



वित्तमंत्रालय/ Ministry of Finance

राजस्वविभाग/ Department of Revenue

सीमाशुल्कआयुक्तकार्यालय/ Office of the Commissioner of Customs

कस्टमहाउसनयीहारबरएस्टेट/ Custom House, New Harbour Estate

तूत्तुकुडी- 628 004 / Thoothukudi – 628004.

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

Dated: 07 .04.2017

TENDER NOTICE

Subject: Invitation of quotation for AMC (Annul Maintenance Contract) in respect of desktop computers, servers, scanner, laptop and printers at the Office of the Commissionerate of Customs, Custom House Tuticorin.

1. Quotations in sealed cover are hereby invited from Parties/Firms for Comprehensive Annual Maintenance Contract for a period of one year from the date of awarding of AMC in respect of Desktop Computers with their accessories, Laptops, Printers, Servers, Scanners, MODEMS and switches of this Commissionerate, as detailed in Annexure-I, on the terms and conditions mentioned herewith.
2. Interested firms may submit their documents with tender amount in a sealed cover, superscripted with "AMC for Computers & Printers" and send to the undersigned on or before 14:00 Hrs. on 02.05.2017. Also a copy of the Tender Notice endorsed on each page by the renderer should be submitted. The quotations will be Opened at 17.00 Hrs. on 02.05.2017 by the Tender Committee in the presence of the parties or their authorized 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 -I'
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 the date of awarding the AMC and is liable to be terminated at any time without assigning any reason. The details of computers and peripherals are listed in Annexure-I 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 Office -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 labor for the hardware unless otherwise specified as labor 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 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 notice or 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 20% 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.



(R. PANNEERSELVAN)
ASSISTANT COMMISSIONER (EDI)