



सीमाशुल्क आयुक्त (सामान्य) का कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)
हवाई माल परिसर, सहार, अंधेरी (पूर्व) ,मुंबई-400099
AIR CARGO COMPLEX, SAHAR, ANDHERI (E), MUMBAI -400099

F. No. S/43-CHS-45/2018-19 ACC

Date: - 03 .04.2019

NOTICE INVITING E-TENDER

NOTICE FOR INVITING e-TENDER FOR REPAIR/ MAINTENANCE OF DESKTOP COMPUTERS, ITS PERIPHERALS, INSTALLATION/ MAINTENANCE OF SOFTWARES, INSTALLATION OF ANTIVIRUS FOR A PERIOD OF ONE YEAR FROM 01.05.2019 TO 30.04.2020 IN THE OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL), AIR CARGO COMPLEX, SAHAR, ANDHERI (E) MUMBAI-400 099

The Commissioner of Customs (General), Air Cargo Complex, Sahar, Andheri (E), Mumbai: - 400 099, invites e-tender for repair/ maintenance of desktop computers, its peripherals, installation/ maintenance of software, installation of antivirus for a period of one year from **01.05.2019 to 30.04.2020**. The Computer Systems/ printers are installed in various sections of O/o Commissioners of Customs (General, Import and Export), ACC, Mumbai . The e-tender is invited in two parts i.e. (1) Technical Bid/Qualifying bid and (2) Financial Bid. The e-tender form for qualifying bid prescribed in Annexure-I and the e-tender form for the financial bid prescribed in Annexure-II complete in all respect shall be submitted online on or before **23.04.2019 (1100 hrs.)**.

2.0 All the prospective bidders are invited to submit their bids under Two Bid System for the subject work as detailed below and in accordance with the annexure to the tender enclosed herewith.

Mode of Tendering	e-Tendering through our portal www.eprocure.gov.in
Earnest Money Deposit	Rs. 25,000/- (Rupees Twenty Five Thousand Only)
Period of Contract	One year from 01.05.2019 to 30.04.2020 (And for such extended period as agreed mutually).
Pre- Bid Meeting (PBM)	15.04.2019; 16:00 Hrs
Venue for PBM	CHS Section, Air Cargo Complex, Mumbai
Last date and time for submission of Bid/Tender	23.04.2019 (1100 hrs)
Date & time for Opening of Technical/Qualifying Bid	24.04.2019 (1130 hrs)
Date & time for Opening of Financial Bid	25.04.2019 (1630 hrs)
Currency	Bidder should quote their price in INR only.

3.0 The e-tender form can also be downloaded from www.eprocure.gov.in; www.accmumbai.gov.in; and www.cbic.gov.in

(-Sd/-)
(DEEPAK PANDIT)
ASST COMMISSIONER OF CUSTOMS/ CHS
AIR CARGO COMPLEX, MUMBAI

Copy to:-

1. EDI for posting on ACC Customs & CBIC Website.
2. Office Copy.



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OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)
हवाई माल परिसर, सहार, अंधेरी (पूर्व) , मुंबई-400099
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The Commissioner of Customs (General), Air Cargo Complex, Sahar, Andheri (E), Mumbai:- 400 099 invites e-tender under two-bids system (Technical Bid and Financial Bid) for a Comprehensive Annual Maintenance Contract (AMC) for a period of one year from 01.05.2019 to 30.04.2020 for repair/ maintenance of desktop computers, its peripherals, installation/ maintenance of software, installation of antivirus in the Computer Systems/ printers installed in various sections of O/o Commissioners of Customs (General, Import and Export), ACC, Mumbai

01. e-Tendering process:-

The tender is invited in two parts i.e. (1) Technical bid/Qualifying Bid and (2) Financial bid. The e-tender form for technical/qualifying bid as prescribed in Annexure-I and the e-tender form for the financial bid prescribed in Annexure-II duly complete in all respect shall be submitted online on www.eprocure.gov.in on or before 23.04.2019 (1100 HRS) in two separate files in folders addressed to Commissioner of Customs (General), Air Cargo Complex, Sahar, Andheri (E), Mumbai:- 400099. The Technical/Qualifying Bid shall be opened by the e-Tender Opening Committee on 24.04.2019 at 1130 hrs. Incomplete bid documents shall be rejected. The valid technical bids shall be scrutinized by the Tender Committee to shortlist the eligible bidders. Thereafter, the financial bids of the short-listed eligible bidders shall be opened on 25.04.2019 at 1630 hrs. by the Tender Committee.

02. Submission of bids:-

Bids have to be submitted online through e-tender website i.e. www.eprocure.gov.in before the scheduled date & time. Bidders should submit the Technical as well as Financial bids through e-tendering portal only. Scanned copies of all relevant documents as mentioned in Annexure-I, should be uploaded along with the Bid. Bids submitted by Courier/Post/in- person shall not be accepted in this tender.

03. Earnest Money Deposit:-

Earnest Money Deposit (EMD) for the requisite amount in the form of Demand Draft/Bank Guarantee of Nationalized Bank in favour of Commissioner of Customs (General), ACC, Mumbai should be submitted prior to bid opening date and time in sealed envelope and also upload a scanned copy of EMD while submitting the bid electronically. If the hard copy of EMD is not received within the stipulated period, the bidder shall be disqualified. The exemption of EMD, if claimed, should be claimed in advance in writing before filing the tender.

04. Bank Guarantee:-

On receipt of intimation of award of contract from the Department, the successful vendor/bidder shall submit a Performance Security Deposit in the form of Bank Guarantee to the extent of 7.5% of the total annual contract value issued by a nationalized bank within 10 days of the award of annual contract. The bank guarantee shall be in favour of 'President of India (through the Commissioner of Customs (Gen)), Air Cargo Complex, Sahar, Andheri (E), Mumbai: - 400 099) and it shall be the responsibility of the contractor/service provider to keep this bank guarantee valid for a period of three months beyond the date of fulfillment of all contractual obligation to the mutual consent of the department and the contractor/service provider.

05. Scope of Work:-

There are around 250 Desktop Computers/ All in One Systems, and 180 Printers, of various models/ configuration to be covered under comprehensive AMC along with installation of valid reputed Antivirus (Quick heal total security/ MacAfee total security/ Norton Total Security/ e-Scan total security only) as under:

Desktop Computers: HP, HCL, Wipro, PCS, IBM, Zenith, Lenovo etc of different configurations viz (i).Pentium 4- 2.4 /2.8 GHz/ 756 MB, 80 GB HDD/ 120 GB HDD, (ii) P4 3 GHz/512/80 GR9/8 TFT;(iii) P4 2.8 GHz/1024/40 or 80 CRT/TFT (iv) HP /hp 300 series, (v) Duo Core – 3000 series- 2.2 /2/4/1.8 GHz, (vi) Core 2 Duo /1024/160 /320 TFT/CRT (vi) Core 2 Duo /30 -2.2/ 2.6/ 2.4/ 2.9 GHz (vii) Intel i3 System 2.9/3.0 GHz and Intel i5 System ,4GB ,500 GB RAM HDD (pre loaded system) etc.

Desktop Printers: HP laserjet M1005, ML1640, P1106, P1107, 1020, Samsung ML1640, ML1610, 1866 Canon MF4412, LBP2900, MF4570DN, HP Deskjet 1015, 1000, K109a, 810C, D-2360, 840C, Epson-T13, HP colour Laser jet 3505 DN, HP 8600 Colour, HP Colour 8610, HP laser jet M133, Samsung MX537 etc.

06. Eligibility Criteria:-

- i) The bidder should have annual turnover of more than Rs. 30,00,000 (Rupees Thirty Lakhs Only) in last three financial year, in this regards CA certified certificate & Balance sheet should be provided.
- ii) The bidder should have the Shop & Establishment certificate for their authorized shop and service centre from last 3 years.
- iii) The bidder firm should furnish and provide Income Tax Assessment Certificate from last three financial years.

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- iv) The bidder should not have been disqualified or served memorandum by any Central Govt. /State Govt/Semi Govt. Organizations/Private Organization for similar work, NOC/ Satisfactory certificate from Minimum 3 different organization above mentioned to be furnished along with self-declaration be furnished in this regard.
- v) 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 Five years, Experience in Central Government Department will be preferred along with the experience in UNIX/ Linux based system having AMC, work Orders for last five be furnished in this regards.
- vi) The bidder should have currently looking more than Five AMC of subject contract in any Central Govt./State Govt/Semi Govt. Organizations/ PSUs.
- vii) The bidder should be having Three work orders for similar kind of work of around Three hundred Desktop computers and 200 printers AMC for Printers and other hardware in any Central Govt./State Govt/Semi Govt. organizations in Mumbai.
- viii) The bidder should have quality management certificate ISO 9001:2015 in support of providing their qualitative services.
- ix) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- x) The service provider should also be registered with GST (Goods & Service Tax) Department.

Note:-The Commissioner of Customs (General) reserves the right to accept or reject any one or more tenders without assigning any reasons. He may reject the entire process and call for fresh tenders. He also reserves the right to reject the lowest quotation and select the one which more closely satisfies the conditions given in this tender notice or for any reasonable explanation.

07. Terms and Conditions:-

- (i). The AMC is for one year period from 01.05.2019 to 30.04.2020
- (ii). An Earnest Money Deposit (non-interest bearing) of Rs. 25,000/- (Rupees Twenty Five Thousand) in favour of Commissioner of Customs (General), ACC, Mumbai to be deposited.
- (iii) The bidder will ensure to physically engage and station at office premises, at least Three Qualified Hardware-Software Service Engineer/Technician or skilled expertise out of which 01 dedicated to expert (High Level Call) in Computers, Networks, Printers & Conference meeting and 02 for Computes Printers-service & repair expertise in software, hardware, to ensure uninterrupted sessions. In this regard, *One Sr. Engineer Qualified in Engineering degree Like B-tech/BE/BSc IT/CS & Other Certification like MCSE/Cisco/IBM Software & more than 03 years' experience in the fields of Management of Systems & Network administration (Windows & Linux for Server), Mailings Outlook, IBM lotus Notes Account/salary Payroll Systems Development in FOX Pro or JAVA Base Language, VM Ware Server for different*

Port Connection and Other Two Engineers should be Qualified and having Diploma in Computer Engineering (Hardware & software) & Experience of more than 03 years. & knowledgeable enough to troubleshoot any hardware, software related problems in office timings 9:30 to 6:30 on every working day regularly & on holidays as and when required to receive instructions about repair/maintenance tasks in hand.

- (a) Good knowledge in Microsoft Office, Windows Operating Systems and Linux/Unix/VM Ware Server V.5 System for different port connections to each other.
- (b) Management of Local Area Network and Internet mailing system.
- (c) Software support for Windows 95/ 98/ 2000/ XP/ Vista/ Windows 2007, Server 2008, various Antivirus software Linux/ UNIX/ operating system.
- (iv). The vendor is liable to Supply & install/update Quick Heal; Total Security/E scan Total Security/ MacAfee Total Security/ Norton Total Security Anti-virus software include in AMC 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.
- (v). The bidder shall carry out preventive maintenance service every 2 months 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.
- (vi). 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.
- (vii). 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.
- (viii). Maintenance includes all Hardware parts of Desktop Computer, Printers Wireless/ USB key board mouse & Conference room device like smart board, projector, mic system, and all related equipment etc 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.

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- (ix). 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.
- (x). 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.
- (xi). 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.
- (xii). 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.
- (xiii). Software support with reference to installation of windows/NT/95/98/ME/2000/XP/ VISTA/ WINDOWS 7/ WINDOWS 10/ Window Server 2003,2008,2012 /DOS, 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.
- (xiv). The maintenance service by the company shall include monthly preventive service and breakdown maintenance of all computer hardware items in various offices of O/o Commissioner of Customs (General, Import and Export), ACC, Mumbai.
- (xv). Response time of a call should not be more than 2 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.
- (xvi). The Resident Engineers deployed by the bidder shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed above will be levied and deducted from the bill submitted during the quarter period.
- (xvii). 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.
- (xviii). 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.
- (xix). The bidder shall not sub-contract / outsource the hardware maintenance jobs to any other agency and the deputed manpower/Engineer must be on their pay roll. In case of firms who do not have their registered office in Mumbai, they should have

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at least an operational office at Mumbai. The contact address and the strength of the office should also be indicated.

- (xx). 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.
- (xxi). 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.
- (xxii). In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
- (xxiii). If systems/ sub-systems are required to be taken out of office from repairing then an 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.
- (xxiv). 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.
- (xxv). 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.
- (xxvi). The Payment will be made in the first fortnight of next 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.
- (xxvii). The Resident Engineer of the bidder shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which should be enclosed with the quarterly bill submitted by the bidder for payment.
- (xxviii). Prices quoted shall be inclusive of all Government Taxes.
- (xxix). The bidder shall not sub-contract/ outsource the job to any other agency.
- (xxx). In case the service is not found satisfactory, this office will terminate the contract on its own and inform the contractor firm accordingly.
- (xxxi). With regard to AMC of printers it is highly emphasized that being comprehensive in nature printer-heads will be either repaired or replaced by the vendor itself on his own cost.

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8. The sites can be freely visited from 1100 Hrs to 1600 Hrs on all working days after prior appointment and for further details, contact Superintendents of Customs, CHS Section, Air Cargo Complex, Sahar, Mumbai on Office Tel No.022- 26816604/ 26816603.
9. The prospective Bidders are required to submit the Technical Bids as well as Financial bids and all supportive documents as required by the Tender itself on www.eprocure.gov.in. The Technical Bid shall contain all information relating to aspect including profile of bidder, client list, accreditation letter, work orders, eligibility documents of the Sr. Engg. and bidder, Hardware/Software Engineering Certificates and all relevant certificates in support of eligibility criteria and terms and condition of the said Tender Notice(as above). The Technical and Financial Bids should be submitted in separate form on or before 23.04.2019 before 1100 Hrs.
10. The Technical bids will be opened on 24.04.2019 at 1130 Hrs On scrutiny of technical bids, the financial bids of qualified bidders would be opened on 25.04.2019 at 1630 Hrs.
11. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
12. Successful bidder shall be responsible for the comprehensive operation and maintenance including repairs/replacement and preventive maintenance, of the sites within the scope of works as outlined above of this proposal on the terms and conditions hereinafter mentioned.
13. The bidders on receipt of intimation of award of contract from the Department, the successful vendor shall submit the bank guarantee to the value of 7.5% of the total annual contract value issued by a nationalised bank within 10 days of award of AMC. The bank guarantee shall be in favour of "President of India (through the Commissioner of Customs General, Air Cargo Complex, Mumbai) and shall be responsibility of the Vendor to keep this Bank Guarantee valid for 03 months beyond the contract period.
14. Any tender received without adhering to the terms and conditions and / or incorporating contrary to any conditions shall be liable to be rejected summarily.
15. The Commissioner of Customs (General), Air Cargo Complex, Mumbai reserves the right to accept or reject any of all tender/bids without assigning any reason.

(-Sd/-)

(DEEPAK PANDIT)

ASST COMMISSIONER OF CUSTOMS/ CHS
AIR CARGO COMPLEX, MUMBAI

ANNEXURE I

TECHNICAL BID

1. Name, address & telephone number of the service provider:
2. Name(s) and address (es) of the Proprietor / Partners / Directors:
3. Copy of IT returns showing annual turnover more than Rs. 30,00,000/- per annum for last three financial years ----- Yes/ No
4. Shop & Establishment certificate for their authorized shop and service centre from last 3 years ----- Yes/ No
5. Income Tax Assessment Certificate from last three financial years ----- Yes/ No
6. Experience certificate in the field of Hardware & Software maintenance and having experience in this field for more than Five years ----- Yes/ No
7. Work Satisfaction certificate from Minimum 3 different organization to be furnished along with self-declaration ----- Yes/ No
8. Three work orders for similar kind of work of around 300 hundred Desktop computers and 200 printers AMC for Printers and other hardware in any Central Govt./State Govt/Semi Govt. Organizations in Mumbai. ----- Yes/ No
9. Quality Management Certificate ISO 9001:2015 in support of providing qualitative services in the said field ----- Yes/ No
10. Permanent Account Number (PAN) under Income Tax Act, 1961 ----- Yes/ No
11. GST (Goods & Service Tax) certificate ----- Yes/ No

(NOTE: Kindly submit the above mentioned documents in the same order.)

Date:

Place:

Signature of the Bidder

ANNEXURE-II

To,
The Deputy Commissioner of Customs, CHS
Air Cargo Copmplex, Sahar, Andheri (E)
Mumbai-400099.

Sir,

Sub.: Submission of financial bid for Annual Maintenance Contract for repair/ Maintenance of Desktop Computers, its peripherals, installation/maintenance of softwares and installation of antivirus in the computer systems installed in the O/o Commissioners of Customs (General, Import and Export), ACC, Mumbai

With reference to the above, I/We hereby submit the quotation for the subject mentioned above excluding applicable taxes-

Sr. No.	Scope of Work	Location	Amount in Rs. For the period of one year from 01.05.2019 to 30.04.2020 Including Government Taxes.
1.	Comprehensive Annual Maintenance Contract (AMC) of approx 250 Desktop Computers, 180 Printers, installation of softwares/ antivirus and other extra Desktop Computers/ Printers to be included by the department during the contract period	Office of the Commissioner of Customs (General, Import and Export), ACC, Sahar, Mumbai	

Date:
Place:

Signature of the Bidder

DECLARATION:

I/We hereby certify that information furnished above is true and to the best of my/our knowledge. I/we understand that if any deviation is of and in above statement at any state, I/We shall be blacklisted and will not have any dealing with department in future. I/We have read the terms and conditions of the Tender Notice along with its Annexures.

I hereby confirm that I am authorized to sign the Tender Document.

Signature & Name of the authorized Signatory
Seal / Stamp