



GOVERNMENT OF INDIA
MINISTRY OF FINANCE/ DEPARTMENT OF REVENUE
CENTRAL BOARD OF EXCISE & CUSTOMS, INDIAN CUSTOMS - MUMBAI ZONE – II
OFFICE OF THE COMMISSIONER OF CUSTOMS NS-I
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,
TAL. URAN, DIST – RAIGAD,
NAVI MUMBAI (MAHARASHTRA) -400 707.

F. No. EDI-233/04-05 JNCH Part-II

Date: 17.02.2017

TENDER NOTICE NO

1. The Commissioner of Customs, NS-I, Mumbai Zone-II, invites sealed quotations in two bids - Technical and Financial Bid from reputed and experienced Company / firms/ enterprises for a Comprehensive Annual Maintenance Contract (AMC) work for a period of one year from 01.04.2017 to 31.03.2018 for the Maintenance of Desktop Computers, Printers, Server, hardware items installed at various Sections / Departments of Mumbai Customs Zone-II in JNCH.

2. **THE SCOPE OF WORK:**

There are around 460 Desktop Computers, 350 Printers for maintenance are of assorted brands /models viz:

Desktop Computers: HP, HCL, Acer, Lenovo etc of different configurations viz (i).Pentium 4- 2.4 /2.8 GHz/ 756 MB, 80 GB HDD/ 120 GB HDD, (ii) P4 3 GHz/512/80 GR9/8 TFT;(iii) P4 2.8 GHz/1024/40 or 80 CRT/TFT (iv) HP /hp 300 series, (v) Duo Core – 3000 series- 2.2 /2/4/1.8 GHz, (vi) Core 2 Duo /1024/160 /320 TFT/CRT (vi) Core 2 Duo /30 - 2.2/ 2.6/ 2.4/ 2.9 GHz (vii) Intel i3 System 2.9/3.0 GHz and Intel i5 System ,2GB & 4GB RAM(DDR I, II & III) ,500 GB, 1TB HDD (pre loaded system) etc.

Desktop Printers: HP laserjet 1505, 1020, 1007, 1108. HP ALL IN ONE Laserjet PRO M1136, HP Laserjet Colour PRO 200 MFP 276, MFP 226DW, MFP M128FW, MFP M128NW, Samsung ML1640, ML1610, ML1676, ML2161, Canon All in one printers, LBP2900, MF4570DN, RICOH 3500, etc.

In addition to above there are around 20 Desktop Computers and 30 Printers lying in EDI Sections which are to be repaired and maintained.

3. **ELIGIBILITY CRITERIA FOR TECHNICAL BIDS:-**

- i) The bidder should have annual turnover more than Rs. Fifty (50) lakhs in last financial year, in this regards CA certified certificate & Balance sheet should be provided.
- ii) The bidder should have the Shop & Establishment certificate for their authorized shop and service centre.
- iii) The bidder firm should furnish and provide latest Income Tax Assessment Certificate.
- iv) The bidder should not have been disqualified or served memorandum by any Central Govt./State Govt./Semi Govt. Organizations/Private Organisation for similar work, self declaration be furnished in this regard.
- v) The bidder intending to submit the tender shall be a reputed organization in the field of Hardware & Software maintenance and having experience in this field for more than two years, Experience in Central Government Department will be preferred along with the experience in UNIX/ Linux based system having AMC.

- vi) The bidder should have currently looking more than three AMC in any Central Govt./State Govt/Semi Govt. Organizations in Mumbai for maintenance of Desktop Computers, Printers, Servers and other hardware for their consideration of the same AMC.
- vii) The bidder should be having work orders for similar kind of work of around Five hundred Desktop computers and 350 printers, AMC for Printers and other hardware in any Central Govt./State Govt/Semi Govt. Organizations in Mumbai will be consider.
- viii) The bidder should have quality management certificate ISO 9001:2008 in support of providing their qualitative services.
- ix) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- x) The service provider should also be registered with Service Tax Department.

4. **TERMS AND CONDITIONS:**

1. The AMC is for one year period from 01.04.2017 to 31.03.2018
2. The bidder will ensure to physically engage and station at office premises, Two Qualified Hardware-Software Service Engineer/Technician or skilled expertise for maintenance and repair of Computers, Printers-service & repair and and having expertise in software, hardware, projector and mic operations alongwith sound system operation so as to ensure uninterrupted sessions in conference hall. In this regard, *One Sr. Engineer should have Qualified in Engineering degree Like B-tech/BE/BSc IT & Other Certification like MCSE/Cisco/IBM Software & more than 03 years' experience in the fields of Management of Systems & Network administration (Windows & Linux for Server), Mailings Outlook, IBM lotus Notes Account/salary Payroll Systems Development in FOX Pro or JAVA Base Language, VM Ware Server for different Port Connection and Other five Engineers should be Qualified and having Diploma in Computer Engineering (Hardware & software) & Experience of more than 03 years. & knowledgeable enough to troubleshoot any hardware, software related problems in office timings 9:30 to 6:30 on every working day regularly & holidays as and when required to receive instructions about repair/maintenance tasks in hand.*
 - (i) Good knowledge in Microsoft Office, Windows Operating Systems & Apple Mac.
 - (ii) Management of Local Area Network and Internet mailing system.
 - (iii) Software support for Windows 95/ 98/ 2000/ XP/ Vista/ Windows 7/8 /8.1/10 various Antivirus software operating system.
3. The vendor is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Laptops installed herein. The Vendor shall update and remove the viruses from CPU/LAN Network system of the desktop computer & Server.
4. The bidder shall carry out preventive maintenance service every 2 months of the Desktop Computers / peripherals which would include (i) Scanning of the Hard Disk Drive for bad sectors and it is outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning the keyboard/ mouse

for proper operation. (iii) Cleaning of printer, checking its driver, functioning and to ensure proper printing on paper.

5. The AMC being Comprehensive shall include services and repairs or replacement of defective parts. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.
6. Being a comprehensive contract, all liabilities arising out of any fault/ replacement of any parts of already functioning system will be borne by the bidder firm, if not mentioned separately otherwise.
7. Maintenance includes all Hardware parts of Desktop Computer, Printers & Conference room device like wireless key board mouse, all related equipment. And all software (Original) related to user operation like as video Conferencing software, MS Windows, MS office, Photo shop, Page maker, Corel draw, Turbo C++, Visual fox Pro. Blue J, also Antivirus security software support will be provided by the vendor. Where the parts/components have failed/been damaged or gone out of order due to any reason, replacement of those parts/ components including hard disk, wires, cables, chords, cards, Mother Board, circuit board, all hardware parts etc. shall be provided free of cost by the company within 24hrs of attending to the call, and setting right all computer systems in smooth working condition.
8. Spare parts supplied by the bidder in lieu of irreparable components should be brand new/ original and of reputed or same manufacturer for giving satisfactory performance. Used/ repaired spare parts will not be accepted.
9. The bidder will replace necessary parts, with equivalent/ branded parts, free of cost, if found defective. In case of replacement, the defective spares covered under this contract shall remain the property of Indian Customs.
10. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and sub-systems. If any part gives repeated problem i.e. two repairs in a maximum period of one month time then it must be replaced immediately by the bidder with an original parts.
11. The bidder shall provide all assistance in up gradation of hardware on actual cost basis during the period of A.M.C. as per the requirement of this office.
12. Software support with reference to installation of windows/NT/95/98/ME/ 2000/XP/ VISTA/ WINDOWS 7/ Window 8/8.1/10, word processing software, spread wheel software, database software, EXCUS software, DTP software, presentation software, MS Office, 97/2000/XP, antivirus etc. support be provided in case of any problem is reported by the user.
13. The maintenance service by the company shall include monthly preventive service and breakdown maintenance of all computer hardware items in the New Custom House, Mumbai and at 4 Customs EDI Docks Examination sites/section offices in the Docks area.
14. Response time of a call should not be more than 24 hours from the time of reporting of major fault by the User. In case of failure on the part of bidder to put the system (Computer/Printer/Router/etc.) in working condition, a penalty of Rs. 500/- per day shall be imposed which will be deducted from the quarterly payment of the A.M.C. to the bidder. However, the penalty clause will not be applicable if a stand-by system/ computer peripheral is provided by the contractor firm.
15. The Resident Engineers deployed by the bidder shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed above will be levied and deducted from the bill submitted during the quarter period.
16. If any desktop computers/hardware is disposed off during the period of Maintenance contract for one of more reason, the proportionate charges alone will be paid. If charges have been paid before the disposal for the system, then

the proportionate amount is to be adjusted against the charges payable on remaining machines.

17. Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.
18. The bidder shall not sub-contract / outsource the hardware maintenance jobs to any other agency and the deputed manpower/Engineer must be on their pay roll. In case of firms who do not have their registered office in Mumbai, they should have at least an operational office at Mumbai/Navi Mumbai. The contact address and the strength of the office should also be indicated.
19. If required, services may be executed on Saturday/Sunday and Holidays, and after office hours also to complete the task with prior intimation to the department.
20. The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of next working day from the time of booking of the complaint.
21. In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
22. If systems/ sub-systems are required to be taken out of office from repairing then an standby system/ subsystem of similar configuration and quality acceptable to this office be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such hardware under repair, should be repaired to the satisfaction of the user / computer Cell and returned within a period of maximum fifteen days.
23. The bidder should provide of his own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the department.
24. The payment for last quarter would, however, be made only on successfully handing over the Desktop Computers, in a condition and status not less than that in which they were taken over, to the next year's contractor. However if the defects, shortcomings noticed during next year's Handing over/Taking over are not set right by the successful bidder of this tender notice then the same will be done by the Department through other means and cost towards that would be deducted from the last quarter bill to be paid to them.
25. The Payment will be made in the first fortnight of each quarter as per the terms and conditions of tender notice after satisfactory completion of each quarter. The payment is subject to TDS applicable the Income Tax Act, 1961.
26. The Resident Engineer of the bidder shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-

charge of the respective section or the User of the respective computer systems, which should be enclosed with the quarterly bill submitted by the bidder for payment.

27. Prices quoted shall be inclusive of all taxes and levies by any Government, local authorities etc. as applicable to a Central Government department. No payment over and above the prices quoted shall be done by the department in respect of any such levies brought to the notice at a later date.
28. The bidder shall not sub-contract/ outsource the job to any other agency.
29. In case the service is not found satisfactory, this office will terminate the contract on its own and inform the contractor firm accordingly.
30. With regard to AMC of printers it is highly emphasized that being comprehensive in nature printer-heads will be either repaired or replaced by the vendor itself on his own cost.

The sites can be freely visited from 1100 Hrs to 1600Hrs on all working days and for further details, contact Superintendents of Customs, EDI Section, 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 5.00 pm. Details can also be obtained from the Website <http://www.jawaharcustoms.gov.in/> and also uploaded on CBEC website www.cbec.gov.in and on www.eprocure.gov.in.

5. The prospective Bidders are required to submit the Technical Bids as well as Financial bids and all supportive documents as required by the Tender itself on www.eprocure.gov.in. The Technical Bid shall contain all information relating to aspect including profile of bidder, client list, accreditation letter, work orders, eligibility documents of the Sr. Engg. and bidder, Hardware/Software Engineering Certificates and all relevant certificates in support of eligibility criteria and terms and condition of the said Tender Notice(as above). The Technical and Financial Bids should be submitted in separate form on or before 23.02.2017 before 03:00 PM.

6. Financial Bids envelope shall contain only the total amount p.a inclusive of all taxes for AMC contract for one year period.

7. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate

or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.

8. Successful bidder shall be responsible for the comprehensive operation and maintenance including repairs/replacement and preventive maintenance, of the sites within the scope of works as outlined above of this proposal on the terms and conditions hereinafter mentioned.

9. The work order will be issued to Successful bidder only after verification the original documents. The Successful bidder shall submit monthly reports to the Asstt. Commissioner of Customs (EDI), JNCH certifying the satisfactory working condition of all the desktop computers, Printers and all others from the concerned section heads of the departments/sections in this Custom House and Docks site.

10. The bidders on receipt of intimation of award of contract from the Department, the successful vendor shall submit the bank guarantee to the value of 10% of the total annual contract value issued by a nationalised bank within 10 days of award of AMC. The bank guarantee shall be in favour of "President of India (acting through the Commissioner Of Customs)", JNCH, Nhava Sheva and shall be the responsibility of the Vendor to keep this Bank Guarantee valid until all the obligations on vendor under this contract are discharged to the mutual consent of the Department and Vendor.

11. Any tender received without adhering to the terms and conditions and / or incorporating contrary to any conditions shall be liable to be rejected summarily.

12. The Additional Commissioner of Customs, EDI, reserves the right to accept or reject any of all tender/bids without assigning any reason.

Sd/-

(KUNAL ANUJ)
ASSTT. COMMISSIONER OF CUSTOMS
NS-I, JNCH