



**OFFICE OF THE COMMISSIONER OF CUSTOMS  
'CUSTOM HOUSE', NAVRANGPURA, AHMEDABAD - 380 009**

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F. No. I/22-24/ 08-ADM

Dated:- 15.04.2013

**Tender Notice**

Sealed quotations are invited from parties/firms for Comprehensive Maintenance Contract in respect of Computers and Peripherals (as per the Annexure- 'C' enclosed) in the offices situated at various sections under jurisdiction of Office of the Commissioner of Customs, Ahmedabad for a period of one year. The technical and financial terms and conditions of the AMC shall be as follows:-

**(A) TECHNICAL**

- (i) A company must be a Registered Company, as per Companies Act, and copy of the same should be submitted. (Requisite documents to support this claim will have to be produced for verification). The company must have registration at least 5 years before.
- (ii) The firm must have expertise and experience in LAN troubleshooting and must have executed AMC of at least Five Central Government organizations (Ministries, Government department, PSUs etc) in the year during 2008-09, 2009-10, 2010-11, 2011-12, 2012-13.
- (iii) A satisfactory performance certificate regarding AMC from at least Five Govt. Department/PSUs shall have to be furnished.
- (iv) The firm must be willing to provide onsite support for PCs, Laptops, Printers, scanner and UPS of different make and models.
- (v) The firm should be registered with Service Tax Department and Sales Tax Department and should submit a copy of Service Tax Registration Number and Sales Tax Number.
- (vi) The firm must submit valid Income Tax Returns for two year (F.Y. 2010-11 & F.Y. 2011-12) and copy of the PAN number.
- (vii) The firm should submit the complete list of the Hardware & Network engineers on the rolls of the firm with qualifications & experience as well as list of engineers whom they will be able to provide to this office in case they are selected in the tender.
- (viii) The address of the workshop with telephone No. and Fax Nos. in Ahmedabad should be furnished.
- (ix) A general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at Annexure-A to this document. This needs to be signed by an authorized person of the applying firm.

**Only the firms meeting the above technical terms & conditions should submit their quotations in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.**

(1)

**(B) FINANCIAL**

- (i) The rates may be quoted on comprehensive/non comprehensive basis for the computers, laptops, printers and UPSs etc. in the proforma placed at Annexure-A, in sealed cover.
- (ii) **The amount of AMC should include Service Tax and other taxes to be borne by the vendor.**

**Only the firms meeting the above financial terms & conditions should submit their quotations in sealed cover. The firm which fails to fulfill any of the above conditions will be disqualified.**

**(C) GENERAL TERMS AND CONDITIONS**

**1. Scope of work**

- 1.1 The scope of work covers comprehensive annual maintenance of Hardware (such as Computers , Printers, Servers, Scanners, UPS, Networking Components etc. of Different make & model) and various Software installed in the various offices under jurisdiction of Customs, Ahmedabad Commissionerate.
- 1.2 To provide regular on-site Preventive maintenance immediately as and when required by this office.

**2. Deployment of Engineers**

- 2.1 The vendor will provide One Resident Engineer on all the days from 9.00 AM to 6.00 PM on all working days (Monday to Fridays) and if necessary the engineer will have to remain present on any Saturday every month.
- 2.2 The engineers should be qualified Diploma Engineer with an experience of not less than four years in Computer Hardware as well as Software maintenance. The Firm is required to provide evidence in dealing/maintenance in respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.
- 2.3 The Resident Service Engineer provided by the Firm shall not be changed frequently. However, if found incompetent by this office, the Resident service engineer shall be changed by the Firm immediately.
- 2.4 The engineers should be equipped with mobile phones to ensure their availability.
- 2.5 The services of the engineer of the contractor may be required on non- working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

(2)

2.6 The Contractor shall ensure that full particulars of engineers should be furnished to Administration Section(HQ) before their deployment for the purpose of entry passes.

### **3. Service Assurance**

3.1 The Firm would put asset number on each of the system being maintained by them.

These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed / located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Supdt.(Systems) would assist the firm in this task and insure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printer, key board, mouse etc, from outside with liquid cleaner should be done once in a month. A preventive Maintenance Report (quarterly) and monthly cleaning reports of all the items installed at different locations would be submitted along with the quarterly bill of CAMC in the name of "Commissioner, Customs, Ahmedabad", failing which an appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of satisfactory report of the user.

3.2 The schedule of preventive maintenance shall be as follows:-

- (a) Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
- (b) Checking of power supply source for proper grounding and safety of equipment.
- (c) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- (d) Scanning of all types of virus and elimination and vaccination of the same.
- (e) Shifting of equipment within the building as and when required.

3.3 The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, HCL, IBM etc.) they will be required to arrange themselves from their sources.

3.4 The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.

3.5 Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.

(3)

- 3.6 In case of failure of servers due to any reason, the server shall be made up and running immediately so that the downtime shall not exceed three hours.
- 3.7 The firm shall be responsible for taking back up data and programme available in PC before attending the fault and shall also be responsible for reloading the same. The back up copies are to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.
- 3.8 If, Being a comprehensive contract, all liabilities arising out of any fault /replacement of any part, will be borne by the vendor, if not mentioned separately otherwise. Any damage or loss caused to the Computer/s, Laptop/s, Printer/s, Server/s, Scanner/s etc. or their parts due to negligence, mis-handling by user or resident engineer shall be made good by the company either by payment in cash at the prevailing market price of that items or by a new one (from OEM) of the same make and specifications.
- 3.9 The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period. It will be open to the Office of the Commissioner of Customs, Ahmedabad to extend the term of the agreement on the same terms and conditions for a further one year, if necessary.
- 3.10 AMC exclude clause:- AMC will not include computer stationery like paper /ribbons / laser printer toners / inkjet cartridges/Cables/Teflon/Net working switches.
- 3.11 The vendor shall check all the computers / Printers/UPS within 3 days of signing the contract and submit report to the Superintendent (Systems). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.
- 3.12 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components, will be withdrawn from the maintenance contract. The decision of competent authority regarding non- availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- 3.13 At the end of the AMC – contract period, both the user and AMC holder shall certify separately that the computer systems/electronic device are in satisfactory working condition and that no fault or complaints are pending.
- 3.14 It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- 3.15 The above act of backing out would automatically debar the firm from any further dealing with this Department.

(4)

- 3.16 This Commissionerate shall have the right to inspect company's site to assess infrastructure before awarding the CAMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- 3.17 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 currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- 3.18 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- 3.19 At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

#### **4. Penalty**

- 4.1 If the company does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registerd.
- 4.2 If the company fails to repair/replace the system for one week, the system may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- 4.3 If the company fails to clean the equipments under AMC on monthly basis, a penalty of Rs. 1,000/= each month shall be levied.
- 4.4 The Service Engineers will have to make attendance in the attendance sheet placed at system section of this office. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @ Rs. 500 /- for each day of absence, from the contracted amount.
- 4.5 Penalty shall be deducted from the running payments.

#### **5. Payment**

- 5.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- 5.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.
6. The interested firms should submit their tenders in two-bid system i.e. Technical bid and financial bid separately. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed with "**Technical bid for CAMC of computers, printers, and peripherals**" and "**Financial bid for CAMC of computers, printers, and peripherals** " respectively and both these sealed covers are to be put in a Bigger cover which should also be sealed and duly superscribed with "**Bids for CAMC of .**

(5)

**Computer, Printers and peripherals”** for the Office of the Commissioner of Customs, Ahmedabad and sent to the undersigned at the earliest, but not later than **15.00 Hrs on 15.05.2013**. Technical Bid will be opened first and ‘Financial Bid’ will be opened only of those firms, who fulfill the Technical terms & conditions.

7. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than number as per the Annexure, than proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.
8. The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.
9. The tender notice is also available at the official website [www.cbec.gov.in](http://www.cbec.gov.in) & [www.ahmedabadcustoms.gov.in](http://www.ahmedabadcustoms.gov.in) .

**Additional Commissioner (P&V)**  
**Customs, Ahmedabad**

(6)

ANNEXURE-A

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND  
CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To

The Additional Commissioner(P&V),  
O/o the Commissioner of Customs, Ahmedabad  
Custom House, Navrangpura,  
Near All India Radio,  
Ahmedabad-380 009.

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice No. **F.No.I/22-03/2013-ADM dated 15.04.2013** regarding on site Comprehensive Annual Maintenance Contract (CAMC) of Computers and Peripherals in the offices under jurisdiction of the Commissioner of Customs, Ahmedabad situated at various locations as mentioned in Annexure-A of the Tender Notice No. F.No.I/22-03/2013-Adm

I declare that all the **Terms and Conditions** of this Tender Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for AMC. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Very Truly,

Signature of authorized signatory with date

Name:  
Designation:  
Name of firm:  
Address:

(7)

**Annexure-B**

**(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope superscribed with Technical Bid for AMC of Computer & peripherals)**

1.	Name of the Organisation/Firm	
2.	Name(s) of the Proprietors/Partners/director	
3.	Registered Address, Telephone & Fax No.	
4.	Other Address of any branches with their telephone No. and Faxes	
5.	Whether firm is registered under Company Act	
6.	Whether firm is registered under Sales Tax Act	
7.	Whether firm is registered under Services Tax Act	
8.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
9.	Provident Fund Number allotted by Regional Provident Office, if applicable. Copy of the same to be attached.	
10.	Total Engineer working under this firm.	
11.	Total staff except above Engineer working under this firm.	
12.	Name(s) of the Public Sector/Govt Organisation to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector)	
13.	Name of the website, email ID etc, if available	

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:



**Annexure-C**

**(To be filled & signed by the authorized signatory of the firm & this is to be put in separate sealed cover superscribed with Financial Bid for CAMC of Computer & peripherals)**

**Financial Bid** Standard Peripherals like KBD/Optical Mouse/CD ROM are included in each and every computer.

1. Certain only 15"/17" CRT/LCD (where CPU upgraded) are included.
2. Laser- TEFLON Part of AMC only.
3. Where ever HP/HCL under warranty, minor SO related problems should be attended in case of emergency. However department will log the call with HP/HCL.
4. Financial Bid should be separate and taxes/other charges should be mentioned clearly.
5. For rejected Technical Bids, respective financial Bid will not be opened.

Approx Total Nos. of Computer and printer which are under warranty not included:-

<b>Total No of Computers (Approx)</b>	<b>Total NO of Printers (Approx)</b>
<b>Computers – 115 Laptops- 03 Scanner - 01</b>	<b>97</b>

Addresses where computers are installed:

1. Custom House, Nr. Income Tax Circle, Ahmedabad- 380009
2. SVPI, Airport, Ahmedabad.
3. Mrudul Tower 6<sup>th</sup> & 7<sup>th</sup> floor , B/H Ashram Road ,Nr H.K.House ,Ahmedabd-9

**Please note that:-**

- If any of the office under this Commissionerate shifts into another building/location at Ahmedabad from above mentioned building, the party should be agree to continue the service in the new location with no extra cost and term and conditions.

Total AMC Cost for <b>Comprehensive</b> ( inclusive of all taxes, charges) for 1 year from date of order	In digits	Rs.
	S.Tax12.3%	Rs.
	Total Amt	<b>Rs.</b>
In words- (Rupees		

Signature of authorized signatory with date:

Name:

Designation:

Company: Address:

