

**OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT)
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,
TAL. URAN, DIST - RAIGAD,
NAVI MUMBAI (MAHARASHTRA) -400 707.**

F.No.: EDI-233/04-05 Pt-11

Date : 2^o .09.2016

Tender Notice No. 2-9 /2016

Sealed quotation is hereby called from interested parties for the Annual maintenance contract (AMC) for the period from **01.10.2016 to 30.09.2017** of the following computers and printers installed in JNCH.

Sr.No.	Description	Quantity
1.	Desktop Personal Computers of various makes Including the Computers purchased during last year at when warranty period gets over	486 (Approx.)
2.	Printers of various makes Including the Computers purchased during last year at when warranty period gets over	433 (Approx.)

Terms and conditions are as follows:

- This invitation relates to providing maintenance services (including periodical preventive maintenance) of hardware equipments, operating systems at this Custom House as enclosed in Annexure A and for one or more resident site engineer (hereinafter called engineer) at this Custom House.
- Engineer is required to report to the Additional Commissioner of Customs, EDI at this Custom House.
- The bidder is required to quote for two engineers. The engineers will be experienced hand with minimum two years experience in maintenance of hardware and software of personal computers and printers. They should be graduate engineers. The Bio-data of the engineer with relevant certification shall be made available by the vendor to the Additional Commissioner of Customs, EDI, who may verify the experience of the engineer and then approve their deployment.
- The bidder shall quote for the engineers on the basis of availability for 6 days a week and 8 working hours a day.
- Based on the work requirements at this Custom House, the Addl. Commissioner may require the vendor to deploy services of additional engineer(s) by giving a written intimation. The vendor shall be required to provide services of such additional engineer(s) maximum within 30 days from the date of such intimation given by the Addl. Commissioner. The charges for the additional engineer(s) shall be the same as quoted for the original engineer by the bidder.
- For any reason, if it is required by the Addl. Commissioner to reduce the number of engineers, a similar intimation shall be given to the vendor who shall remove the services of such engineer(s) within 30 days from the date of such intimation given by the Addl. Commissioner or the date notified by the Commissioner, which is later. The charges in respect of such engineer(s) shall not be payable after that.
- The engineers shall be required to work as per the timing decided by the Addl. Commissioner of Customs, EDI for a total of eight hours a day (these will be called working hours for the engineer). If there is more

respect of printers, it is clarified that other than toners and ribbon cartridges, all other components including plastic parts shall be covered under the free replacement basis.

- The vendor shall be required to provide quality service and shall be liable for payment of penalty for any downtime. Penalty shall be levied for

- Equipment downtime - i.e., when any of the equipment covered under the contract resulting from the present tender (including any equipment added later on) is down

Sr. No.	Equipment Type	Lead Time	Penalty
1.	Personal Computer & Printer	6 hours	Seven days maintenance service charges for equipment that is down for every additional hour or part after the initial six hours lead time

It is clarified that lead time refers to that initial period, immediately following the reporting of the failure of the equipment to the engineer on his log register.


- Absence of engineer - There shall be a penalty for absence of the engineer from this Custom House, which shall equal to the charges of three days services of an engineer at this Custom House for each day (or part thereof).

- If any damage is caused to the equipment by the acts of the engineer during the bonafide discharge of his duties or otherwise, it shall be made good by the vendor. Vendor shall ensure that all the equipment under his maintenance is in working condition at the time of expiry of the contract. A joint sign off by System Manager, new vendor and the existing vendor shall be required to certify the working nature of the equipment in this case.

- The purchaser reserves the right to vary any of the requirements under the tender before finalization of the contract.

- Sealed tenders should reach the undersigned on or before 21 Days (Period) 17:00 hours from the date of issue i.e 04/10/2016 of Tender. Tenders received after the prescribed time limit will not be entertained. The Commissioner of Customs reserves the right to reject / cancel any or all tenders received without assigning any reasons thereof.

- For detailed tender notice and any clarification, site inspection, etc., parties may contact the Superintendent of Customs (P) on Telephone No. 27241260 or meet him in person at EDI Section, EDI Room at EDI Service Centre of this Custom House on any working day between 11.00 am to 17:00 ^{hrs}. Details can also be obtained from the Website <http://www.jawaharcustoms.gov.in/>.


 (S.D. JAMBOTKAR)
DEPUTY COMMISSIONER OF CUSTOMS
EDI, JNCH

- Copy to :
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| 1) CHS, JNCH | - | For display on JNCH Notice Board. |
| 2) EDI(SW), JNCH | - | For display on JNCH website. |
| 3) CHS, NCH | - | For display on NCH Notice Board. |

than one engineer, the timings may be so adjusted to ensure availability of at least two engineers at any time during the hours of working of this Custom House. Beyond these specified working hours, as well as on all non-working days they shall be required to be available on call, for which purpose engineers shall be provided with mobile telephones by the vendor at no extra cost to the purchaser. Addl. Commissioner of Customs, EDI may require the engineer to mark his/her attendance in the manner specified by him. He may issue any other instructions to the engineer in the interest of proper maintenance and upkeep of the system.

- It is possible that there is certain equipment which is similar to the equipment covered under the present tender, but is not included in the inventory list enclosed to the present tender for reasons such as newly procured or was under warranty/maintenance at the time the requirements under the tender were being consolidated. If in such cases, the Systems Manager chooses to cover it at a later date under the contract resulting from the present tender, the vendor shall be required to provide maintenance service for the same. The rate of maintenance service charges for such equipment shall be equal to the rate of similar equipment at that location. If similar equipment was not maintained earlier at that location, then the lowest of the rates of maintenance service charges for similar equipment at any other Customs locations of all vendors under the contract shall be taken as basis. It is further clarified that for any such addition of equipment the System Manager shall give 30 days' notice to the vendor. However, the vendor may choose with the express concurrence of the System Manager to provide maintenance earlier than 30 days.

- If the Addl. Commissioner of Customs, EDI decides in his fair judgement that certain equipment is not required to be maintained under the contract for reasons such as the equipment would no longer be in use in future, then the written intimation to the vendor shall be given and after 30 days from the date of such intimation, the equipment shall not be maintained and the amount of maintenance service charges attributable to such equipment shall not be payable with effect from the end of such 30 days.

- Maintenance offer in response to this tender shall be on a comprehensive basis covering repair/replacement of all equipments listed in the inventory list attached to this invitation. This shall include support for hardware and operating system (including provision for update and patches).

- The vendor shall maintain an inventory of spare parts with them for the purpose of corrective and preventive maintenance. A list of such spares shall be made available to the Systems Manager. Preventive maintenance shall be carried out at least once a quarter. The engineer shall also maintain a log of preventive maintenance done and also call register in the format prescribed in this behalf.

- The vendor shall replace free of cost all such spare parts that may be required during preventive or corrective maintenance. This will cover replacement of complete unit including motherboards, SMPs, Hard Disks and other storage devices, monitors, keyboards, etc. No payment shall be made separately for replacement of components/units. In