OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)
सीमाशुल्क आयुक्त (निवारक) का कार्यालय
Catholic Centre, Broadway, Kochi-682 021

पत्र सं। /C.NO.VIII/26/01/2014/CCP(COMP) तारीख Dated: 06.06.2014

Public Notice inviting Quotations

Sealed quotations are hereby invited by the undersigned on behalf of the President of India for "**Annual Maintenance Contract for Computers and peripherals**" installed in the offices of Customs Preventive Commissionerate in the jurisdiction of Customs (Preventive) Commissionerate, Cochin as mentioned in the **Annexure** enclosed with this Public Notice. The quotation will be accepted up to closing hours of this office (ie. 05.30 PM) on 30.06.2014.

General Conditions

Quotation should cover the entire items specified in the enclosed annexure. The Quotation, which does not cover AMC for the entire items listed in the annexure will be a disqualification and is liable for rejection without any intimation.

a) The maximum permissible downtime will be 10 days in the entire AMC period.

b) Penalty will be charged for downtime more than 24 hours in the individual case of PCs and 12 hours in the case of breakdown of servers.

c) In cases of an additional day of downtime a penalty of 1% of the total AMC charges will be deducted per day.

d) A preventive maintenance service is to be carried out every three months for all systems and peripherals detailed in the annexure. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it includes; Checking of all the keys of the keyboard for proper operation; Servicing and cleaning of machines and printers, CD/DVD drives and checking of the head alignment.

e) Anti-virus support is compulsory.

f) Software support for Windows 8/XP/ Linux/ Unix / Unixware Operating Systems, MS Office and Open Office and broadband networking.

g) Payment will be made on quarterly basis, only after the completion of service for the quarter and after successful completion of the job mentioned under point (d) above.

h) In case of delay in repair/procurement of spares standby should be provided for operation (compulsory) that can be taken back once the faulty system is put back into operation.

i) AMC shall include services and replacement of all defective parts. The Hardware maintenance support includes corrective and preventive maintenance, repairs or replacement of defective parts (details of replacement should be provided to the undersigned).

j) Sub-contracting of AMC services is not allowed.

k) The vendor should have a good reputation in the field. The vendor should have a good presence in the jurisdiction of the Commissionerate (ie.,entire state of Kerala) and should provide support from their local offices at the designated customer sites.

l) Income Tax and Sales Tax clearance certificate should be provided for verification.

m)The vendor is to have carried out third party maintenance services for not less than five years. In particular, AMC services should have been successfully provided to a State/Central Govt. Dept. for not less than 3 years.

n) 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. If in case the Dept (for up gradation, etc.) disposes off any machine coming under AMC a pro-rata amount calculated on the basis of AMC charges per machine for the remaining period will be deducted.

o) For machines which are coming under AMC after expiry of warranty etc., a pro-rata amount calculated on the basis of the AMC charges for similar item shall be payable.

p) The Annual Maintenance Contract (AMC) is valid for one financial year ie., from the date of acceptance of the quotation.

q) Necessary bond may be executed at the time of awarding of the AMC.

The quotation in sealed envelope marked in bold letter as "**QUOTATION FOR AMC FOR COMPUTERS AND PERIPHERALS**" must reach the Office of the Commissioner of Customs (Preventive), 5th floor, Catholic Centre, Broadway, Kochi-21 on or before

20.06.2014. Any quotation received without adhering to all the above conditions and / or incorporating any conditions contrary to any of the above condition will be liable to be rejected summarily. Date of opening of the tender: 01/07/2014.

Soliciting an early response.

Encl: **Annexure**

(SOPHIA M JOY)
ADDITIONAL COMMISSIONER

Copy to: Notice Board

ANNEXURE

Computers		
Sl. No	**Make**	**No.**
1	**Wipro**	**2**
2	**HCL**	**13**
3	**PCS**	**25**
4	**IBM LENOVO**	**3**
5	**DELL**	**29**
6	**HDD**	**1**
	Total	**73**

	Printers	
Sl. No	**Make**	**Quantity**
1	**D Printer**	**1**
2	**IJ printer**	**3**
3	**HP LJ**	**60**
4	**Xerox**	**7**
5	**Samsung**	**6**
	TOTAL	**77**
	Laptops	
Sl. No	**Make**	**Quantity**
	Acer	**9**
	Lenovo	**2**
	Zenicon	**1**

	TOTAL	**12**
	Scanner	
Sl. No	**Make**	**Quantity**
1	**Canon lide 110**	**6**
	TOTAL	**6**