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

**पत्र सं।/**C.NO.VIII/26/01/2015/CCP(COMP) **तारीख** Dated: 30.06.2014

# 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 at 3rd, 4th and 5th floor of Catholic Centre, Broadway, Ernakulam, details of which are given as under.

| No of CPUs and Monitors | No. of Laptops | No of Printers | No of Scanners | No of Speakers |
|---|---|---|---|---|
| **31 Each** | **7** | **29** | **1** | **13 Pairs** |

The quotation will be accepted up to closing hours of this office **(i.e. 05.30 PM) on 10.07.2014.**

## General Conditions

Quotation should cover the entire items specified as above. The Quotation, which does not cover AMC for the entire items will be a disqualification and is liable for rejection without any intimation. The amount quoted should include all taxes and other government dues, as applicable. The AMC provider should submit a copy of the PAN and Service Tax Registration Certificate (if any).

a) Each Complaint/service request should be registered with a Registration Number, which should be notified to the Officer who has lodged the complaint and after rectifying the problems, a copy of the service report should be submitted to the Superintendent (Computer) at 5th floor.

b) Penalty will be charged for downtime for more than 24 hours in case of PCs/Printers and other peripherals.

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

d) A preventive maintenance service is to be carried out every three months for all systems and peripherals detailed above. 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 and sufficient number of Technicians.

l)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./Reputed Firms for not less than 3 years.

m) 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.

n) 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 i.e. from the date of acceptance of the quotation.

q) Bank Guarantee for an amount equal to 20% of the bid amount 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 10.07.2015. 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: 13/07/2014.
Hindi Version of this Notice follows.

**Sd/30.6.2015**
**(S. ANILKUMAR)**
**JOINT COMMISSIONER**

Copy to: Notice Board/Official Web-Sites.