



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE :: DEPARTMENT OF REVENUE  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS  
CUSTOM HOUSE, PORT AREA, VISAKHAPATNAM – 530 035  
PHONE : +91-891-2564552 :: FAX : +91-891-2562613  
Website: [www.vizagcustoms.com](http://www.vizagcustoms.com) email : [edi-cusvzg@gov.in](mailto:edi-cusvzg@gov.in)

F. No. S2/06/2006-EDI (Pt-II)

Date: 07/12/2016

**OPEN TENDER DOCUMENT**  
**FOR**  
**Annual Maintenance Contract for Service (only**  
**maintenance without spares) of desktop**  
**computers, laptops, printers, UPS, LAN Network**  
**at Custom House, Visakhapatnam**

**Date of Issue (T) : 07/12/2016**

**Last date & Time of Submission : 23/12/2016 (14:00 Hrs)**

**Time of Tender Opening : 23/12/2016 (15:30 Hrs)**

*Sub: AMC for Service (only maintenance without spares) of desktop computers, laptops, printers, UPS, LAN Network at Custom House, Visakhapatnam - reg.*

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Tender Bids are invited for the AMC for Service (only maintenance without spares) of desktop computers, laptops, printers, UPS, LAN Network at Custom House, Visakhapatnam. You are hereby requested to provide us the best rates as are offered to Govt. organization in the following format:

1. COVER A containing **TECHNICAL BID** should be sealed in a separate envelope subscribing "**Technical Bid**".
2. COVER B containing **COMMERCIAL BID** should be sealed in a separate envelope subscribing "**Commercial Bid**".

Technical and Commercial Bid envelopes should be enclosed and sealed in separate envelopes subscribing the Tender Number and due date, addressed to the Principal Commissioner of Customs, Custom House, Port Area, Visakhapatnam – 530 035 so as to reach us on or before **23/12/2016** by **1400 Hrs.**

Opening of Technical Bids would take place on same day at **1530 Hrs.** Bids received after the due date time and place shall not be considered and would be liable to be rejected without assigning any reason whatsoever. The Customs Department shall not be responsible for late receipt of the Bid submitted from any Bidder. The bidders may depute their authorized representatives at the time of opening of the bid.

#### **GENERAL INSTRUCTIONS TO TENDERERS**

**(A) TECHNICAL:**

- i. The firm should have been in existence for not less than 02 years in the trade with the maintenance business.
- ii. The bidder should have Service Centre operating in or around Visakhapatnam. Communication address and telephone numbers for the same should be provided.
- iii. The firm must have previous experience of maintaining Hardware and Network systems in Government organizations/PSUs.
- iv. Performance certificates from existing Govt. clients (Central / State Govt. organizations) must be attached with the quotation as brought out in Annexure "A"
- v. The firm must have expertise in preventive onsite maintenance and repair of Desktop Computers, Laptops, Laser / Inkjet / DeskJet/ Multi Functional Printers / Printer Network Components, peripherals and other hardware parts and accessories.
- vi. The firm should have expertise and experience in LAN troubleshooting .The bidder should have executed satisfactorily a minimum of two AMCs consisting of more than 50 computers each.
- vii. The systems average uptime should not be less than 98%. Maximum allowable down time of any system is 3 Hours in case of minor problems and 24 Hours for major problems.
- viii. If the firm meets the above technical requirements, they may apply in the Performa placed at Annexure, in sealed cover.

**(B) FINANCIAL:**

1. The rates may be quoted on comprehensive basis for the Desktop Computers, Laptops, Printers, UPS, Network Switches and the Local Area Networks, of this office at Visakhapatnam in the Performa at **Annexure "B"** in a sealed cover.
2. The other terms and conditions governing the AMC shall be as follows:-
  - i. The vendor will provide Resident Engineer from 9.15 AM to 5.45 PM on all working days (on holidays - whenever required/called). The engineers would be equipped with mobile phones to ensure their availability. In the event of Service Engineers remains absent/on leave, without substitute thereof, deduction will be made on pro-rata basis for each day of absence, from the contracted amount.
  - ii. Sub-contracting of AMC services / outsourcing are not allowed.
  - iii. The contract will be valid for a period of one year from the date of agreement. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be ascertained during the contract period.
  - iv. After the expiry of initial period of one year, if satisfied, the department may extend the period of contract for further period of 12 months on the same terms and conditions.
  - v. The awarded has to provide services at the locations where the equipments are housed.
  - vi. The firm will prepare separate log Sheets for each of the machine to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Keyboard, Mouse etc, from outside with liquid cleaner and inside will be carried out on monthly basis.
  - vii. The quarterly payment will strictly be made on the basis of satisfactory Report received from the Departmental users.
  - viii. The Service Engineers stationed in the office would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipments taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM, Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency
  - ix. Licensed Software support for Operating System (UnixWare, Windows & Linux) and for MS-Office including anti-virus is compulsory wherever in the case of software failure.
  - x. Preventive maintenance service should be carried out during the period of contract by the service provider regularly and at such frequency as may be required to keep all Systems and peripherals detailed in the Annexure in a trouble free manner irrespective of whether the equipment has suffered a breakdown or not, with a minimum of and it would include :-
    - Scanning the Hard Disk drives for bad sectors or anything;
    - Checking and cleaning of Mouse / Keyboard for proper operation;

- Servicing and cleaning of Systems, Printers & UPS;
  - Cleaning of CD/USB Drive and check the head alignment;
  - Checking the input and output voltage of the UPS.
- xi. If any PC/ accessories are not likely to be repaired within 24 hours, the firm will provide a stand by PC/accessory before taking up such PC/accessory for repair/maintenance.
  - xii. The necessary support for maintaining virus free computer environment in the Office and help in upgrading the Software/ Virus Detection mechanism would be provided by the firm.
  - xiii. It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Office, he/she will be liable to recovery at higher rates, vis-a-vis those contracted with, which may have to be incurred by this Office on maintenance of machines for the remaining period of contract by alternative means.
  - xiv. The above act of backing out would automatically debar the firm from any further dealing with this office.
  - xv. No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
  - xvi. The Department reserves the right to cancel the vendor bid/AMC services, if any information provided by the vendor is found unverifiable during the selection procedure, or the AMC period. This Office also does not bind itself to accept the lowest tender and it reserves the right to reject any or all the tenders without assigning any reason whatsoever.

3. The bidders may visit this office on any working for any enquiry and meet the concerned section. Documents satisfying the technical bid requirements in a sealed cover, super scribed with **"Quotation for AMC of Computers, Printers and Peripherals for the Custom House, Visakhapatnam"** and sent to the Principal Commissioner of Customs at the above address at Visakhapatnam, by **1400 Hrs of 23/12/2016**.

4. Quotation received without sealed cover or without quoting rates in the specified Performa will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered to maintenance contract during the current AMC, on pro-rata basis. The undersigned also reserves the right to reject any quotation without assigning any reason.

5. The rates quoted should be net and no discount, free services / offers quoted the amount will be considered.

6. All disputes arising out of this contract shall be referred to the sole arbitration of a person selected by both the contractor and Custom House, Visakhapatnam.

7. All tendered rates shall be inclusive of all taxes and levies payable except Service Tax under respective statures. However, pursuant to the Constitution (46th Amendment Act, 1982, if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender including extensions, if any, and the company/firm thereupon necessarily and properly pays such taxes/levies, the Company/fir shall be reimbursed the amount so paid.

8. Tender offer submitted sent by Fax or e-mail will not be considered for evaluation.

9. To assist in scrutiny, evaluation and comparison of offer, the Service Receiver i.e. Custom House may, at its discretion, ask some or all Tenderers for technical/financial clarification of their offer. The request for such clarification and the response shall be in writing. To speed up the response process, the Service Receiver, at its discretion, may ask for any technical/financial clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical/financial clarification must be sent to the Service Receiver by means of courier/in person.

10. If the service Reports and the Maintenance Reports do not show proper compliance of works to be done by the firm as per the Schedule, this office will make suitable deduction from the Firm's bills.

11. Levy/Taxes payable by the firm viz., Sales Tax, VAT, Service Tax etc., or any other tax on materials in respect of this contract shall be payable by the contractor and this office will not entertain any claim whatsoever in this respect.

#### **APPLICABLE LAW:**

The contract shall be interpreted in accordance with the Laws of the Union of India. Company/firm shall be solely responsible for compliance of all Labour laws, payment of fair salaries and allowances to his personnel that might become applicable under any new act, law or order of Government of State/Centre. The Service Receiver shall have no liability whatsoever in any manner. The Company/firm have to show the proof of payment of fair salaries to his workers as and when asked for the same by the Service Receiver.

Minimum wages act of State where Central laws are not framed are to be complied with. In case, where both State and Central laws are in vogue, the minimum wages prescribed under Central Government shall be applicable.

#### **EVALUATION OF BID:**

Initially the technical bid would be opened. Financial bids of only technically qualified firms would be opened at a date and time to be informed to the technical qualified bidders. The L1 bidder will be arrived at on the basis of the grand total. Notwithstanding the above, the Custom House, Visakhapatnam shall reserve exclusive discretion to accept or reject any bid offer without assigning any reason. The dispute(s) regarding not awarding of work to any particular Contractor shall not be Arbitrable in terms above.

#### **OTHER PART OF CONTRACT**

The contractor shall be responsible for proper maintenance of decorum, punctuality, discipline and work output.

This office deserves the right to include/exclude any new Computer System/s and/or Peripheral/s to the AMC during the period of contract. Such addition of the new Computer System/s and/or Peripheral/s to the AMC during the period of contract shall be on the terms and conditions of the AMC and the rate shall be as applicable to the nearest/equivalent Computer System/s and/or

Peripheral/s already covered by the AMC. The payment for such addition/deletion shall be on pro-rata basis.

The Resident Engineers should maintain a "LOG REGISTER" of all calls received, attended, pending issues, preventive maintenance records and the details of all replaced spare parts

The technical details of all the Computer systems and Peripherals to be covered under AMC has been enumerated vide Annexure "C".

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(S.K.DUTTA)  
Assistant Commissioner.

**ANNEXURE- "A"**

**DETAILS OF PAST PERFORMANCE/CONTRACT**

Sl.No.	Name & Address of the client with Telephone No.	Contact person and contact Number	Nature of job	Total value of contract	Penalty imposed by clients if any

Signature of Authorized signatory

Firm's Seal

**ANNEXURE "B"**

Sl.No.	Name of the item	Quantity	Unit Price (Rs.)	Total amount without tax	Taxes if any	Total amount with taxes

Signature of Authorized signatory

Firm's Seal



**ANNEXURE "C"**

**DETAILS OF THE COMPUTERS AND PERIPHERALS COVERED UNDER AMC**

Sl.No.	Name of the item	Quantity
1	Desktop computers	93
2	Laptops computers	4
3	Printers	72
5	LAN switches	8
6	UPS systems (600 VA)	4

Signature of Authorized signatory

Firm's Seal