



**DIRECTORATE GENERAL OF VIGILANCE**  
**CUSTOMS & CENTRAL EXCISE, SOUTH ZONAL UNIT,**  
**4<sup>TH</sup> & 5<sup>TH</sup> FLOOR, KRISHNA BLOCK, CUSTOM HOUSE,**  
**NO.60, RAJAJI SALAI, CHENNAI – 600 001.**

**Fax No. (044) – 2522 0713**

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C.NoI/07/01/18-Dte.Vig

Dated 05/02/2018

TENDER NOTICE

Subject:- Invitation of quotations for Comprehensive Maintenance Contract in respect of Personal Computers, Laptops, Printers & LAN Network at the Directorate General of Vigilance, Customs & Central Excise, South Zonal Unit, Chennai.

1. Quotations in sealed cover are hereby invited from Parties/Firms for Comprehensive Annual Maintenance Contract for a period of one year from the date of award of Contract in respect of Personal Computers with their accessories, Laptops, Printers and LAN Network of this Directorate, as detailed in the table. The terms and conditions are mentioned below.

Sl.No.	Description	Nos.
1.	Computer System	16
2.	Printers	16
3.	Laptops	10
4.	LAN Network	1

2. Interested firms may submit their documents satisfying the technical bid requirements in a sealed cover, superscribed with “Technical Bid for AMC of Computers, Printers, Laptops & LAN Network” along with another separate sealed cover superscribed as “Financial Bid for AMC of Computer, Printers, Laptops & LAN Network” and put inside a bigger sealed envelope which shall be superscribed with the words “ AMC for Computers, Printers & Laptops” on top of the sealed cover and send it to the undersigned on or before 17.00 Hrs. on 23.02.2018 to the Directorate General of Vigilance, 5<sup>th</sup> Floor, Krishna Block, Custom House, Chennai 600 001. The sealed bids can be submitted either by post, or in person to the Assistant Commissioner (Admn) at Krishna Block, Custom House, Chennai. The quotation will be opened at 15.00 Hrs. on 26.02.2018 by the Tender Committee in the presence of the parties or their authorized representatives in the above mentioned office.

(A) Technical Bid:

- (i) The firm should be in the business of maintenance of Computers and its peripherals at least for the last 5 years. (Requisite documents to support this claim will have to be produced for verification). The firm must have expertise and experience in Hardware Maintenance and must have executed AMC of any Central / State Government organizations (Ministries,

Government department, PSUs etc) for one year or any reputed Private Company for three years.

- (ii) The firm should be registered with GST Department and should submit a copy of GST Registration Number.
- (iii) The firm must be registered with Registrar of Companies if required by law and with the GST/VAT/Sales Tax Department.
- (iv) The firm must submit valid Income Tax Clearance certificates>Returns for three years (2014-15, 2015-16 & 2016-17) and also a copy of the Pan card.
- (v) The address of the office with telephone No. and Fax Nos. should be furnished.

**(B) Financial Bid:**

- (i) The rates may be quoted in a sealed cover on comprehensive basis in respect of the personal computers, laptops, printers and LAN Network as detailed in Annexure A.
- (ii) The amount of AMC should include GST and other taxes to be borne by the Vendor.
- (iii) Only the Companies/firms meeting the above terms & conditions should submit their quotations in a sealed cover. Tenders which fail to fulfill any of the above conditions will be disqualified.

**GENERAL TERMS AND CONDITIONS**

**1. Scope of work**

1.1 The scope of work covers comprehensive annual maintenance of Computers alongwith LAN Network, Laptops and Printers of different makes & models as listed in Annexure)

1.2 To provide regular on-site Preventive maintenance.

1.3 To replace old & defective parts with new & genuine parts, whenever required.

1.4 To attend to any problem relating to Network.

**2. Deployment of Engineers**

2.1 The vendor will depute One Engineer immediately on receipt of call from this office on all working days (Monday to Friday). Resident Engineers are not required.

2.2 The engineers should be equipped with mobile phones to ensure their availability.

2.3 The services of the engineer of the contractor may be required on non- working days also or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that one engineer is deputed on such occasions

### **3. Service Assurance**

3.1 The firm should provide periodical Service/ maintenance for each of the machine to be taken under the AMC on quarterly basis.

3.2 Special cleaning of the CPUs, Monitors, Printers, Key boards, Mouse etc, with the help of Vaccum cleaner as well as liquid cleaner should be done once in three months. A Preventive Maintenance Report (quarterly) and cleaning reports of all the items installed in the Directorate should be submitted along with the quarterly bill of AMC to the Administrative Officer failing which an appropriate penalty would be imposed. The quarterly payment would be made strictly on the basis of satisfactory report of the users.

If the Vendor does not attend to the complaint of minor faults within 24 hours from the time of complaint registered a penalty of Rs. 300/- per day shall be levied.

If the company fails to clean the equipments under AMC on quarterly basis, a penalty of Rs. 1000/- per quarter shall be levied. Penalty shall be deducted from the running payments.

3.3 The schedule of preventive maintenance shall be as follows:

- (a) Cleaning of all equipments using vacuum air, brush and soft muslin cloth.
- (b) Checking of power supply source for proper grounding and safety of equipment.
- (c) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- (d) Scanning of all types of virus and cleaning / removal of the same.

3.4 The service engineers would take up any reported fault within three hours. As far as possible, the repairs would be carried out on-site itself.

3.5 The equipment is to be taken out to the workshop for repair only with proper permission of the competent officer and would be at the contractor's own risk and expenses.

3.6 In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.

3.7 Being a comprehensive contract, all liabilities arising out of any fault/replacement of any part will be borne by the vendor, if not mentioned separately otherwise.

3.8 The contract will be valid for a period of one year with effect from the date of award of Contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate shall be entertained during the contract period on any account.

3.9 The vendor shall check all the computers and Printers within 3 working days of signing the contract and submit a report to the Administrative Officer. In case no report is submitted within the stipulated time, it will be assumed that all the machines are in good working condition.

3.10 It may also be noted that in case of contractor backing out midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates vis-a-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.

3.11 The above act of backing out would automatically debar the contractor from any further dealing with this Department.

3.12 The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the phase of this contract. In this connection decision of the Directorate shall be final and binding on the firm.

3.13 This tender is not transferable and under no circumstances shall the successful bidder be allowed to sub-contract with any other person/party.

#### **4. Payment**

4.1 No advance payment would be made in any case. However, quarterly payment would be made after satisfactory completion of maintenance in each quarter and submission of the Quarterly Bill.

4.2 The Vendor will not have any legal right to proceed against the Directorate in the event of late payment due to unforeseen reasons.

5. Unsealed Quotations or Quotations without qualifying documents as stipulated for will not be accepted. The Directorate reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipments than the number as per the Annexure, then proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced.

6. The rates quoted should be net inclusive of all applicable taxes.

7. The Successful bidder shall have to deposit an amount equal to 10% of the total contract value per annum for the contract period entered into as "Performance Security" in favour of Senior Accounts Officer, Pay & Accounts Office, Customs, Chennai. The performance security may be furnished in the form of an Account Payee Demand Draft, Bank Guarantee

from a Nationalised Commercial Bank.

8. **ARBITRATION** :

8.1. In the event of any question, dispute/difference arising under this contract or in connection therewith (except as to matters the decision of which is specifically provided under this contract), the same shall be referred to the sole Arbitrator to the Additional Director General (Vig), SZU, Chennai or his nominee.

8.2. The award of the arbitration shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or unable to act for any reason whatsoever, the Additional Director General (Vig), SZU, Chennai shall appoint another person to act as Arbitrator in place of the out-going arbitrator in accordance with the reference from the stage at which it was left by his predecessor.

8.3. The Arbitrator may from time to time, with the consent of all the parties enlarge the time for making and publishing the award.

8.4. The Arbitrator may give interim award(s) and/or directions, as may be required.

8.5. Subject to the aforesaid provisions, the Arbitration Act, 1940 and the Rules made there under and any modification thereof from the time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

8.6. The venue of the Arbitration shall be in Chennai.

9. The Tender Notice is also available at the official website: **[www.cbec.gov.in](http://www.cbec.gov.in)**

/sd/ dt05.02.2018

(M.M.PARTHIBAN)  
Additional Director General