ADMIN AO(MADAM)	HPLASERJET 1007		VNE4KO3440
	8	ACCOUNTS	HPLASERJET 1007		VNF4S05383
			HP LASER JET 1022		
	9	CHEMICAL LAB	HPLASERJET 1022	FOUR (4)	VNRJ731230
	10	REVIEW	HPLASERJET 1022		VNRJ456265
	11	ADJ	HPLASERJET 1022		VNRJ68S0QB
	12	CUS.POLICY	HPLASERJET 1022		VNRJ69V12F
			HP LASER JET 1213		
	13	DEEC	HPLASERJET 1213	THREE (3)	CNJ8F87KTC
	14	AC (BALMUKUND)	HPLASERJET 1213		CNJ8E87FCS
	15	AC(OLD ROOM)	HPLASERJET 1213		CNJ8F87F63
			HP LASER JET 1606		
	16	MCD	HPLASERJET 1606	NINE (9)	VNC3P18761
	17	DRAWBACK	HPLASERJET 1606		VNC3D25927
	18	PD BOND	HPLASERJET 1606		VNC31P21661
	19	AC NISAR BASHA	HPLASERJET 1606		VNC3P18417
	20	EPCG	HPLASERJET 1606		VCN3P17989
	21	REVIEW	HPLASERJET 1606		VNC3P19405
	22	ACCOUNTS	HPLASERJET 1606		VNC3P18178
	23	VIGILANCE	HPLASERJET 1606		VNC3D26188
	24	SIIB	HPLASERJET 1606		VNC3P19834
			HP LASER JET 1020+		
	25	BOND & DISPOSAL	HPLASERJET 1020+	TWO (2)	CNCH304723
	26	BOND & DISPOSAL	HPLASERJET 1020+		CNCH302874

			HP LASER JET M202 DW		
27	1	SIIB	HPLASERJET M202 DW	EIGHT (8)	VNC3504613
28	2	BRC	HPLASERJET M202 DW		VNC3504595
29	3	EDI	HPLASERJET M202 DW		VNC3505841
30	4	CASHIER	HPLASERJET M202 DW		VNC3J05897
31	5	LEGAL	HPLASERJET M202 DW		VNC3506680
32	6	STATS	HPLASERJET M202 DW		VNC3506527
33	7	ADJ	HPLASERJET M202 DW		VNC3505838
34	8	VIGILANCE	HPLASERJET M202 DW		VNC3504601
			SAMSUNG ML-3310ND		
35	1	AUDIT	SAMSUNG ML-3310ND	THIRTEEN (13)	Z5R6BJBF200293T
36	2	REFUND	SAMSUNG ML-3310ND		Z5R6BJBF20028JW
37	3	IMPORT SAMPLE	SAMSUNG ML-3310ND		Z5R6BJBF200296N
38	4	IMPORT ASS	SAMSUNG ML-3310ND		Z5R6BJBF200297R
39	5	IMPORT(EDI)	SAMSUNG ML-3310ND		Z5R6BJBF200288A
40	6	NIC	SAMSUNG ML-3310ND		Z5R6BJBF20028GE
41	7	CMC	SAMSUNG ML-3310ND		Z5R6BJBF200298M
42	8	CHEMICAL EXAMINER	SAMSUNG ML-3310ND		Z5R6BJBF20028CV
43	9	CBLR	SAMSUNG ML-3310ND		Z5R6BJBF20028ZB
44	10	AO (EST)	SAMSUNG ML-3310ND		Z5R6BJBF20029FV
45	11	COMM PA	SAMSUNG ML-3310ND		Z5R6BJBF20029RN
46	12	AC(SWAMINADHAN)	SAMSUNG ML-3310ND		Z5R6BJBF200287
47	13	IMPORT SAMPLE	SAMSUNG ML-3310ND		Z5R6BJBF20028MP
			HP ALL IN ONE COLOR PRINTER		
48	1	JC ROOM	HP ALL IN ONE COLOR PRINTER	ONE (1)	CNB7H9P5ZF
			HP LASER JET M1005		
49	1	ADMIN	HP LASER JET M1005	ONE (1)	CNH8HCMLHF
			HP LASER JET PRO 200 COLOR		
50	1	ADMIN	HP LASER JET PRO 200 COLOR	ONE (1)	CNF1V06337

DESKTOPS

TOTAL SL. NO.	SL. NO.	SECTION NAME	CONFIGURATION	NOS.	SERIAL NO.
			HCL	ELEVEN (7)	
1	1	TOUCH SCREEN	INTELPENTIUM4CPU/2.30GHZ/512MB/80GB/MOUSE(WIN XP)		C053A1246695
2	2	TOUCH SCREEN	INTELPENTIUM4CPU/2.30GHZ/512MB/80GB/MOUSE(WIN XP)		C053A12467Q5
3	3	CANTEEN	INTELPENTIUM4CPU/2.30GHZ/512MB/80GB/MOUSE(WIN XP)		C053A124687
4	4	MCD	INTELPENTIUM4CPU/2.30GHZ/512MB/80GB/MOUSE(WIN XP)		3063A1094393
5	5	CMC	INTELPENTIUM4CPU/2.30GHZ/512MB/80GB/MOUSE(WIN XP)		3063A1094087
6	6	CHEMICAL LAB	INTELPENTIUM4CPU/2.30GHZ/512MB/80GB/MOUSE(WIN XP)		C053A1246697
7	7	CHEMICAL LAB	INTELPENTIUM4CPU/2.30GHZ/512MB/80GB/MOUSE(WIN XP)		C053A1246698
			HP 3330	FOURTEEN (14)	
8	1	IMPORT SAMPLE	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SGH413SM3F
9	2	BOND & DISPOSAL	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		INA403R463
10	3	EDI (NICS)	CORE i3/4GB/500GB /DVD-RW/KBD/MOUSE(WIN8)		INA403R44W
11	4	PRO	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SGH413SM7V
12	5	ADMIN	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SGH413SM99
13	6	ADMIN AO(MADAM)	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SCH413SM2P
14	7	AO (EST)	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SGH413SM9N
15	8	ADJ	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		INA433QZRQ
16	9	VIGILANCE	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SGH413SM36
17	10	CUS.POLICY	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SGH413SM4S
18	11	Arrears	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		INA403R44L
19	12	AUDIT	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		SUGH413SM2L
20	13	AUDIT	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		INA433QZPJ
21	14	REFUND	CORE i3/4GB/500GB /DVD/KBD/MOUSE(WIN8)		INA433QZRK
			HP 8100	THREE (3)	
22	1	AC NISAR BASHA	CORE i5/2GB/320GB/DVD/KBD/MOUSE(WIN7)		INA129RQWT
23	2	ACCOUNTS	CORE i5/2GB/320GB/DVD/KBD/MOUSE(WIN7)		INA131RY2X
24	3	AC (ADMIN)	CORE i5/2GB/320GB/DVD/KBD/MOUSE(WIN7)		INA131RY0J
			HP 8300	THREE (3)	
25	1	IMPORT SAMPLE	CORE i7/4GB/500GB/DVD/KBD/MOUSE(WIN 7)		INA325S5VV
26	2	AC (BALMUKUND)	CORE i7/4GB/500GB/DVD/KBD/MOUSE(WIN 10)		INA325S5Y7
27	3	ACCOUNTS	CORE i7/4GB/500GB/DVD/KBD/MOUSE(WIN 7)		INA325S5V4
			HP 280G1	FIVE (5)	
28	1	DRAWBACK	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA515T5MB
29	2	LEGAL	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA506PWC5
30	3	DEEC	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA51575M6
31	4	ADMIN (MADAM)	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA515T5M7
32	5	REVIEW	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA433QZPF
			HP 406G1	SIX (6)	
33	1	EDI	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA532P4M5
34	2	IG SEC	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA532P4W9
35	3	EXPORT	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA532P4W6
36	4	ADMIN	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA532P4WJ
37	5	AO (ACCOUNTS)	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA532P4WS

38	6	STATS	CORE i3/4GB/500GB/DVD/KBD/MOUSE (WIN 8)		INA506PWDG
			HP	NINE (9)	
39	1	REFUND	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA0020IN7
40	2	REFUND	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA00200XS
41	3	IMPORT(EDI)	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA0078124
42	4	EPCG	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA0019654
43	5	SIIB	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA0020465
44	6	SIIB	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA0019035
45	7	ACCOUNTS	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA0020174
46	8	ADJ	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA002015W
47	9	ADJ	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		INA0190G3S
			HP 401G1	ONE (1)	
48	1	JC ROOM	PENTIUM G/4GB/500GB/DVD/KBD/MOUSE (WIN8)		SGH541RNR8
			LENOVO M - SERIES	NINE (9)	
49	1	BRC	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		L93PB76
50	2	IMPORT ASS	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		L93PB86
51	3	BOND & DISPOSAL	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		L93PC16
52	4	EDI	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		L93PB97
53	5	STATS	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		LP93PB85
54	6	VIGILANCE	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		L93PB75
55	7	CHEMICAL EXAMINER	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		L93PB78
56	8	CBLR	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		L93PC28
57	9	ACCOUNTS	CORE i7/4GB/500GB/DVD/KBD/ MOUSE (WIN7)		LP93PB90
			WIPRO	NINE (9)	
58	1	NIC	CORE 2 DUO/2GB/260*2GB/KBD/MOUSE(SERVER OS)		09HBQV42600017
59	2	NIC	CORE 2 DUO/1GB/160GB/KBD/MOUSE		08KAQG00100053
60	3	EPCG	DUAL CORE/512MB/160GB/KBD/MOUSE(WIN 7)		07CAAP05500147
61	4	AC (PERIYASAMY)	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		05ASDA05312341
62	5	COMM PA	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		09BNSV48456245
63	6	ADJ	CORE2DUO/1GB/160GB/KBD/MOUSE (WIN7)		05ASGD01234234
64	7	CUS.POLICY	PENTIUM d/512MB/160GB/DVD(WIN XP)		05NDFG01556425
65	8	Arrears	Core 2 Duo/2.67 GH/1GB/160GB/KBD/MOUSE(WIN XP)		D8 LATE 86600101
66	9	DRAWBACK	PENTIUM D/512MB/80GB/KBD/MOUSE (WIN XP)		07CAAP05500145
			HCL	ONE (1)	
67	1	EXPORT	CORE i3/4GB/500GB (WIN8)		C133AA763365
			HP PAVILLION 6378 IN	ONE (1)	
68	1	COMMISSIONER	INTEL CORE I5/3.26GHZ/3GB/750GB/MMKBD/MOUSEBLTH/1GBNIVEDA GRAPHICS/18.5"LEDCLRMONITOR		INA03000G1
			HP PRO 3090 MT	ONE (1)	
69	1	ADJUDICATION	INTELCOREDUAL2DUO/2.53GHZ/3GB/300GB/KBD/MOUSE/18.5"LCDCLRMONITOR		INA0190G3S

LAPTOPS

TOTAL SL. NO.	SL. NO.	SECTION NAME	CONFIGURATION	NOS.	SERIAL NO.
			HP LAPTOP	ONE (1)	
1	1	VIGILANCE	HP INTEL C2D 1.5GNZ/2GB/160GB/DVDR-W/ WLAN/LAN/WEBCM/BT		CNF73544N1
			ACER LAPTOP (CORE I5)	FIVE (5)	
2	1	COMMISSIONER	ACER INTEL CORE I5/3.20GHZ/2GB/250GB/DVDWRITER/ WLAN/LAN/WEBCM/BT		AWTPW0C047A4029103E
3	2	REVIEW SECTION- Prpsecution	ACER INTEL CORE I5/3.20GHZ/2GB/250GB/DVDWRITER/ WLAN/LAN/WEBCM/BT		AWTPW0C047A4029273E
4	3	SIIB SECTION	ACER INTEL CORE I5/3.20GHZ/2GB/250GB/DVDWRITER/ WLAN/LAN/WEBCM/BT		AWTPW0C047A4029133E
5	4	G SAHAYRAJ NIC OFFICER	ACER INTEL CORE I5/3.20GHZ/2GB/250GB/DVDWRITER/ WLAN/LAN/WEBCM/BT		AWTPW0C047A4029263E
6	5	EDI TRAINING PURPOSE	ACER INTEL CORE I5/3.20GHZ/2GB/250GB/DVDWRITER/ WLAN/LAN/WEBCM/BT		AWTPW0C047A4029153E

SCANNER

TOTAL SL. NO.	SL. NO.	SECTION NAME	SCANNER MODEL NAME	NOS.	SERIAL NO.
			HPSCANJET 2400		
1	1	EDI	HPSCANJET 2400	ONE (1)	CN3BSS106D
KIOSK - TOUCH SCREEN					
TOTAL SL. NO.	SL. NO.	SECTION NAME	SCANNER MODEL NAME	NOS.	SERIAL NO.
1	1	EDI	HCL 17"CRT TOUCHSCREEN	TWO (2)	N/A
2	2	EDI	HCL 17"LCD TOUCH SCCREEN		N/A

SERVERS

SERVERS					
TOTAL SL. NO.	SL. NO.	SECTION NAME	CONFIGURATION	NOS.	SERIAL NO.
			INTERNET PROXYSERVER		
1	1	EDI	HCLINFINITIPRO/INTELPENTIUM4CPU/2.40GHZ/40GB/512MB/KBD/MOUSE/15"CRTCLRMONITOR (HCL INFINITI PRO (P4)PC MODEL NOT IN SERVER THIS IS PC FOR REDHAT LINUX OS)	ONE (1)	2033A1009855
			ANTIVIRUS SERVER		
2	1	EDI	INTELCORE2DUO/2.53GHZ/1GB/160GB/KBD/MOUSE/17"LCDCLRMONITOR (WIPRO SUPER GENIUS (CORE2DUO) PC MODEL NOT IN SERVER THIS IS PC FOR REDHAT LINUX OS)	ONE (1)	08IAVP00100028