



**प्रधान आयुक्त सीमाशुल्क) निवारक (का कार्यालय,
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (PREVENTIVE)
तलाशी एवं आसूचना विभाग, नवीन सीमाशुल्क भवन,
RUMMAGING AND INTELLIGENCE DIVISION, NEW CUSTOM HOUSE,
बेल्लार्ड एस्टेट, मुंबई 001 400 –
BALLARD ESTATE, MUMBAI – 400 001.
Tel. No. 22623781/22614608 Fax No. 22691769**

F. NO. SD/INT/ADMN-III/16/2014 R&I

Date:0803.2018

LIMITED TENDER NOTICE FOR COMPREHENSIVE ANNUAL MAINTENANCE OF COMPUTERS (Desktop & Laptop) & PRINTERS, INSTALLATION OF LICENSED ANTIVIRUS SOFTWARE IN VARIOUS SECTIONS OF R&I FROM 01.04.2017 TO 31.03.2018

1. Sealed quotations under the two bid system i) Technical bid containing information relating to all aspects other than price quoted and ii) Financial bid containing the price quoted (provided separately in sealed cover) are invited from eligible vendors for the maintenance of **79 Desktop computers, 07 Laptops and 59 printers** installed in office of the Rummaging and Intelligence Division of the Commissionerate of Customs (Preventive), Mumbai for the period 01.04.2018 to 31.03.2019. The eligibility criteria and conditions governing the maintenance contract are given in Annexure I and Annexure II respectively. The list of computers and printers installed in the offices of the Rummaging and Intelligence Division is as per Annexure A.(Attached).

The details of work specifications, terms & conditions are outlined in the Annexures to this tender as under :

Annexure I: Eligibility Criteria for AMC of Hardware Items.

Annexure II: Conditions governing AMC

2. The financial bid of only those vendors whose technical bid satisfies the eligibility criteria will be considered. The covers containing the sealed quotations shall be superscripted as "Quotations for annual maintenance of computers & printers and installing licensed antivirus software". Tender notice can also be accessed on departmental website **cbec.gov.in** and **mumbaicustomszone1.gov.in**.
3. Earnest Money Deposit (EMD) of Rs 5000/- should be submitted by bidder in the form of Demand Draft/Bankers Cheque, drawn on any Nationalized Bank or a scheduled Commercial Bank in India, in favour of the Principal Commissioner of Customs (Preventive) payable at Mumbai. Both the Bids must reach the address at: R & I Division, Administration-III, 11th floor, Annex Building, New Customs House, Ballard Estate, Mumbai-400001.
4. The successful tenders shall furnish a security deposit to the Office of the Principal Commissioner of Customs (P) R & I within 30 days of the issuance of the contract, which shall be 10% of the Bid amount in form of Demand Draft/ Bank Guarantee from a scheduled nationalized Bank drawn in favour of the Principal Commissioner of Customs (P) R & I payable at par in Mumbai valid for the contract period and plus three months thereafter EMD will be part of the Security Deposit and EMD of the successful bidder can be refunded after depositing of Security Deposit.
 - i) No interest will be payable by the office of the Principal Commissioner of Custom (P) on Security Deposit.

- ii) In case of breach of contract or violation of any terms of contract security deposit shall be forfeited.
- 5. Quotations received after the last date will not be entertained. The department reserves the right to accept or reject the quotation without assigning any reason thereof.
- 6. The last date for submission of quotations shall be 28.03.2018 at 11:30 A.M.
- 7. The tender will be opened on 28.03.2018 at 04:30 P.M. The bidders themselves or their authorized representatives may attend the Bid opening process at the R&I Conference Hall, 11th floor, Annex Bldg, New Custom House, Ballard Estate, Mumbai, if they wish to attend the same.

ANNEXURE - I

Eligibility criteria for AMC of Computers (Desktop & Laptop) & Printers, Installation of Licensed antivirus software in various sections of R & I

- 1. The company/firm intending to submit the quotation shall be a reputed organization in the field of hardware & software maintenance.
- 2. The company/firm must have experience of at least for the last 03 Financial years (i.e. 2014-15, 2015-16, 2016-17) of having AMC from Central Government Organization/State Government Organization/Public Sector Unit. Bidders have to provide copy of work order of the executed contracts along with work satisfactory certificate from Central Government Organization/State Government Organization/Public Sector Unit for executed contracts.
- 3. The company/firms's contract should not have been terminated before the expiry of the full term, in any of the previous three financial years i.e (i.e. 2014-15, 2015-16, 2016-17). (Meaning hereby that the applicant should not have been removed from engagement on account of breach of contractual terms or bad service.)
- 4. The company must have qualified and skilled expertise in the following fields and its service engineer must be knowledgeable enough to troubleshoot any problems in these areas.
 - a) Maintenance of PC/Peripherals installed in the offices of R&I Division.
 - b) Management of Local Area Network and internet.

ANNEXURE - II

Conditions governing AMC

- 1. The quotations soon after the application period will be opened in the presence of the competent authority. Only those whose technical bids conform to the terms in the Annexure-I and II will be considered against their financial bids.
- 2. The maintenance service by the company shall include quarterly preventive service and breakdown maintenance of all computer hardware in this Commissionerate and all the calls shall be attended to on the day of complaint failing which 25% of unit AMC charges for the month will be deducted from the bills submitted.
- 3. All the machines under A.M.C. shall be installed with licensed antivirus software and be updated periodically. It will be the responsibility of the A.M.C. holder to maintain all the machines free from any virus.

4. The company will have to provide alternative equipment if the machine remains under breakdown beyond 48 hours after reporting.
5. Double the **pro rata** deductions on number of days the machine is under breakdown will be made from the bills submitted if the company does not fulfill the requirement at Sr.No.3 & 4.
6. Where the parts/components have failed/damaged due to any reason, replacement of those parts/ components including monitor, smps, motherboard, processor, hard disc, wires, cables, cards, circuit boards, mouse, keyboard etc shall be provided free of cost by the company within 24 hours to the call.
7. In case of failure of printers, the same shall be restored/rectified within 24 hours.
8. This office will take no responsibility towards erratic power problems or any other situations beyond its control that may cause the computer systems to malfunction.
9. The rates should be quoted on comprehensive basis.
10. This maintenance contract shall remain in force from 01.04.2018 to 31.03.2019 from the date of acceptance of the contract.
11. The charges will be paid **quarterly** after satisfactory completion of each quarter.
12. Qualified and expert engineers must be stationed in the Commissionerate. The engineer shall attend to all the calls during the day from the officers.
13. Cost shall be quoted for each type, brand and configuration of hardware and also as aggregate of all the hardware put together based on the list of machines so that some items can be either included additionally during the period of contract or withdrawn before the commencement. Further break ups like taxes etc should also be shown.
14. Whenever during the period of the contract, the service of the company is found to be not satisfactory or if the company found violating any of the conditions of the contract, this office has the right to terminate the contract immediately without explaining any reason.
15. The vendor shall at the time of applying provide suitable records of proof of their eligibility vide Annexure-I.
16. The engineers should be equipped with mobile phones to ensure their availability.

Sd/-

(S B AGRAWAL)

Assistant Commissioner of Customs (P)
R&I, Admn-III/MUMBAI

Encl: Annexure-A

- 1) Notice Board
- 2) EDI for web publication
- 3) All concerned.

ANNEXURE- A

SR NO	Section Name	Computers		Printers	
1	Admin I	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2)Dell Lcd & dell Vostro Cpu 3)Dell Lcd & Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd 4)Hp Lcd &Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd	4	1) Hp laserjet P1108 2)Hp laserjet P1106 3)Hp laserjet mfp177	3
2	Admin II	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Dell Lcd & dell Vostro Cpu 3) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 4) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	4	1) Hp Laserjet p1106 2) Hp Laserjet p1106	2
3	Admin III	1) Dell Lcd & Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd 2) Dell Lcd & Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd 3) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	3	1) Hp Laserjet p1106 2) Hp laserjet P1108	2
4	RRC	1) Dell Lcd & Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd 2) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	2	1)Hp laserjet p1007 2)Samsung ML1610	2
5	TCU/LEGAL	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	1	1) Hp Laserjet p1106	1
6	ADJUDICATION CELL	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Dell Lcd & Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd	2	1) Hp Laserjet p1106 2) Hp Laserjet p1106	2
7	CIU/VIGILANCE	1) Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd	1	1)Samsung ML2161	1
8	APU 11 th Floor	1) Dell Lcd & dell Vostro Cpu	1	1)Hp laserjet p1108	1
9	AC/Sahoo Sir	1)Lenovo Idea Center All in one system	1	1)Hp laserjet m128fn	1
10	Prosecucation Cell	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Dell Lcd & dell Vostro Cpu	2	1)Hp laserjet p1007	1
11	JC Office	1) Lenovo Idea Center All in one desktop i3 2gb Ram ,500 Gb Hdd 2) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	2	1) Hp Laserjet p1106	1
12	ADC Office	1)Hp Pavilion All in One	2	1)Hp laserjet Pro mfpm	2

		desktop ,i5,4Gb Ram ,1Tb Hdd 2)Hp lcd & Hp Cpu,i3`2Gb Ram,500 Gb Hdd		126Nw 2) Hp Laserjet p1106	
13	NCCP	1) Hp lcd & Lenovo Think Center Cpu,Pentium Dual core,1Gb Ram,160 Gb Hdd	1	1)Hp Laserjet 1020	1
14	SIIU	1)Assemble Cpu & Hp Lcd	1	1)Hp Laserjet 1020	1
15	HQIU	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 3) Dell Lcd & dell Vostro Cpu 4) Hp lcd & Lenovo Think Center Cpu,Pentium Dual core,1Gb Ram,160 Gb Hdd 5) Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd	5	1) Hp laserjet p1007 2) Hp laserjet p1007 3) Hp Laserjet p1106 4) Hp laserjet p1108	4
16	NSPU 12 th Floor	1) Dell Lcd & Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd	1		
17	DC /Tarik Sir	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	1	1) Hp Laserjet p1106	1
18	P & E Marin	1) Dell Lcd & Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd 2) Dell Lcd & dell Vostro Cpu	2	1) Hp Laserjet p1106	1
19	Boat Establishment	1) Hp lcd & Assemble Cpu	1	1)Hp laserjet p1108	1
20	RSR 12 th Floor	1) Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd	1	1) Hp laserjet p1007	1
21	CAT/REWARD Cell	1) Dell Lcd &Lenovo Think Center Cpu,Pentium Dual core,1Gb Ram,160 Gb Hdd	1	1) Hp laserjet p1106	1
22	RTI	1) Dell Lcd & dell Vostro Cpu 2)Hp Lcd & Assemble Cpu	2	1) Hp laserjet p1108	1
23	Disposal	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 3)Lenovo Monitor &Lenovo Think Center Cpu,Pentium Dual core,1Gb Ram,160 Gb Hdd 4) Dell Lcd & dell Vostro Cpu	4	1) Hp laserjet p1106 2) Hp laserjet p1108 3) Hp laserjet p1108	3
24	Cofeposa	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	1	1) Hp laserjet p1108	1
25	Basement Warehouse	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	2	1) Hp laserjet p1108 2) Hp laserjet p1106	2
26	Cash Section	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) 1) Lenovo Lcd & Lenovo	4	1) Hp laserjet p1108 2) Hp laserjet p1007 3) Hp laserjet p1106	3

		think center cpu, i3,2Gb Ram,500 Gb Hdd 3) Dell Lcd & dell Vostro Cpu 4) Dell Lcd & dell Vostro Cpu			
27	PAO	1) Dell Lcd & dell Vostro Cpu	1		
28	Pr.Commissioner Office	1)Lenovo Thinkcenter All in one system 2)Lenovo all in one system 3) Dell Lcd & dell Vostro Cpu	3	1) Hp laserjet p1106	1
29	CCP/Adjudication	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Dell Lcd & dell Vostro Cpu	2	1) Hp laserjet P1108 2) Hp laserjet pro176n	2
30	MTO	1) HP Lcd &Lenovo Think Center Cpu,Pentium Dual core,1Gb Ram,160 Gb Hdd 2)Lenovo Thinkcenter all in one Desktop	2	1) Hp laserjet p1106	1
31	Customs Marin Workshop	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	1	1)Hp laserjet p1020	1
32	DIU Clock Tower, P&V docks Yellow Gate Masjid	1) Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd 2) Dell optipex cpu & Dell Lcd	2	1) Hp laserjet p1106 2) Hp laserjet 128fn	2
33	RSR Clock Tower, P&V docks Yellow Gate Masjid	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Dell optipex cpu & Dell Lcd	2	1) Hp laserjet p1106 2) Hp laserjet p1106	2
34	Nanawati warehouse	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd	1	1) Hp laserjet p1007	1
35	APU air cargo complex Andheri	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd 3) Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd 4) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 5) Lenovo Lcd & Lenovo Idea center cpu ,i3 ,4Gb ,1Tb Hdd	5	1)Hp laserjet p1106 2)hp laserjet p1020	2
36	NSPU Nhava sheva preventive Unit,Jnpt.Raigad	1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 2) 1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 3) 1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 4) 1) Lenovo Lcd & Lenovo think center cpu, i3,2Gb Ram,500 Gb Hdd 5) Hp Pro 3090 intel core 2duo,2Gb Ram,320 Hdd 6) Dell Lcd & dell Vostro Cpu 7) Dell Lcd & Dell Optiplex 990 cpu,i5 2Gb Ram,320 Gb Hdd	7	1) hp laserjet p1020 2) hp laserjet p1020 3) Hp laserjet p1106 4) Hp laserjet p1106 5) Hp laserjet p1007 6) Hp laserjet P1108	6

37	Office of the CCC III1st Floor Old bulid. NCH	1) Lenovo All in one Desktop	1	1) Hp 128Fn	1
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SR.NO	LAPTOP DETAIL	SECTION
1	Acer Aspire 5745,intel i5,2GB RAM,250GB HDD	Admin iii (SUPDT)
2	Acer Aspire 5745,intel i5,2GB RAM,250GB HDD	O.N.Pande sir
3	Acer Aspire 5745,intel i5,2GB RAM,250GB HDD	HQIU
4	HP ProBook 440g2,intel i5,4GB RAM,500GB HDD	APU
5	Dell Vostro 1510, intel core 2Duo,4GB RAM,320GB HDD	Admin I ,(SUPDT)
6	Sony wio ,intel core 2Duo 512 MB Ram,80GB HDD	DIU (SUPDT)
7	Acer 4150	In Store Room

Total –

Computers - 79

Printer -59

LAPTOP-07