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<p><u>OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (COMMISSIONERATES I & VII) INTEGRATED CARGO COMPLEX, MEENAMBAKKAM, CHENNAI – 600 027</u> www.aircustomschennai.gov.in</p>		

F.No.S.Misc. 11/2015-EDI-ACC

Dated : 26.06.2015

**NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT OF
COMPUTERS AND RELATED ACCESSORIES IN THE OFFICES OF
COMMISSIONERATE-VII OF CHENNAI CUSTOMS & ANNA INTERNATIONAL
AIRPORT, CHENNAI**

The Office of the Principal Commissioner of Customs (Commissionerates I & VII), New Custom House, Chennai-27 invites sealed Tenders from reputed firms / vendors engaged in the business of undertaking Annual Maintenance Contracts of Hardware Equipments for maintaining the Laptops, Desktop Computers, All-in-One Computers, Printers, Hubs, Modems, Wireless Routers, UPS etc installed in the offices of the Air Commissionerate of Chennai Customs and in Anna International Airport, Chennai for the period from 01.08.2015 to 31.07.2016. The details of the said hardware equipments are furnished below:-

S.No.	Details of Hardware Equipments	No.of Units
1.	Pentium-IV / Dual Core / Mini Tower PCs	65
2.	Lenova Core Duo Computers	9
3.	HP Core i3 Computers	25
4.	All-in-One Computers	7
5.	HP (1 No.), Dell (1 No.) & Acer (15 Nos.) Laptops	17
6.	Xerox 3117 Printers	13
7.	HP Deskjet (1 No.), All-in-One (3 Nos.) Printers	4
8.	HP Laserjet 1020 Plus (15 Nos.), 1007 (5 Nos.), 1108 (3 Nos.), 1106 (10 Nos.) Printers	33
9.	Dell Deskjet Printers	3
10.	UPS 2000 Numeric Power System with 7 Batteries	2
11	UPS 600 Kva	11
12	HP Scanner G2410	2
13	Modems, Hub & Router	8

Apart from the above equipments, on expiry of the Manufacturer Warranty in respect of the other computers / printers installed in the Offices of Commissionerates, the same will be added to the AMC List at the same rate as approved for similar equipments.

2. **Name of Work:** Comprehensive ON-SITE Annual Maintenance Contract for Desktop Computers, All-in-One Computers, Laptops, Hubs, Wireless Routers, Wired / Wireless Modems, UPS and Printers installed in all the Offices of Commissionerate-VII of Chennai Customs and Anna International Airport, Chennai.

3. **Contract period :** The period of the Annual Maintenance Contract will be from 01.08.2015 to 31.07.2016.

4. **TENDER PROCESS:** The tender is invited in two parts viz. (a) Qualifying Bid and (b) Financial Bid. In this tender document, the proforma for Qualifying Bid and Financial Bid of the tender are prescribed in Annexure-I and Annexure-II respectively. The Tender Document will be available with the Superintendent of Customs (EDI), O/o The Principal Commissioner of Customs (Commissionerates I & VII), New Custom House, Meenambakkam, Chennai – 600 027 from 01.07.2015 to 15.07.2015 between 1000 hrs to 1700 hrs. It may also be downloaded from the web site www.aircustomschennai.gov.in or www.chennaicustoms.gov.in.

5. The entities applying for the Annual Maintenance Contract of the above said Hardware Equipments shall submit the duly filled forms furnished in Annexure I and Annexure II of this tender document. The duly filled forms of Annexure-I and Annexure-II shall be submitted in two separate sealed covers addressed to "The Joint Commissioner of Customs (EDI), O/o The Principal Commissioner of Customs (Commissionerates I & VII), New Custom House, Meenambakkam, Chennai – 600 027" before 1400 hrs on 16.07.2015. The sealed covers should be superscribed as "Qualifying Bid for Comprehensive on-site Annual Maintenance Contract of Hardware Equipments during 2015-2016, Commissionerate-VII, Chennai-27" and "Financial Bid For Comprehensive on-site Annual Maintenance Contract of Hardware Equipments during 2015-2016, Commissionerate-VII, Chennai-27" respectively and they have to be dropped in the Tender Box kept in the EDI Unit before the due date and time. Tenders received beyond the due date and time will be rejected.

6. ***The Technical Bids of the Tenderors will be opened on 16.07.2015 at 1500 hrs before the Tender Committee, headed by the Joint Commissioner of Customs (EDI), in Board Room, III Floor, Office of the Principal Commissioner of Customs [Commissionerates I & VII], New Custom House, Meenambakkam, Chennai – 600 027. The bidders or their authorized representatives may be present at the time of opening of the tenders. Thereafter at 1600 hrs on the same day, the Financial Bids of the Tenderors will be opened before the Tender Committee. Only the Tenderors whose Technical Bids are valid will be allowed to participate in the opening of the Financial Bids.***

7. The successful bidder will be required to provide the Annual Maintenance Contract Services from 01.08.2015.

8. TERMS AND CONDITIONS:-

8.1 The bidders should have been successfully providing Annual Maintenance Contracts on Hardware Equipments to Central / State Governments / Public Sector Units and other reputed offices for atleast 3 years. List of clientele with Name & Address, Telephone No. of the clients shall be submitted at the time of submission of the tender document.

8.2 The Firms participating in the tender shall indicate their background, infrastructure, nature of support they propose to provide, details of expertise and the Name, Address & Telephone No. of their existing customers.

8.3 The firm participating in the tender should have annual turnover of Rs.10,00,000/- and above during each of the 3 (Three) preceding financial years i.e. during the Financial Years 2012-13, 2013-14 and 2014-15. Copies of the Profit & Loss Account and Balance Sheet duly certified by a Chartered Accountant and copies of I.T. Returns for the 3 Assessment Years of the abovesaid Financial Years i.e. 2012-13, 2013-14 and 2014-15 have to be enclosed with the tender documents.

8.4 The firm should not have incurred loss in any of the last three years viz. during the financial years 2012-13, 2013-14 and 2014-15.

8.5 The AMC rate for each item should be quoted separately as per the list in Annexure – II.

8.6 The bidder must possess VAT & Service Tax Numbers.

8.7 The bidder should submit the copies of PAN, TAN, VAT and service Tax Registrations numbers.

8.8 The Authorised Signatory of the Firm participating in the tender shall sign and stamp all the pages and enclosures of this tender document as a token of having read and understood the terms and conditions contained therein and submit the same alongwith the Technical Bid. **All the information in Annexure-I and Annexure-II relating to**

Technical Bid and Financial Bid have to be TYPED CLEARLY without giving any room for ambiguity about the details.

- 8.9 The Firm participating in the Tender should abide by the terms and conditions specified in this tender document. **The Tender Documents of the Firms submitting conditional offers are liable for outright rejection.**
- 8.10 This Office reserves the right to postpone / and / or to extend the date of receipt / opening of bids or to withdraw the same, without assigning any reason thereof.
- 8.11 The Department shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.
- 8.12 The Department reserves the right to make any changes in the terms and conditions of the tender.
- 8.13 The Department will not be obliged to meet or to have discussions with any of the bidders or to consider any representation from them. The offers containing erasures or alternations will not be considered.
- 8.14 The Department may treat offers not adhering to these guidelines as unacceptable.
- 8.15 The Bidders are allowed to submit bids in consortium as specified in qualification criteria.
- 8.16 Bidders are not allowed to subcontract in any manner without written approval from the Department.

9. FINANCE

- 9.1 For the list of equipments under AMC mentioned in Annexure-II to this tender document, the Department reserves the right to grant the Annual Maintenance Contract Offer as a whole for the entire equipments or separately for each group of equipments (like Printers, Computers, UPS etc). Decision of the Department would be final in this regard.
- 9.2 **The bidder whose quotation is finally accepted shall have to deposit security money which will be a sum of 10% of the total cost of annual contract in the form of Bank Guarantee drawn in favour of Commissioner of Customs, Commissionerate-VII, Chennai-600 027.**
- 9.3 Only the bidders meeting the above financial terms and conditions should apply in the proforma furnished at Annexure – I & Annexure-II to this tender document in sealed covers.
- 9.4. The bidder, who fails to fulfill any of the above terms and conditions, will be automatically disqualified from taking part in the tender process.
- ## **10. SCOPE OF WORK**
- 10.1 The scope of the AMC work covers onsite annual maintenance of personal computers, Laptops, All-in-One Computers, Hubs, Wireless Routers, Wired / Wireless Modems, Printers, UPS and other related accessories.
- 10.2 The bidder is required to quote for One Desktop Engineer with network experience and operating system on the basis of availability of 6 days a week and working hours of 7 hours a day.

- 10.3 No onward or return transportation charge/cartage for removal of any component from this office premise to the workshop of the contractor for repairs shall be separately payable over and above the amount payable under the contract.
- 10.4 For proper functioning of the computers and other equipments under Warranty, the contractor is required to coordinate with the concerned vendors.
- 10.5 The AMC shall cover the installation of all kinds of software viz. Operating system, Anti-virus software etc. The required software will be provided by this office.

10.6 SERVICE LEVEL COMPLIANCE ASSURANCE

- 10.6.1 No Component(s) / Spare(s) / Computer(s) shall be removed from the Office premises without informing the Competent Authority. The repair work shall be carried out by the contractor within the office premises. Wherever it is not possible to conduct the repair work within the office premises, the contractor shall obtain permission from the Competent Authority to take the defective machine(s) out of the office premises for rectifying the defect(s).
- 10.6.2 The contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines under contract.
- 10.6.3 If the faulty component(s) / Computer(s) are not rectified within the same working day, necessary equivalent standby component(s) / Computer(s) shall be provided on the following day for smooth functioning of office work and the original component(s) / Computer(s) taken shall be returned within a week after rectification; otherwise, penalty of 1% (One per cent) of the total AMC Charges will be deducted per day from the agreed payment against the downtime of more than 24 hours in individual cases, where standby was not provided.
- 10.6.4 In exceptional circumstance where the equipments / component(s) is / are to be taken to the contractor's premises / service centre for repairs, stand-by arrangement will have to be made. The equipment being taken to the workshop for repair would be at the risk and expenses of the contractor.
- 10.6.5 Any damage or loss caused to the connected equipment, or their parts due to negligence or mishandling shall be made good by the contractor either by cash payment at the prevailing market price of that item(s) or by a new one of the same / higher make and specifications.
- 10.7 The contract would be from 01.08.2015 to 31.07.2016 on the same terms and conditions as at the time of award of the contract. However, this would be subject to satisfactory performance. There would be a review after every three months of the performance and the continuation of the contract would be made on the outcome of the review. **If the Department is satisfied with the functioning of the contractor, the contract may be renewed for a further period of one year on the same terms and conditions.**
- 10.8 This awarding of the Annual Maintenance Contract under this tender is not transferable.
- 10.9 The contractor shall inspect the area to ensure that the equipments under this AMC are in working condition.
- 10.10 In case the contracting vendor is not able to accept the contract after it was awarded or if he is not able to do the work after accepting the contract, he 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.
- 10.11 The above act of backing out would automatically debar the contractor from any further dealing with Department / Government of India (Black list).

10.12 The Department reserves the right to reject any or all the tenders. The Department reserves the right to award the contract on the basis of quotations.

10.13 The contract may be terminated summarily by this Department at any point of time by serving a 30 day notice with or without assigning any reason (s), if the work of the contracting vendor is found unsatisfactory during the execution of the contract. In this connection, the decision of the Commissioner of Customs (Commissionerate-VII), Chennai shall be final and binding on the contractor.

10.14 At any time, the Department reserves the right to increase or decrease the quantities of contracted items. The charges would be increased / decreased on pro-rata basis.

10.15 It shall be the responsibility of the successful bidder to carry out all the maintenance work satisfactorily throughout the contract period and to hand over all the equipments under contract in working condition to the Department after the expiry of the contract.

10.16 The liability of the contractor under this maintenance arrangement shall be restricted to the services covered in the scope of this agreement except for any penalties imposed due to the contractor's inability to maintain the required standard of service. The quantum of such penalties will be leviable by the Department and payable by the contractor for deficiency in service rendered during any quarter for any equipment under its maintenance. The penalty shall be limited to 100% of the total maintenance charge payable for that quarter and to be computed in the manner set out in Clause 13.1 to 13.5 below.

11. SERVICE (PROCEDURE & LEVELS)

11.1 Response time:- The contractor has to maintain the response time for attending the complaint calls for maintenance services during the AMC period. Calls shall be attended to on all working days from Monday to Saturday between 10.00 am. and 5 p.m.

11.2 ASSURED UP TIME / ALLOWABLE DOWN TIME & PENALTIES: Calls / complains should be resolved within 1 hour of logging any call by the Contractor. Any delay in responding to a call / complaint or bringing back any equipment to working condition within such time as allowed in the terms and conditions of this tender document, penalty shall be deducted from the AMC charges payable to the contractor.

11.3 In short, if the equipment is not set right within the prescribed time limit, the period of delay for the purpose of imposition of penalty will be reckoned after 1 hour of logging of calls. Notwithstanding anything to the contrary, no penalty shall be leviable if a functional standby equipment of the same configuration is provided till the rectification and installation of the repaired equipment.

11.4 SUBMISSION OF COPIES OF CALL REPORTS BY CONTRACTOR : The contractor shall prepare comprehensive call report on a monthly basis against all calls attended to during the month and clearly note down all the details. The contractor shall provide the Department with a quarterly Service Level Compliance Report relating to all calls attended to by the contractor / his franchisees. However, the Department may call for, in suitable cases with reasons, the call reports for verification of the Service Level Compliance Report, if so desired. The penalties, if any, shall be based solely on the Service Level Compliance Report submitted by the contractor with necessary correction, if required, after verification of call reports.

12. PENALTY FOR DEFICIENCY IN SERVICES

12.1 Penalty shall be levied not only for delay in repair but also for delay in response time.

12.2 Penalty shall be levied as follows:

Type of Faults	Admissible time	Penalty
Minor faults	1 hour	1% of AMC Charges per day
Major faults	3 hours	5% of AMC Charges for each day

12.3 If the contractor fails to repair / replace the system within 1 day, the said work may be got repaired from other company / Firm / Agency and made functional and the expenditure incurred thereon shall be recovered from the contractor, apart from the penalty levied as stated in preceding clause. This may even entail termination of the contract and forfeiture of security deposit.

13 PAYMENT OF AMC CHARGES

13.1 No advance payment will be made in any case. The payment of AMC charges will be paid quarterly (after deducting penalty, if any) on satisfactory completion of maintenance work. Penalties can be deducted from next two months payments, if not deducted earlier.

13.2 The payment will be made after proper deduction of TDS as per prevailing rules / rates.

13.3 In the event of the termination of contract, payments made in excess shall be refunded by the contractor to the Department.

13.4 The company shall not have any legal rights to proceed against the Department in the event of late payment due to unforeseen reasons.

13.5 The payment will be through RTGS. Hence, it is requested to submit the bank particulars and RTGS details at the time of submission of bills towards the AMC Charges.


29.6.15

(JAG RAM MEENA)
Joint Commissioner of Customs (EDI)
COMMISSIONERATE-VII, Chennai-27

**TENDER FOR MAINTENANCE OF HARDWARE EQUIPMENTS INSTALLED IN
CUSTOMS COMMISSIONERATES (I & VII), MEENAMBAKKAM, CHENNAI-600 027**

ANNEXURE – I

QUALIFYING BID DOCUMENT

1. Name of the Registered Firm/Company :
2. Address of Firm/Company (with Tel No.,
Fax No.) :
3. Name & Address of the Proprietor /
Partners / Directors (With Mobile No.) :
4. Contact person (s) (with mobile number) :
5. No. of years of experience in providing
Annual Maintenance Contract For Hardware
Equipments :
6. Approximate Number of Clients For Whom
the Annual Maintenance Contract for
Hardware Equipments are provided :
7. Annual Turnovers During the Last Three
Financial Years (2012-13, 2013-14 &
2014-15) certified by Chartered Accountant
:
8. Permanent Account Number (PAN)
(The evidence for filing of IT returns along-
with Profit and Loss Account & Balance
Sheet for the Last Three Financial Years From
2012-13, 2013-14 & 2014-15 to be enclosed)
:
9. List of clientele from atleast two important
Clients alongwith certificate on the quality of
the AMC Work provided to them :
10. Details of Service Tax Registration :

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage, I / we will be blacklisted and will not have any dealing with the Department in future. I / We also undertake to abide by all the terms and conditions furnished in the Tender Notice issued in F.No.S.Misc.11/2015-EDI-ACC dated 26.06.2015 inviting quotations for Annual Maintenance Contract of Hardware equipments installed in the offices of the Principal Commissioner of Customs (Commissionerates I & VII), New Custom House, Chennai-600 027.

(Signature of Authorized Signatory with date)

F.No.S.Misc. 11/2015-EDI-ACC Dated 26.06.2015

TENDER FOR MAINTENANCE OF HARDWARE EQUIPMENTS INSTALLED IN CUSTOMS COMMISSIONERATES (I & VII), MEENAMBAKKAM, CHENNAI-600 027

ANNEXURE-I

FINANCIAL BID DOCUMENT

1. Name of the Registered Firm / Company :
2. Address of Firm / Company (With Tel No., Fax No.) :
3. Name & Address of the Proprietor / Partners / Directors (With Mobile No.) :
4. Contact person (s) (with mobile number) :
5. AMC Charges for the Following Hardware Equipments :-

S.No. (1)	Details of Hardware Equipments (2)	No. of Units (3)	Rate Quoted per Unit (4)	Rate Quoted for Units in Column (3) (5)
1	Pentium IV / Dual Core Computers with CRT Monitor of Brands Acer / Compaq / RP Tech / Wipro / HP	65		
2	Lenova Core Dual CPU with LCD Monitor	9		
3	All-in-One Computer - HP 120-2111N	3		
4	All-in-One Computer HP Pavalion Omni 120-2231	3		
5	All-in-One Computer HP Pavalion 20-B086IN	1		
6	HP Core i3 with LCD Monitor	25		
7	Acer Laptop Model Aspire 5745 (core i5 Processor)	15		
8	Dell Laptop	1		
9	HP Laptop (Core Duo 1.83 GHz, 2 GB RAM, 80 GB HDD)	1		
11	HP Scanner G2410	2		
10	HP Deskjet 930 C Printer	1		
11	HP Laserjet 1007 Printer	5		
12	HP Laserjet 1108 Printer	3		
13	HP Laserjet 1106 Printer	10		
22	HP Laserjet 1020+ Printer	15		
23	HP Officejet J-3608 (All-in-One) Printer	3		
24	Xerox Phaser 3117 Printer	13		
25	Net Gear Hub	1		
26	Belkin Wireless Router	1		
27	BSNL Modems	6		
28	600 KVA Numeric UPS	11		
29	UPS Numeric 2000 Power System (with 7 batteries)	2		
	Total			

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage, the Company / Firm shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized signatory with date)

