



OFFICE OF THE COMMISSIONER OF CUSTOMS
Custom House, New Harbour Estate, Tuticorin – 628 004
Tel: (0461) 2352655,2352633 / Fax: 2352019

C.No. VIII/48/07/2012 – EDI /Admin

Date: 12/02/2018

QUOTATION CALL NOTICE-I

Sealed Quotations from suitable reputed vendors, capable of providing quality and timely service are invited for “ANNUAL MAINTENANCE CONTRACT (AMC)” of 05 Nos. of Printronix Printers as detailed in Annexure-I to this Call Notice for one year for the period from date of awarding of the Contract in the Office of the Commissioner of Customs, Custom House, Tuticorin.

The envelope containing the quotations shall be superscripted as “QUOTATION FOR AMC OF 05 NOS OF PRINTRONIX PRINTERS” in the Office of the Commissioner of Customs, Custom House, Tuticorin and same shall be addressed to the Commissioner of Customs, Custom House, New Harbor Estate, Tuticorin – 628 004. The ‘Terms and Conditions’ of the AMC are enclosed vide Annexure-II to the Quotation Call Notice. The sealed quotations in duplicate should reach this office **on or before 22th Feb,2018 by 17:00 Hrs.** The authority inviting the quotations reserves the right to accept or reject any or all the quotations without assigning any reason what so ever may be.

Any other details can be had from this office during working hours.

(R. PANNEERSELVAN)
Assistant Commissioner (EDI)

ANNEXURE-I

| Sl No. | Description | Sl. No. | Location | Working status |
|---------------|-----------------------|----------------|---------------------|-----------------------|
| 1. | Printronix P7-500 LMP | 8J70505201 | CMC Custom House | Working |
| 2. | Printronix P7-500 LMP | 10G70508893 | CMC Custom House | Working |
| 3. | Printronix P7-500 LMP | 7C70501316 | CMC Custom House | Working |
| 4. | Printronix P7-500 LMP | 10L70509412 | MCD Custom House | Working |
| 5. | Printronix P7-500 LMP | 12D7005C0989 | Old Port Zone B | Working |

ANNEXURE-II

Terms & Conditions:

1. The period of contract is for one year from the date of awarding of AMC, and is liable to be terminated at any time by giving notice of one month by either party. You shall take all the units in good working condition while entering into the contract.
2. You are requested to produce the bill in triplicate along with advance stamped receipt to the Commissioner of Customs, Custom House, Tuticorin.
3. No TA/DA any other allowance will be paid other than maintenance charge agreed upon.
4. 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.
5. Necessary standby should be provided in case the repair cannot be attend within the prescribe time.
6. 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.

AMC Type:-

7. 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.
8. Contractor's Response: within 4 hours from the time of call logging.
9. Call Resolution: Within second business day.
10. Standby will be provided if call is not completed within 48 hours.
11. Spare stocking: Appropriate stocking of spares to ensure uptime of 95%.
12. Reports: Periodic reporting and review reports generated through contractor's call monitoring will be provided as and when required.
13. Replacement of spares: Any replacement of components shall be of the same or equivalent/compatible components.
14. Spares will be replaced at free of cost as said in your terms and conditions.
15. **Bill should be produced by you only after completing 1st half- six months AMC period, the payment will be done after producing bills. The same procedure will also be followed for 2nd half six months AMC amount also.**


(R. PANNEERSELVAN)
Assistant Commissioner : (EDI)