



GOVERNMENT OF INDIA, MINISTRY OF FINANCE,  
DEPARTMENT OF REVENUE, CENTRAL BOARD OF EXCISE & CUSTOMS,  
OFFICE OF THE JOINT COMMISSIONER OF CUSTOMS, IGI AIRPORT, TERMINAL-3, NEW DELHI.

C.No.II-24(Admn)/EC/ACS/11/PH

14/3/13  
16/12

Dated: .12.2013

**NOTICE INVITING QUOTATIONS**

Sealed quotations are invited from parties/firms for Comprehensive Maintenance Contract in respect of Computers and Peripherals (as per the Annexure- A enclosed) in the offices of the Joint Commissioner of Customs, IGI Airport Ter-3, New Delhi respect of Computers Hardwares provided for a period of one year. The technical and financial terms and conditions of the AMC shall be as follows:-

**(A) TECHNICAL**

- (i) The firm should be in the business of maintenance of Computers and its peripherals at least for the last 5 years.(Requisite documents to support this claim will have to be produced for verification).
- (ii) The firm should have annual turn over worth Rs. Two Crore or more out of which at least Rs. 25 lakh per annum should be for AMC during the last three year. (CA's certificate certifying amount of annual turn over& AMC during the last three years is to be enclosed)
- (iii) The firm must have expertise and experience in LAN troubleshooting and must have executed AMC of at least three Central Government organizations(Ministries, Government department, PSUs etc).
- (iv) A satisfactory performance certificate regarding AMC from at least two Govt. Department/PSUs shall have to be furnished.
- (v) The firm must be willing to provide onsite support for PCs, Laptops, Printers, scanner and UPS of different make and models.
- (vi) The firm should be registered with Service Tax Department and should submit a copy of Service Tax Registration Number.
- (vii) The firm must be registered with Registrar of Companies if required by law and with the Delhi Sales Tax Department for Works Contract Tax.
- (viii) The firm must submit valid Income Tax Clearance certificate>Returns for three years and copy of the Pan Number.
- (ix) The firm should submit valid ISO 9001:2000 certification for AMC of Computers and its Peripherals.

(x) The firm should submit the complete list of the Hardware and 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.

(xi) The address of the workshop with telephone No. and Fax Nos. in Delhi/New Delhi should be furnished.

(xii) A general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at Annexure-B to this document. This needs to be signed by an authorized person of the applying firm.

(xiii) Technical bid should be accompanied by an earnest money of Rs.10,000/- (Rupees Ten Thousand only) in the form of Bank Draft or Bank Guarantee in the name of the Pay and Accounts Officer, Customs, New Delhi. Cash and cheque will not be accepted. Technical bid received without earnest money shall be summarily rejected without assigning any reason there of and no tenderer shall have any right to represent against it, even if, his quotation happen to be lowest. Earnest Money received from the tenderers will be returned without interest immediately after the process of selection of tender/quotation is over.

**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.**

**(B) FINANCIAL**

(i) The rates may be quoted on comprehensive basis for the computers, 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.**

(iii) The successful firm will be required to furnish Bank Guarantee equivalent to 10% of the contract amount as Performance Security in the form of Bank Guarantee valid for a period of sixty days beyond the date of completion of all contractual obligation .The same will be released after satisfactory completion of the contract.

**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, , UPS, of Different make & model) excluding those covered under warranty.

1.2 To provide regular on-site Preventive maintenance.

1.3 To replace old & defective parts with new & genuine parts, whenever required.

### **2. Deployment of Engineers**

2.1 The vendor will provide One Resident Engineers on all the days from 9.00 AM to 6.00 PM on all working days (Monday to Saturdays).

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 of respect of qualification and experience

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.

2.6 The Contractor shall ensure providing the character and antecedents of engineers duly verified from police authorities before their deployment. Their full particulars should also be furnished to this office 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.

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 to this office 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.

