



**OFFICE OF THE COMMISSIONER OF CUSTOMS (II)
(AIRPORT SPECIAL CARGO COMMISSIONERATE)
CHS SECTION, 5th Floor, AVAS CORPORATE POINT, MAKHWANA LANE,
ANDHERI KURLA ROAD,
BEHIND S.M. CENTRE, ANDHERI (E), MUMBAI - 400 059**

Tel: 022-29202701

Fax: 022-29202703

F.No. Air SCC/02-28/2014-15 CHS

Date: .07.2017

TENDER NOTICE

**TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOP COMPUTERS,
PRINTERS, PHOTOCOPIER MACHINES AT AIRPORT SPECIAL CARGO COMMISSIONERATE**

The Commissioner of Customs, Airport Special Cargo Commissionerate, Mumbai Customs Zone-III, herein after referred to as 'the APSC', invites Tenders for comprehensive annual maintenance contract for the maintenance of Desktop Computers, Printers, Photocopier machines installed at APSC from the reputed service providers. Interested eligible parties (authorized and reputed contractors/ firms having minimum of three years experience in this field) are to submit their bid as per two bid system (Technical & Financial).

1. Application form : Annexure-A
2. Scope of the work: Annexure-B
3. Prequalification conditions: Annexure-C
4. Terms and conditions: Annexure-D
5. Format of Technical bid: Annexure-E
6. General Instructions: Annexure-F
7. Format of Financial bid: Annexure-G

ANNEXURE-A

Date:

From:

To,

The Commissioner of Customs,
Avas Corporate Point, Makhwana Lane,
Andheri Kurla Road, Behind S.M. Centre,
Andheri (E), Mumbai-400 059

Sub: Tender for comprehensive annual contract for Desktop Computers, Printers, Photocopier Machines installed at APSC.

Ref: 1) Your Tender No.....Dated.....

2) EMD-DD No.....Date.....for
Rs.....

I/we have read the contents of the terms and conditions mentioned in your tender schedule and its enclosures and agree to abide by the same.

I/we have also examined the requisite specifications of the equipments and my/our offer is to provide the required service/materials/equipment in accordance with the requisite scope of work.

I/We quote the rate inclusive of all taxes, duties, transportation, etc in complete.

I/We will not claim any extra charges other than the price quoted.

Yours faithfully

(Signature and stamp of the tenderer,
State legal status, Whether Prop., Partner,
Registered firm, Company etc.)

ANNEXURE – B

SCOPE OF THE WORK:

- The scope of work involves the maintenance and repair of Desktop Computers, Printers and Photocopier machines installed at APSC. There are around **37 Desktop Computers, 26 Printers and 02 Photocopier machine** of assorted brands/models in APSC viz: HQ & APSO.

Desktop Computers: Lenovo, Acer, HP etc of different configurations viz (i) Intel i3 System, 2GB & 4 GB RAM (DDR I, II & III), 500 GB, 1TB HDD (per loaded system) etc.

Printers: HP Laserjet 1020 , P1108, Canon All in one printer MF3010, RICOH SP C250 SF.

Photocopier Machines: Canon Image Runner 2002 N.

- (a) Diagnose the faults and rectify the defect detected, within 24 hours.
- (b) Repair/replace the faulty parts etc. within 24 hours.
- (c) Carry out the periodical (every month) preventive maintenance.
- (d) No spares, consumable or any other items will be supplied by the APSC.

The bidder will submit the bid in two parts i.e. technical bid and financial bid. The technical bid will be opened first and the financial bids of those bidders, whose technical bids will satisfy all the criteria, will be opened.

ANNEXURE-C

PREQUALIFICATION CONDITION:

1. 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.
2. The bidder should have the Shop & Establishment certificate for their authorized shop and service centre.
3. The bidder firm should furnish and provide latest Income Tax Assessment Certificate.
4. 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.
5. 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 three years, Experience in Central Government Department will be preferred.
6. 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.
7. The bidder should have quality management certificate ISO 9001:2008 in support of providing their qualitative services.
8. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961 and the service provider should also be registered with GST.
10. Earnest Money Deposit (EMD) of Rs.10,000/- (Rupee Ten thousand only in the form of Account payee Demand Draft in favor of the Commissioner of Customs, Airport Special Cargo, Mumbai, should be submitted along with the bid. Tenders received without requisite Earnest Money will be rejected outrightly. EMD exemptions will be as per Central govt. rulings.
11. The Bidder should not have been disqualified by any Govt. / Semi Govt. organization for similar work in the past. An undertaking to this effect must be submitted at the time of bid submission.

SUBMISSION OF BIDS: Bids in sealed envelope (superscribed with “Tender for comprehensive annual contract for Desktop Computers, Printers, Photocopier machines”) have to be submitted in the sealed tender box kept for this purpose at the following address:-

Office of the Commissioner of Customs,
Airport Special Cargo Commissionerate,
CHS Section, 5th Floor, ‘A’ Wing, AVAS Corporate Point,
Makhwana Lane, Andheri Kurla Road,
Andheri (E), Mumbai-400 059.

TERMS AND CONDITIONS:

1. The AMC is for one year period from 06.09.2017 to 05.09.2018.
2. The technicians should have sound technical background and possess:
 - (i) Good knowledge in Microsoft Office, Windows Operating Systems.
 - (ii) Management of Local Area Network and Internet mailing system.
 - (iii) Software support for 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 month 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 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 APSC.

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. 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.

16. 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.

17. The bidder shall not sub-contract / outsource the hardware maintenance jobs to any other agency. 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.

18. 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.

19. 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.

20. In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.

21. If systems/ sub-systems are required to be taken out of office from repairing then a 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.

22. 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.

23. 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.

24. 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.

25. 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.

26. The bidder shall not sub-contract/ outsource the job to any other agency.

27. Department will not be responsible for any dispute between Service Provider and workers of the Service Provider.

28. The contract will be for a maximum period of one year and this Office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider or terminate it before the expiry of the tender period without assigning any reason.

29. This Office reserves the right to postpone / and / or extend the date of receipt / opening of Rates / Quotations/ to cancel the tender at any stage or to withdraw the same, without assigning any reason thereof.

30. The Service Providers are required to submit the complete rates / quotations only after satisfying each and every condition laid down in the terms and conditions.

31. The Service Provider shall read each page of this Tender document and all other enclosures appended to it. No Complaints/ representation will be entertained thereafter.

32. The Contractor must comply with the rates / quotations, specification and all terms and conditions of contract.

33. Selected service provider / contractor shall make an Agreement with the Customs as per the terms and conditions along with an Indemnity Bond ensuring that any legal issues in respect of payments of employees arising out of this contract will be their responsibility and they will bear all expenses related to it.

34. The Successful Bidder is required to submit Performance Security equal to three months amount of the total bidding amount of the entire year, in the form of Bank Guarantee with Auto renewal clause from nationalized bank.

35. The Commissioner of Customs, APSC is not bound to accept the lowest tender and also reserves the right to reject any or all tenders at any time without assigning any reason.

36. The Commissioner of Customs, APSC taking note of overall facts and circumstances can change, add and relax any of the terms and conditions of this tender notice.

37. For any clarification, site inspection etc., bidders may contact Superintendents of Customs (Preventive), CHS Office, 5th floor, A Wing, APSC Commissionerate, Avas Corporate Point, Makhwana lane, Andheri Kurla Road, Mumbai-400 059 on any working day between 10.00 am to 05.00 pm or the bidder may contact on phone no. 022-29202701.

38. Last date and time for accepting tender will be 27.08.2017 at 1800 Hrs and the tenders will be opened in the presence of the Tender Committee. While the dates for bid opening are as below:

Technical Bid – 31.08.2017 at 1100 Hrs.

Financial Bid – 31.08.2017 at 1500 Hrs.

ANNEXURE-E

PART-I

FORMAT FOR TECHNICAL BID

Sr. No.	Particulars	Details
1	Name of "The Service Provider"	
	Full address of the Service Provider	
	Telephone no.	
	Fax No.	
	Email:	
	Information about Company's infrastructure	
2	Work-Experience	
3	Bank details with MICR & IFSC code (submit mandate form for ECS payment)	
4	PAN	
5	GST Registration No.	
6	ISO 9001 certification	Yes/No
7	Black listed by any PSU banks/Govt. organizations. (Self certification to be provided)	Yes/No

Note: 1. Self-Attested Photo copies of above for proof should be attached.

2. Original copies should be provided at the time of Award of contract.

PART-II

-DECLARATION-

1. I Son / Daughter /Wife of Shri
Proprietor / Partner / Director / authorized signatory of competent to sign
this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake
to abide to them;
3. The information / documents furnished along with the above application are true and authentic
to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of
any false information / fabricated document would lead to rejection of my tender at any stage
besides liabilities towards prosecution under appropriate law;
4. I understand that in case any deviation is found in the above statement at any stage, the
concern shall be blacklisted and shall not have any dealing with the Department in future.

Signature of authorized person

Name & Seal

Date:

ANNEXURE-F

GENERAL INSTRUCTIONS:

- The Service Provider will submit bids in sealed envelope (superscribed with “Tender For Comprehensive Annual Maintenance Contract For Desktop Computers, Printers, Photocopier Machines”) in the sealed tender box kept for this purpose at the following address:-

Office of the Commissioner of Customs (APSC),
CHS Section, 5th Floor, ‘A’ Wing, AVAS Corporate Point,
Makhwana Lane, Andheri Kurla Road,
Andheri (E), Mumbai-400 059.

All relevant documents should be attached with bid.

- EMD (Earnest Money Deposit): –Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupee Ten thousand only in the form of Account payee Demand Draft in favor of the Commissioner of Customs, Airport Special Cargo, Mumbai, should be submitted along with the bid.
- PG (Performance Guarantee): – The successful bidder should submit three month amount of the total annual value of order in form of Bank Guarantee valid till the warranty period from Nationalized Bank, in the name of “The Commissioner of Customs, APSC” with Auto renewal Clause.
- The Service Provider should fulfill prequalification conditions of the tender.
- The Service Provider should submit all the documents attested by authorized person with the quotation.
- The technical bid will be opened first in the presence of the Tender Committee Members and bidders. Financial bids of only technically qualified bidder shall be opened in the presence of the Tender Committee Members. The bidders, if they wish, may remain present.
- For any clarification/ inspection of the site, etc. the interested parties may contact Superintendents of Customs (Preventive), CHS Office, 5th floor, A Wing, APSC Commissionerate, Avas Corporate Point, Makhwana lane, Andheri Kurla Road, Mumbai-400 059 on any working day between 10.00 am to 05.00 pm or the bidder may contact on phone no. 022-29202701.
- Tender document is available on web site <http://www.airportspecialcargo.gov.in>, <http://www.accmumbai.gov.in>.
- Last date and time for accepting bids: 27.08.2017 upto 1800 Hrs.
- Opening of the Bids –
Technical Bid – 31.08.2017 at 1100 Hrs.
Financial Bid – 31.08.2017 at 1500 Hrs.

(M.G. Menon)

Asstt. Commissioner of Customs
CHS Section/ APSC, Mumbai, Zone-III.

Copy to:

1. DC/AC/EDI, ACC for uploading on ACC, Mumbai Zone-III website.
2. DC/AC/ Admn(T) for uploading on APSC website
3. Notice Board

FINANCIAL BID FOR PROVIDING MANPOWER SERVICES IN APSC COMMISSIONERATE

(to be submitted in the tenderer's letter head in a separate sealed cover)

1. Name, Address and Telephone/Mobile no. of bidder
2. Name and Office address of the Proprietor/Partner/Directors:
3. GST Registration Number and PAN no. :
4. Total service cost (Provide bifurcation of Cost+ Taxes separately) :
5. Grand Total (in figures) :
6. Grand Total (in words) :
 - service cost (Provide bifurcation of Cost + Taxes separately) :

Name & Signature of The Tenderer with official seal