



**OFFICE OF THE COMMISSIONER OF CUSTOMS  
'INLAND CONTAINER DEPOT', PATPARGANJ, & OTHER ICDs, DELHI-110096  
PH: 011- 22233092, 22233091 FAX: 011-22232962**

C.No. VIII(6)ICD/PPG/Admn/AMC/Computer/78/17

Date: 30.11.2017

**Quotation for Annual Maintenance Contract of Computers, Printers, UPSs  
and Fax Machines**

Office of the commissioner of customs, Inland Container Depot, Patparganj, Delhi, invites quotations in sealed cover for "Annual Maintenance Contract (AMC) for Computers, Printers, UPS, and fax machine installed in this office, for the period 01.01.2018 to 31.12.2018 List of items to be maintained is as follows:-

S.No	EQUIPMENTS	NUMBERS
1.	Desktop computer	46
2.	Printers (Laser Jet & Ink Jet)	42
3.	UPS	46
4.	Fax Machine	01

**2. GENREAL CONDITIONS:**

- Interested agencies are requested to submit their quotations in sealed cover duly superscripted "**Quotation for AMC of Computers, Printers, UPS & Fax Machine**".
- The quotations in sealed cover should be sent to this office addressed to the Joint commissioner, office of the commissioner of customs, Inland Container Depot, Patparganj, Delhi-110096
- The quotations may be sent by post or delivered at dak section at the above office address.
- The quotations in the sealed cover containing the financial and technical bids must reach to this office **on or before 21.12.2017 before 1700hrs**. Bids received after the due date/time shall not be entertained.
- The received bids shall be opened in this office on **25.12.2017 at 1100 hrs** in the presence of the authorized representatives of the bidders.
- The bidder will have to be present in person or through an authorized representative on the aforementioned time and bid without assigning any reason.

- g) Bids received after due date, bids not contained in a sealed envelope, incomplete quotation, bids not accompanied with the required and supporting documents or Quotations received latter than stipulated time shall be summarily rejected without assigning any reason and without any communication.
- h) The validity of the quotations shall be valid be for 3 months from the date of receipt in this office.
- i) The rates quoted shall be valid for **one year** from the date of awarding the work for office of the Commissioner of Customs, Inland Container Depot, Patparganj, Delhi-110096,
- j) **Most importantly, the interested agencies should be adhere with the Labour Department Delhi's Minimum Wage Notification No. F.Addl.LC/lab/MW/2016/4859 dated 03.03.2017**

### 3. TERMS AND CONDITIONS:-

- I. The selected bidder will be **responsible for repair / maintenance work of the computers and Peripherals including replacement of defective parts (except consumables) at their own cost.** The complete responsibility for smooth functioning of all the Computers, printers and all peripherals under this contract (as above) shall rest with the contractor. He shall provide trouble free and prompt service throughout the period of the contract.
- II. The contractor would carry out preventive maintenance of each Computer, printers, Scanner, Fax machine and UPS once in every month, in order to forestall any major failure of the same. Contractor should also ensure proper cleaning of computers, printers, scanner, fax machine and UPS on quarterly basis. Failure to do so shall attract penalty at the rate mentioned in penalty clause.
- III. The charges for repair and maintenance /replacement of defective parts/components of the Computers, Printers, Scanners, Fax machine and UPS if any, Shall be borne by the contractor during the period of the contract. All repairing and maintenance work would be carried out in this office premises. The contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
- IV. No transportation charges/ cartage for removal of any component to the workshop for repair and back to office for installation shall be separately payable to the contractor under the contract.
- V. **A dedicated person/ service engineer will be provided by the contractor from 09.30 AM to 6.30 PM on all the working days and even on holydays or beyond office hours, if need arises, to attend to the day to day maintenance issue or he should be available within two hours of lodging the complaint and his contract details be provided to this office. In addition, the deputed engineer should be able to load or reload and attend to other minor problems related to software such as Windows, MS Office, Antivirus and also Internet Connectivity.**

- VI. In case of breakdown of any equipment in question, the contractor will be required to attend to the complaints within 24 hours of their being lodged. In case any complaints is not attended to/rectified within 48 hours, or in case standby is not provided and the item is not usable beyond the 48 hours, the contractor shall be liable to pay penalty @ Rs.200/- (Rupees two hundred only ) per day. The amount of penalty will be recovered from AMC charge/bills
- VII. If for any reason, downtime is expected to be more than 48 hours, the contractor shall provide a working standby computer of identical configuration until the fault has been rectified.
- VIII. The Caretaker of this office will be authorized to lodge the complaint to Agency on Telephone call /SMS/ email or in written form. If the complaint is reported on or before 3.00 pm, the Agency should attend and rectify it on the same day. Complaint lodge after 3.00 pm should be attended before 10.30 am of the following working days.
- IX. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charge.
- X. The office of the commissioner of Customs, ICD, PPG, Delhi, may, in its own discretion, add more equipments to the AMC or withdraw some or all the equipment from AMC
- XI. The rates once approved will not be enhanced by the AMC provider in any case during the course of the contract.
- XII. The prospective bidders, if they so desire, may depute an authorized representative for verifying the configuration and condition of the equipment.
- XIII. Wherever during the period of the contract the contractor does not rectify the fault / defect brought to his notice within a reasonable period of time, the office shall get the fault defects rectified by engaging suitable professionals from the open market at the contractor's risk and cost and the amount paid shall be deducted from the amount payable to the contractor. In case the contractors services are found to be consistently unsatisfactory, the contract shall be terminated after giving one week's notice and the work shall be got done from the open market at the contractor's cost.
- XIV. At the time of expiry of the contract, the contractor would be required to hand over the department's property in perfect working condition.
- XV. The contractor shall be responsible for the loss of any government property owing to negligence on his or her representative's part while maintaining the machines.
- XVI. No advance payment will be made in any case. The payment will be released on quarterly basis after making statutory deductions like TDS, work contract tax etc. and at the end of each calendar quarter.
- XVII. The bills shall be raised by the contractor on a quarterly basis and at the end of the contract, during the second week of the last quarter.

- XVIII. The successful AMC vendor shall furnish a bank guarantee (BG) of Rs. 10,000/- which may be forfeited in favour of **the commissioner of customs, Inland Container Depot, Patparganj, Delhi-110 096**. The performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations by the firm. In case, the contract is further extended beyond the initial period, the performance security will be renewed by the firm.
- XIX. The Bidder must be registered with the GST and they will produce Services Tax returns along with e- receipt corroborating payment of Service Tax for the financial year 2016-17.

#### **(4) ELIGIBILITY/QUALIFICATION CRITERIA:-**

1. The bidder shall have relevant experience preferably in managing and providing support for computer hardware, Software, Laptops and peripherals similar to the existing IT hardware in this office.
2. The bidders who are registered/approved by any Government department / organization will be given preference,
3. The firm should have an experience to execute the similar work in Government / PSU or any org/dep. The firm may enclose sufficient documents regarding execution of Government work order, etc.

#### **(5) SCOPE OF WORK:-**

- A. Maintenance & Service of desktop PCs/CPU LaserJet & DeskJet (HP) Printer/HP (All in one i. e. Fax , Printers, Scanner, Copier) /Scanner/UPS {excluding replacement of batteries } installed at the office of the Commissioner of Customs, Inland Container Depot, Patparganj, Delhi as and when required.
- B. The bidder should be fully responsible for functioning of **Internet connectivity** for all users.
- C. **Installation of Antivirus in all desktop of users and further updating, as and when required. Antivirus license will be provided by this office.**

**(6) LIST OF ITEMS UNDER AMC FOR COMPUTER & PERIPHERALS:-**

<b>SI No.</b>	<b>Particulars</b>	<b>Models</b>	<b>Nos.</b>
<b>1</b>	Desktop/CPUs	HP, Lenovo, Dell etc.	46
<b>2</b>	UPS	Luminous Microtec etc.	46
<b>3</b>	Printers	HP LaserJet1020,1107,1505 M128fn, M132fn, Samsung, Canon etc.	42
<b>4</b>	Fax Machine	HP M128fn	01

Dy/Asstt. Commissioner

Copy to :

1. Notice Board.
2. The Web manager , Directorate General of system & Data Management, C.R. Building, I.P. Estate, New Delhi-110 109 for uploading on CBEC website for publicity.

Dy/Asstt. Commissioner