NOTICE INVITING QUOTATION

Sealed Quotations are invited from experienced and eligible contractors for the maintenance of Computers and Peripherals item on contract basis for the office of the Commissioner of Customs (Export), ICD, TKD, New Delhi. The Technical and Financial terms & condition, the General terms & condition governing the maintenance, contract list of items, details for the Technical Bid and Financial Bid mentioned in the Annexure I, II and III respectively.

Nature of Work: Comprehensive Onsite Annual Maintenance Contract of Hardware (as computers, Printers, UPS, working components etc.)

Place of Work: Hardware installed in the office of the Commissioner of Customs, ICD (Export), TKD, New Delhi.

Bid Security (Earnest Money): Bank Draft of Rs. 10000/- from any of the Commercial Bank to be deposited in favour of the Commissioner, ICD (Export), TKD, New Delhi.

Time Allowed: One year contract from the date of finalization of the contract.

Sealed quotations may be submitted by the firms, fulfilling the terms and conditions as mentioned in Annexure-I and who are ready to comply with the general terms and conditions mentioned in Annexure-II to this notice, in two separate covers superscripted “Technical Bid for Comprehensive AMC of computers and peripherals” & “Financial Bid for Comprehensive AMC of computers and peripherals” and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscripted with “Bids for Comprehensive AMC of Computers, Printers and Peripherals”. The letter should be addressed to the Commissioner of Customs (Export), ICD, TKD, New Delhi and should reach at the earliest, but not later than 11:00 Hrs. on 18.10.2019. The quotations will be opened on 18.10.2019 at 15:00 Hrs., in the presence of the Tender Committee and in the presence of the parties or their authorized representative, if any, who wish to participate in the Tender Opening process. Technical Bid will be opened first and only those firms, who
fulfill the Technical Terms & conditions, will be eligible for participating in the Financial Bid.

This office would not be responsible for any delay or loss of the tender documents through mail or otherwise.

The bids shall be rejected if the applicant fails to fulfill any of the eligibility criteria mentioned in the Annexure – I

The Commissioner of Customs (Export), ICD, TKD, New Delhi reserves the right to reject all / part or any of the quotations without assigning any reasons thereof. No correspondence in this regard will be entertained.

This tender is available on the Delhi Customs website i.e. www.delhicustoms.gov.in.

Encl: Annexure- I, II and III.

Chief Accounts Officer (Admn)
ICD, TKD (Export), New Delhi

Copy to:

1. PA to Commissioner ICD, TKD, Export for information please.
2. AC (Technical/EDI) for uploading on the Official website.
3. Superintendent (Hqrs.), ICD, TKD (Export) for display on notice board.
4. Web-manger, CBIC website, Dte. of System, New Delhi with requested to upload of CBIC website (www.cbic.gov.in) at the earliest.
Eligibility criteria for Comprehensive Annual Maintenance Contract of Hardware (as computers, Printers, UPS, working components etc.)

TECHNICAL TERMS & CONDITIONS

1. The firms should be in the business of maintenance of computers and its peripherals at least for the last 5 years.

2. The firm must have AMC of at least two Central Govt. organizations (Ministries, Govt. Dept., PSUs etc.) for two years (Requisite documents to support this claim will have to be produced for verifications).

3. The firm must provide the tender award certificate and satisfactory service certificate from at least two Government organizations (Ministries, Govt. Dept., and PSUs etc.).

4. The firm must be willing to provide onsite support for PCs and laptops of HP/Compaq, IBM, HCL, Wipro, Zenith & ACER and printers & UPS etc. of different makes.

5. The firm should be registered with the Service Tax Department and should submit a self attested copy of Service Tax Registration Number.

6. The firm should submit self attested copy of PAN Number.

7. The firm should submit self attested income Tax returns for the last two years.

8. The firm should be registered with the GST and submit self attested copy of the registration certificate.


10. List of hardware and network engineers on the rolls of the firm with qualification and experience should be given.

11. Details of working experience with any office under CBIC, if any.

12. All details in the Annexure IV should be filled and certified by the authorized person of the firm.

The firms meeting the above technical terms and conditions only should submit their Quotations in sealed covers. Technical bid should include documentary proof in respect of each of the above points. The bids shall be summarily rejected if the applicant fails to fulfill any of the above mentioned eligibility criteria.
GENERAL TERMS & CONDITIONS

1. Scope of Work

1.1 The scope of work covers comprehensive annual maintenance of hardware's (such as computers, printers, servers, scanners, UPS, networking components etc. of different make & models) and various software installed in the Commissionerate.
1.2 To provide regular on site Preventive maintenance.
1.3 To replace old & defective parts with new & genuine parts.
1.4 To provide call basis facility (without part) for hardware- CPU, Monitor, UPS, Printer & Scanner for the offices/sections under the Board office.

2. Deployment of Engineers

2.1 The scope of work covers deployment of two Resident Engineers from 9.30 a.m to 18.00 p.m on all working days. The engineer will have to work on holidays and after office hours also, if required.
2.2 The contractor shall ensure that engineer should be a qualified Diploma Engineer with an experience of not less than two years in computer hardware as well as Software maintenance.
2.3 The contractor shall ensure the character and antecedents of engineers verified from police authorities before their deployment.
2.4 The engineer must be equipped with mobile phone provided by company for quick communication. If any engineer is required to take leave, a suitable replacement would to be provided.
2.5 The Resident Service Engineer provided by the Firm shall not be changed frequently. However, if found incompetent by the Principal Commissioner of Customs (Export), ICD, TKD, New Delhi, the Resident Service Engineer shall be changed by the Firm immediately.
2.6 The contractor shall ensure that full particulars of engineers should be furnished to Superintendent (EDI) before their deployment for the purpose of entry passes.

3. Service Assurance

3.1 A logbook shall be maintained in which the resident engineer shall record all the complaints made. They shall attend and record all the complaints received.
3.2 Major faults within 24 hrs by replacement method, with the available spares.
3.3 Minor faults immediately (Within three hrs.)
3.4 In case of such repairs where article is to be taken out Company’s workshop, the standby arrangement from the company side will be mandatory to avoid the disruption of work of the user. 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 All repair and servicing of equipment will have to be carried out on site.
3.6 Any damage or loss caused to the computers, printers, servers, scanners, UPS,
networking components etc. or their parts due to negligence, miss-handling 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 of the same make and specification.

3.7 The firm shall be responsible for taking data back-up and program available in PC before attending the fault and shall be also responsible for reloading the same. The back-up copies to be returned to the users, under acknowledgement.

3.8 The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardwares using suitable cleaning material and equipment. Each equipment has to be cleaned once in a month regularly. A register shall be maintained showing the cleaning of each equipment and shall be produced to the Supdt. (EDI) every month for verification.

3.9 The engineer deployed shall be responsible for preventive and corrective maintenance of all PCs, peripherals and accessories. It should be carried out in each equipment at least once in two months. A separate logbook should be maintained to record the preventive maintenance carried out of each equipment, location wise.

The schedule of preventive maintenance shall be as follows:

(a) Cleaning of all equipment using dry 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.

1. The contract can be terminated summarily 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 period of this contract. In this connection the decision of the Principal Commissioner shall be final and binding on the firm.

2. This office shall have the right to inspect company's site to assess infrastructure before awarding the Comprehensive AMC and it may reject in the event of dissatisfaction of Deptt. About company's infrastructure or otherwise.

3. The firm shall inspect all items to ensure that systems are in working condition. Once the contract is entered between the department and the company, no further cost towards replacement of defective/ worn-out parts will be given to the company except Comprehensive AMC charges.

4. The contract shall be for a period of One year, from the date of finalization of the contract.

5. It shall be the responsibility of the firm to make all the computer and peripheral work satisfactorily throughout the contract period and to hand over the systems in working conditions to the department after expiry of the contract.

6. This tender is not transferable and under no circumstance the successful bidder shall be allowed the sub-contractor with any other person/party.

7. In case the contracting firm is not able to accept the contract after it is awarded or if
they are not able to do the work after accepting the contract such firm will be liable
to pay the damage to the department including the cost which the department will
have to incur for getting such work done.
8. The above act of backing out would automatically debar the contractor from any
further dealing with this department and the security money would also be
forfeited.
9. The staff employed by the contractor shall not be eligible to claim any employ-
ment with this office simply by virtue of being working in the office building.
10. This office shall not pay any additional charges except Annual maintenance charges.
The prices are inclusive of all taxes. In case, some additional software is needed to
get the work done, the same shall be provided by the contractor free of charge.
11. The contract will be effective from the date of acceptance of tender to next one year.
In case the service is found to be unsatisfactory, the contract will be cancelled
without assigning any reason. In case contract is cancelled before the above time
period, the proportionate payment will be made for the completed month (i.e.
months rounded down for 9.7 months, payment will be made for 8 months only).
12. The department shall not be responsible for postal delay/non-receipt of tender
document/form in time, due to delay in transit.
13. This office does not bind itself to accept the lowest tender, and reserves the right to
reject any of all the tenders received without assigning any reason whatsoever or
incomplete in any respect or the prescribed conditions are not fulfilled are liable to
be rejected, canvassing in any form by the bidder will result in rejection of their
tenders.

4. **Penalty**

4.1 If the company does not attend, the complaint of minor faults within 3 hrs from the
time of complaint registered to the resident engineer deployed by the company, a
penalty of Rs. 100/- per hr. shall be levied.

4.2 Penalty shall be levied at the rate of Rs. 500/- for that equipment for each day if the
equipment is not set right within the stipulated time mentioned under Para 3.2.

4.3 If the company fails to repair/replace the system for one week (5 working days),
the system may be got repaired from other company/ firm & made functional and
the expenditure incurred thereon shall be recovered from the company, apart from
the penalty levied as stated in preceding Para. This may even entail termination of
the contract & forfeiture of security deposit.

4.4 Penalty shall also be levied for the absence of resident engineer at the rate of
Rs.500/- per day.

5. **Payment**

5.1 No advance payment will be made in any case. Payment shall be made quarterly at
the end of each quarter after satisfactory completion of maintenance on the basis of
quarterly service report duly countersigned by the competent officer/ branch in
charge.
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.

5.3 The disposal of Earnest money deposit amount would be after award of contract.
5.4 Penalty shall be deducted from the running payments.

Further clarification if any, may be obtained from the Chief Accounts Officer (Admin.), ICD (Export), TKD, New Delhi- 110020.
List of items for comprehensive Annual Maintenance Contract of Computers & Peripherals

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Items</th>
<th>Quantity</th>
<th>AMC Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Computers</td>
<td>58 Nos.</td>
<td>One year from the date of awarding contract</td>
</tr>
<tr>
<td>2.</td>
<td>Printers</td>
<td>52 Nos.</td>
<td>One year from the date of awarding contract</td>
</tr>
<tr>
<td>3.</td>
<td>Other Peripherals</td>
<td>As and where installed</td>
<td>One year from the date of awarding contract</td>
</tr>
</tbody>
</table>