



TENDER DOCUMENT

for

**Comprehensive Annual Maintenance
Contract (CAMC) of Desktop
Computers, Printers, Scanners and
their peripherals, etc.**

At

**MUMBAI CUSTOMS ZONE-I, NEW
CUSTOMS HOUSE BALLARD ESTATE,
MUMBAI,
MAHARASHTRA-400001**



**GOVERNMENT OF INDIA
MINISTRY OF FINANCE/ DEPARTMENT OF REVENUE
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS,
INDIAN CUSTOMS - MUMBAI ZONE – I
OFFICE OF THE COMMISSIONER OF CUSTOMS EXPORT
NEW CUSTOM HOUSE, BALLARD ESTATE
MUMBAI (MAHARASHTRA) -400 001.**

F. No.: S/1-01/2015-16 EDI Pt. III

Date:24.07.2020

**Notice Inviting E-Tender
(E-tender ID No. 2020_DREV_573533_1)**

The Commissioner of Customs, Export, Mumbai Zone-I, NCH invites online tender in two bid system (technical and financial) through e-submission of competitive bids from the reputed and experienced Company/firms/contractors/enterprises for the Comprehensive Annual Maintenance Contract (CAMC) work for a period of one year from the date of awarding a Contract for the Maintenance of Desktop Computers, Printers, scanners and their peripherals, etc. installed at various Sections / Departments of Mumbai Customs Zone-I in NCH and Customs sites/offices in Mumbai Port Trust area and Postal appraising section. Technical bid will cover information relating to all aspects other than the price quoted and Financial bid: Bill of quantities (BoQ), will cover the price quoted in the given Performa in the Annexure part of this tender document.

2. The tender documents including application form, format for Technical Bid and Financial Bid (BoQ) etc. are enclosed as Annexure to this Tender Notice which are available on our websites www.mumbaicustomszone1.gov.in, www.cbic.gov.in and www.eprocure.gov.in. Any change / modification in tender will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. For reference the **CRITICAL DATE SHEET** is given below:-

| Sr. No. | Description of activities | Date (dd/mm/yyyy) & Time (hrs) |
|---------|----------------------------|--------------------------------|
| 1 | Publishing Date | 25.07.2020 10:00 |
| 2 | Bid Submission Start Date | 25.07.2020 11:00 |
| 3 | Bid Submission End Date | 15.08.2020 11:00 |
| 4 | Technical Bid Opening Date | 17.08.2020 12:00 |
| 5 | Financial Bid Opening Date | 21.08.2020 12:00 |

3. **EMD (Earnest Money Deposit):** The tender should be submitted with a Demand Draft of Rs.50,000 (Rupees Fifty Thousand Only) of any nationalized bank in the name of "**President of India (acting through the Commissioner of Customs)**", payable at Mumbai in original and scanned copy of EMD is to be uploaded with the tender. Exemption as per Government of India rules will be applicable.

4. Details of documents enclosed

| Sr. No. | Annexure | Title of the Document |
|---------|-------------|------------------------------|
| 1 | Annexure- A | TERMS OF REFERENCE |
| 2 | Annexure- B | GENERAL TERMS AND CONDITIONS |
| 3 | Annexure- C | PREQUALIFICATION CONDITIONS |
| 4 | Annexure- D | TENDER ACCEPTANCE LETTER |
| 5 | Annexure- E | CHECKLIST FOR BIDDERS |
| 6 | Annexure- F | FORMAT FOR TECHNICAL BID |
| 7 | Annexure- G | FORMAT FOR FINANCIAL BID |

5. The details of eligibility criteria, specification, scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as Annexure to this Tender Notice. In case of any further clarification or queries, the bidders may contact Appraiser of Customs, EDI ,Office of the Commissioner of Customs, Export, Mumbai Customs Zone-I, Mumbai, (Maharashtra) - 400 001/ 022-22757460, 22757497 from 11 A.M. to 5 P.M or E-mail at edi.helpdeskmcz1@gov.in with the subject as 'CAMC of Desktop Computers, printers, scanners and their peripherals, etc'.

6. The COMMISSIONER OF CUSTOMS Export, Mumbai Zone-I, Ballard Estate, Mumbai, reserves the right to reject any or all of the bids without assigning any reasons.

Sd/-
24.07.2020
(V.K.MEHTA)
Assistant Commissioner of Customs,
EDI Section, Mumbai Customs Zone-I

Encl: As above.

Copy to:-

- i. Notice Board
- ii. e-procurement portal (<https://www.eprocure.gov.in>)
- iii CBIC website (www.cbic.gov.in) through telex section, New Custom House, Mumbai – I
- iv Mumbai Customs Zone-1 website (<http://www.mumbaicustomszone1.gov.in>)

TERMS OF REFERENCE**1 THE SCOPE OF WORK:**

Details of the Assets Installed at various Sections/Departments of Mumbai Customs Zone-I at New Customs House and at postal appraising section and various Customs sites/offices in Mumbai Port /Trust area are as mentioned below in Table A and Table B :-

Table A

| Sr. No. | Item Name | Total Number (Approx.) |
|----------------|--|-------------------------------|
| 1 | Normal PCs and All in One PCs | 527 |
| 2 | Normal Printers | 368 |
| 3 | All in One Printers/ Multi function printers | 74 |
| 4 | Scanners | 6 |

Other than above devices, following devices in Table-B are under warranty right now, these devices will be included in the CAMC from the below mentioned period in Table B till the end of CAMC, however the software support will be required for the below mentioned devices in Table B for complete contract period of one year and also it will be the responsibility of the bidder firm to get such devices repaired/replaced from the concerned manufacturer during warranty period and bidder shall provide a stand-by system/ computer until the device is repaired/ replaced:

Table B

| Sr.no. | Item name | Number of items |
|---------------|---|---|
| 1 | Normal PCs and All in One PCs | 8 from 01.10.2020, 10 from 01.11.2020, 14 from 21.11.2020, 8 from 01.01.2021, 1 from 01.03.2021, 6 from 01.06.2021 |
| 2 | Normal Printers | 8 from 21.11.2020, 7 from 01.01.2021, 3 from 01.03.2021 |
| 3 | All in One Printers/ Multi function printers | 8 from 01.10.2020, 1 from 01.11.2020, 17 from 01.01.2021 |
| 4 | Scanners | 1 from 01.03.2021 2 from 18.06.2021 |

These are the assets available at the time of Tender Publication. Assets are likely to increase/decrease as per administrative ease and requirement. As and when such change happens during the contract period the CAMC charges may be increased or decreased proportionately, by the Commissioner of Customs (Export), Mumbai Zone-I, on the basis of the finalized tender

All the bidders are informed that, the bidders should quote a single total amount in the financial bid (BoQ) for the devices mentioned in Table A for the 1 year period and for the devices in Table B as per timelines mentioned in the table till the completion of CAMC.

Desktop Computers: HP, HCL, Wipro, PCS, IBM, Zenith, Lenovo etc of different configurations viz (i).Pentium 4- 2.4 /2.8 GHz/ 756 MB, 80 GB HDD/ 120 GB HDD, (ii) P4 3 GHz/512/80 GR9/8 TFT;(iii) P4 2.8 GHz/1024/40 or 80 CRT/TFT (iv) HP /hp 300 series, (v) Duo Core – 3000 series- 2.2 /2/4/1.8 GHz, (vi) Core 2 Duo /1024/160 /320 TFT/CRT (vi) Core 2 Duo /30 -2.2/ 2.6/ 2.4/ 2.9 GHz Acer veriton (vii) Intel i3 System 2.9/3.0 GHz and Intel i5 System ,4GB RAM ,500

GB,1TB HDD (pre loaded system) etc.

Desktop/Network Printers: HP LaserJet M1005, ML1640, P1106, P1107, 1020, Samsung ML1640, ,2161 ML1610, 1866 Canon MF4412, LBP2900, MF4570DN, HP Deskjet 1015, 1000, K109a, 810C, D-2360, 840C, Epson-T13, HP colour Laser jet 3505 DN, HP 8600 Colour, HP Colour 8610, HP laser jet M133, Samsung MX537, HP Office Jet 8710 Colour, HP Office jet 8720, Samsung K2200ND, Konica Minolta, Bizhub etc.

Scanners: HP Scanjet 7500, HP Scanjet N9120 fn2, Epson DS 1630

The above specification and brands are only indicative not exhaustive, there may devices with higher or lower specifications and of brands which are not mentioned above.

2 Maintenance and Updation Services will cover the following:-

The CAMC is for one year period from the date of awarding this Contract.

The bidder will ensure to physically engage and station at office premises well qualified Hardware-Software Service Engineers/Technicians and Antivirus support Engineers of Computers, Printers-service & repair and having expertise in software, hardware, projector and misc. operations along with sound system operation so as to ensure uninterrupted sessions at conference hall and auditorium. However, at least seven resident engineers (out of seven one should be senior engineer as mentioned in the table below) should be made available during office hours and as and when required depending on the urgency and exigency of work. Office space for resident engineers will be provided in the New Customs House. The following are the requirements, qualification and work experience required for the resident engineers.

| Qualifications for engineers | Work experience | Requirement | Duties description |
|--|--|---|--|
| <p>Minimum- Diploma in Computer Engineering (Hardware & Software).</p> <p>At least one Senior. Engineer should have qualified in Engineering degree like B-Tech/BE/BSc. IT</p> | <p>i) Work experience in the fields of Management of Systems & Network Administration (Windows & Linux for Server), Mailings Outlook, IBM Lotus Notes Account/Salary Payroll Systems Development in FOX Pro or JAVA Base Language, VM Ware Server for different Port Connection.</p> <p>ii) Good knowledge in Microsoft Office, Windows Operating Systems & Apple Mac etc.</p> <p>iii) Management of Local Area Network and Internet mailing system.</p> <p>iv) Apple MAC various Antivirus software operating system.</p> | <p>Experience of 03 years or more and knowledgeable enough to troubleshoot any hardware, software related problems.</p> <p>Senior Engineer should have experience of 5 years and expertise in work mentioned in the work experience column of this table.</p> | <p>During office timings 9:30 am to 6:30 pm on every working day regularly & holidays as and when required to receive instructions about repair/maintenance tasks in hand.</p> |

- 2.0** The bidder is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Laptops installed herein. The Bidder shall update and remove the viruses from CPU/LAN Network system of the desktop computer & Server.
- 2.1** The bidder shall carry out preventive maintenance service every month for the Desktop Computers / peripherals which would include (i) Scanning of the Hard Disk Drive for bad sectors i.e. outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning of keyboard / mouse for proper operation. (iii) Cleaning of printer, checking its driver, functioning and to ensure proper functioning of printers.
- 2.2** The AMC being Comprehensive shall include services and repairs or replacement of defective parts like hard disk, wires, cables, chords, cards, Mother Board, circuit board, peripherals, all hardware parts etc. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.
- 2.3** Being a comprehensive contract, all liabilities arising out of any fault during replacement of any parts of already functioning system will be borne by the bidder firm, if not mentioned separately otherwise.
- 2.4** Maintenance also includes Maintenance of video Conference Room and auditorium devices like Projector, Wireless Key board, mouse and all other related equipment, and all software related to user operations like as video conferencing software, MS Windows, MS Office, Photo shop, Page maker, Corel draw, Turbo C++, Visual fox Pro, Blue J, also Antivirus Security Software support.
- 2.5** Spare parts supplied by the bidder in lieu of irreparable components should be brand new/ original and of reputed or same manufacturer for giving satisfactory performance. Used/ repaired spare parts will not be accepted.
- 2.6** The service provider will replace necessary parts, with equivalent/ branded parts, free of cost, if found defective. In case of replacement, the defective spares covered under this contract shall remain the property of Indian Customs.
- 2.7** Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and sub-systems. If any part gives repeated problem i.e. two repairs in a maximum period of one month time then it must be replaced immediately by the bidder with an original part.
- 2.8** The bidder shall provide all assistance in up gradation of hardware on actual cost basis during the period of A.M.C. as per the requirement of this office.
- 2.9** Software support with reference to installation of WINDOWS 7/ Window 8/8.1/10, word processing software, spread wheel software, database software, EXCUS software, DTP software, presentation software, MS Office, 2003/2013/2016, antivirus etc. or any latest version of the same, support be provided in case of any problem is reported by the user.
- 2.10** The maintenance service by the company shall include monthly preventive service and break down maintenance of all computers, printers, scanners, peripherals and hardware items at New Customs House, at postal appraising section and Customs sites/offices, at Mumbai Port Trust area.
- 2.11** Rectification time in call registered should not be more than 24 hours from the time of reporting of fault by the User.
- 2.12** The Resident Engineers deployed by the bidder shall attend to all the calls on the same day of lodging a complaint.
- 2.13** Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.
- 2.14** The bidder shall not sub-contract / outsource the hardware maintenance jobs to any other agency. In case of firms who do not have their registered office in Mumbai,

they should have at least an operational office at Mumbai/ Navi Mumbai/ Thane. The contact address and the strength of the office should also be indicated.

- 2.15 If required, services may be executed on Saturday/Sunday and Holidays, and after office hours also to complete the task. No extra charges will be paid for such work.
- 2.16 In case of hard disc failure, it would be the responsibility of the bidder to retrieve the data to whatever extent possible.
- 2.17 If systems/ sub-systems are required to be taken out of office for repairing then a standby system/ subsystem of similar configuration and quality acceptable to this office be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such hardware under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum ten days.
- 2.18 The bidder should provide their own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the department.
- 2.19 The payment for last quarter would, however, be made only on successfully handing over the Desktop Computers, printers etc. in a condition and status not less than that in which they were taken over, from the last year's contractor. However, if the defects, shortcomings noticed during next year's handing over/taking over are not set right by the successful bidder of this tender notice then the same will be done by the Department through other means, cost towards that will be deducted from the last quarter bill to be paid to them and from the performance security deposit.
- 2.20 The Payment will be made on quarterly basis as per the terms and conditions of tender notice after satisfactory completion of each quarter. The payment is subject to TDS applicable under the Income Tax Act, 1961 and GST Act.
- 2.21 The Resident Engineer of the bidder shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which should be enclosed with the quarterly bill submitted by the bidder for payment.
- 2.22 In case, the service is not found satisfactory this office will terminate the contract on its own and accordingly the contractor will be informed.
- 2.23 The salary/ emolument paid by the firm to the RE should be as per labour laws of State of Maharashtra. The compliance report of the same should be submitted with quarterly bill or as and when required.
- 2.24 With regards to the AMC of printers and scanners it is highly emphasized that being comprehensive in nature printer-heads and scanner-heads or other spares will be either repaired or replaced by the bidder itself

3.0 LOCATION

The location to provide service will be New Custom House (NCH), Mumbai as most of the systems are in NCH only and postal appraising section in Foreign Post office across the road to the New Customs House. However very few offices are stationed inside Mumbai port trust (MBPT) area for which the maintenance services are also required to be provided. Commutation of the Bidder's staff to the offices inside MBPT area will be borne by Bidder only.

4.0 Specific Conditions

- 4.1 CAMC shall also cover damages due to following:
 - a). High Voltage fluctuations
 - b). Burn out of parts
- 4.2 The CAMC cost is inclusive of cost of spare parts required for maintenance of all Computers, Printers, Scanners, UPSes etc.
- 4.3 Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be ensured by the bidder.
- 4.4 In case of reinstallation of software, the AMC bidder will not install a pirated copy in any circumstances.

5.0 Confidentiality of data

It will be the responsibility of the bidder firm to keep the data of the department confidential and secure while handling the computers during the maintenance and repair work or transportation of computers for repairs by the bidder or by his engineers or any other person deployed by the bidder firm for the execution of work mentioned in the CAMC.

In case of data leakage or theft, the bidder firm and any other person related to the bidder responsible for such leakage or theft of data will be booked, penalized and punished as per the prevailing laws of land related to such leakage or theft of data.

GENERAL TERMS AND CONDITIONS

1. The Commissioner of Customs, Export, Mumbai Zone-I, NCH does not bind himself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever.
2. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
3. Successful bidder shall be responsible for the comprehensive operation and maintenance including repairs/replacement and preventive maintenance, of the sites within the scope of works as outlined above of this proposal on the terms and conditions hereinafter mentioned.
4. **The work order will be issued to Successful bidder only after verification of the original documents submitted during the bidding process, and original documents are required to be submitted by the next working day after intimation of the success of the financial bid.**
5. The Successful bidder shall submit monthly reports to the Deputy Commissioner of Customs EDI, NCH certifying the satisfactory working condition of all the desktop computers, Printers, scanners and all others hardware from the concerned section heads of the departments/sections in this Custom House and MBPT area and postal appraising section.
6. In case of dispute, the department reserves the right to a final decision on the interpretation of the term and condition, Scope of Work etc. of this tender notice.
7. In case of dispute the decision of the Commissioner of Customs, Export, Mumbai Customs Zone-I shall be final and binding on both parties.
8. At any point of time contract may be terminated without assigning any reason thereof.
9. All typographical errors are subject to corrections.
10. All the terms & conditions of this CAMC should be complied with.
11. Deviation, if any, from terms and conditions will not be entertained.
12. The firm shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
13. All tools, accessories, hardware, terminal, connector, multi-meter etc. desired for the testing and repairing at site have to be maintained by the firm on its own cost. The equipment shall be complete in all respects whether such details are mentioned or not.
14. Any damage to the machines due to natural calamities such as earthquake, fire etc. may not be covered under CAMC.
15. If the information provided by the firm is found to be false at any point of time, the department reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the earnest money deposit. The department reserves the right to up-grade any of its machines from any bidder. The payment of Comprehensive Annual Maintenance Contract of the machines shall be as per amount given in Financial Bid Table (BoQ). Any other device within machine, if upgraded shall come under Comprehensive Annual Maintenance Contract, as and when its warranty is over, in lieu of other device. For example, if CD ROM is replaced with a new CD R/W then new CD R/W shall come under Comprehensive Annual Maintenance Contract as and when its Warranty period is over in lieu of Comprehensive Annual Maintenance Contract

of old CD ROM.

16. After completion of CAMC period or after termination of contract, the firm (holding CAMC under this contract) is responsible to handover all the machines in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise the department reserves the right to get faulty machines repaired by any other firm at the cost of CAMC firm.
17. The payment shall have to be paid by the firm (holding CAMC before handover) for which the department shall adjust from the Performance Security: Bank Guarantee and from the quarterly bills of CAMC, and if the amount is insufficient then the firm (holding CAMC before handover) shall be liable to pay the whole due amount.
18. The bidder shall not sub-contract/ outsource the job to any other agency.

19.0 FORFEITURE OF EMD: The EMD will be forfeited under the following conditions:

- (a) If the tender bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of the tender.
- (b) If the bidder withdraws the bid before the expiry of the validity period of 60 days of the bid or within the time frame of extension given by COMMISSIONER OF CUSTOMS, EXPORT, MUMBAI ZONE-I, NCH before the expiry of the bid.
- (c) If the bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
- (d) If the selected bidder fails to execute agreement in prescribed format and fails to furnish the bank guarantee within 15 days of the issue of work order.

20.0 RETURN OF EMD:

- (a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity.
- (b) The EMD of successful bidder shall be returned after receiving the Bank Guarantee. (Performance Security deposit)
- (c) No interest will be paid by the department on the Earnest Money Deposit.

21.0 PERFORMANCE SECURITY:

- i) The successful bidder has to submit Performance Security equivalent to 10% of the contract amount valid for at least six months after the completion of contract in the form of bank guarantee from a scheduled Commercial bank, drawn in favour of "**President of India (acting through the Commissioner of Customs)**", payable at Mumbai. It should be submitted within 15 days of issue of work order.
- ii) No interest will be paid by the department on the performance Security deposit.

22.0 PRICES

Prices quoted shall be final and inclusive of all taxes.

23.0 BREAK UP OF PRICES

- I. The total number of machines may increase or decrease subject to actual requirement during the contract period. As and when such change happens during the contract period the CAMC charges may be increased or decreased proportionately of the by

- the Commissioner of Customs (Export), Mumbai Zone-I, on the basis of the finalised tender.
- II. There are few machines which are under warranty. In future, as mentioned in the Table B, when the warranty of these machines is over, systems will come under CAMC. The bidder should quote the amount in financial bid (BoQ) covering the cost for the CAMC of the devices mentioned in the Table- B, from the timelines mentioned in the Table- B till the end of contract period.
 - III. The systems which are covered under warranty require software support only, till they come under CAMC as per timelines mentioned in the Table-B and the rates may be quoted accordingly for CAMC.
 - IV. Quotation for One Year CAMC should be submitted mentioning clearly in figures and in words. Total amount should also be clearly mentioned. There should be no typographical error in the final quote. The quoted cost must be without any precondition of minimum number of machines or any other condition put by the bidder.
 - V. The CAMC cost should be inclusive of cost of spare parts required for maintenance of all systems as listed. The spare parts should be of the same make as far as possible. If replacement is done the faulty parts shall become the property of Mumbai Customs Zone-I, NCH and have to be deposited with EDI section. The replacement of parts will be verified by the by EDI section.
 - VI. The CAMC cost should be inclusive of the salary/emolument paid to Resident Engineer which would be paid by the firm.

24.0 TAXES AND DUTIES

GST and/or any other applicable taxes and duties shall be included in the bid.

25.0 MODE OF PAYMENTS

Payment will be made on quarterly basis through online payment/ PFMS after raising the demand by submission of bill in triplicate, on obtaining satisfactory performance certificate from the users.

26.0 PENALTY

1. The Resident Engineers deployed by the bidder shall attend to all the calls on the same day of lodging a complaint failing which a penalty Rs.100/- per hour of delay shall be imposed and deducted from the bill submitted during the quarterly period
2. Rectification time in call registered should not be more than 24 hours from the time of reporting of fault by the User. In case of failure on the part of bidder to put the system (Computer/Printer/etc.) in working condition, a penalty of Rs.500/- per day of delay shall be imposed which will be deducted from the quarterly payment of the A.M.C. to the bidder. However, the penalty clause will not be applicable if a stand-by system/ computer peripheral is provided by the contractor firm.
3. Absence of Resident Engineer in NCH for single day (upto maximum three days consecutively) shall attract a penalty of @200/-per day per engineer and for more than

three days consecutively including holiday, if any in between, shall attract a penalty of @500/- per day per engineer and if absence is more than a week then contract may be cancelled by COMMISSIONER OF CUSTOMS, EXPORT, MUMBAI ZONE-I, NCH. However the penalty clause may not be applicable if a replacement engineer of required qualification is provided in place of regular resident engineer.

4. If systems/ sub-systems are required to be taken out of office for repairing then a standby system/ subsystem of similar configuration and quality acceptable to this office be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such hardware under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum ten days. After ten days, a fine of Rs 1000 per day will be imposed and it will be deducted from the quarterly bill.
5. If the company fails to clean the equipments under AMC on monthly basis, a penalty of Rs 100 each month each instrument shall be levied.
6. It is also mandatory for the successful bidder to submit the list of resident engineers who will be available at New Customs House for repair and maintenance work within a day of issue of work order and also to furnish original documents of their required qualification and work experience with the list.
7. Penalty amount will be deducted from the quarterly bill of the bidder/bidder.
8. In case of breach of contract or violation of any terms of contract such that false disclosure of information during tender process, submission of forged documents during tender process, repeated lapse in performance of the any work mentioned in the tender document, security deposit shall be forfeited and will be debarred from participation in future tenders with Mumbai Customs Zone-I, New Customs House Ballard Estate, Mumbai.

PREQUALIFICATION CONDITIONS

1. ELIGIBILITY CRITERIA FOR TECHNICAL BID:-

- i) The bidder should have annual turnover of more than Rs.50,00,000 (Fifty Lakh rupees) in financial years (2016-17, 2017-18, 2018-19) in this regards CA certified certificate & Balance sheet should be provided.
- ii) The bidder should have the Shop & Establishment certificate for their authorized Shop and Service Center in Mumbai/Thane/Navi Mumbai.
- iii) The bidder firm should furnish and provide latest Income Tax Assessment Certificate for assessment year 2017-18, 2018-19, 2019-20.
- iv) The bidder should not have been disqualified or served memorandum by any Central Govt./State Govt. /Semi Govt. Organizations/Private Organization for similar work, self-declaration to be furnished in this regard.
- v) The bidder intending to submit the tender shall be a reputed organization in the field of Hardware & Software maintenance and having experience in this field of three years and above in Mumbai, and Experience in Central Government Department will be preferred along with experience in UNIX/ Linux based system.
- vi) The bidder should be currently looking at five and above AMCs in any Central Govt./State Govt./Semi Govt. organization in Mumbai and should be having two and above work orders, for similar kind of work, of above Five hundred Desktop computers and above 400 printers, for AMC of Computers, Printers and other hardware in any Central Govt. / State Govt. / Public sector undertaking/ Public sector bank in Mumbai.
- vii) The bidder company/firm should be registered with EPFO & ESIC
- viii) The bidder should have quality management certificate ISO 9001:2015 in support of providing their qualitative services.
- ix) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act,1961.
- x) The bidder should have obtained GST registration.
- xi) Aadhaar Card enrolment is also mandatory.

2. BID SUBMISSION:

- i) Bids shall be submitted online only at Central Public Procurement Portal (CPPP) website: <https://www.eprocure.gov.in> are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the “” for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- ii) For any clarification regarding tender, contact to Appraiser, EDI over telephone no. 022-22757460/22757497.
- iii) Not more than one tender shall be submitted by one bidder or bidders.
- iv) Bidder who has downloaded the tender from the NCH website (for reference only) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with NCH.
- v) Intending bidders are advised to visit again NCH website www.MumbaiCustomsZone1.gov.in (for reference only) and CPPP website <https://eprocure.gov.in/eprocure/app> regularly till end date of submission of tender

for any corrigendum / addendum/amendment.

- vi) At any time, prior to the deadline for submission of Bids, COMMISSIONER OF CUSTOMS, EXPORTS, MUMBAI ZONE-I, NCH may, for any reason deemed fit by him, modify the Bid documents by issuing suitable amendment(s) to it. The amendment will be uploaded on CPP & NCH website only. In order to provide reasonable time to the prospective Bidders to take necessary action in preparing their Bids as per the amendment, COMMISSIONER OF CUSTOMS, EXPORTS, MUMBAI ZONE-I, NCH may, at his discretion extend the deadline for the submission of Bids and other allied time frames, which are linked with that deadline. Prospective bidders are advised to visit/see <https://eprocure.gov.in/eprocure/app> & NCH website on regular basis for any change in schedule, amendment/ corrigendum in Bid Document including technical requirement.
- vii) Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet in presence of the committee members for this tender.
- viii) The department reserves the right to cancel all the tenders without assigning any reasons at anytime.
- ix) Canvassing in any form in connection with tender is strictly prohibited and the tenders submitted by the contractor who resort to be canvassing, will liable to be rejected.
- x) All rates should be quoted in the prescribed "Financial Bid" (BOQ) template in the tender. No documents may be enclosed with financial bid.
- xi) For a bidder, who has participated in the tender bids, it will be automatically assumed that he had accepted all the terms and conditions of the tender.
- xii) On acceptance of the tender, the name of the accredited representative (s) of the bidder who would be responsible for taking instructions from the department shall be communicated to the department.
- xiii) The tender shall remain open for acceptance for a period of 60 days from the date of opening of tenders.
- xiv) Merely submitting the tender with all the requirements does not bind the COMMISSIONER OF CUSTOMS, EXPORTS, MUMBAI ZONE-I, NCH to accept the lowest tender and Competent Authority, reserves the right to reject any or all of the tenders received without assigning any reason. Tenders not fulfilling any of the prescribed conditions or incomplete in any respect are liable to be rejected.
- xv) Technical bid of only those contractors will be opened, who submit the earnest money deposit in the prescribed manner.
- xvi) Failure of the successful bidder to comply with the above requirement i.e. deposition of performance security, shall constitute sufficient grounds for cancellation of the letter of award & forfeiture of the earnest money.
- xvii) The tender shall be submitted online in two parts, viz., Technical Bid and Financial Bid (BOQ).

3. TECHNICAL BID:

The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:

- a) Format for Technical Bid should be as per Annexure.
- b) Scanned copy of all supporting documents.
- c) List of Engineers employed in the bidder firm.
- d) A scanned copy of Tender Acceptance Letter (Annexure-D) failing which bidder's bid may be rejected.
- e) A scanned copy of Checklist Section (Annexure- E) properly filled and signed.
- f) Scanned copy of Earnest Money Deposit should be uploaded on the portal.
- g) The original EMD in physical form duly sealed in envelope with “**EMD for the tender no. <Tender No> for “Comprehensive Annual Maintenance Contract of Desktop Computers, Printers, Scanners, and their peripherals, etc.”**” written on it, must reach at the address mentioned below:
The Deputy Commissioner of Customs
EDI Section, Mumbai Customs Zone I
New Customs House, Ballard Estate,
Mumbai, Maharashtra- 400 001.
by post/speed post/courier/by hand on or before Bid Submission End Date & Time as mentioned in Critical Date Sheet. Otherwise the tender will be summarily rejected without assigning any reason.
- h) **Every page of the tender document should be attested by the bidder under the company seal.**

4. FINANCIAL BID—

- a) Format of Financial bid (BoQ) is provided in the form of template(Annexure- G), along with this tender document at <https://eprocure.gov.in>. Bidders are advised to download this template and quote their offer/rates in the permitted column and upload the same in the manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with NCH.
- b) Each page of the Financial Bid should be signed by the authorized person and stamped with Company Seal/ Stamp. The rates to be quoted in Financial Bid should be in Indian Rupees inclusive of all taxes. The quote shall be valid for 60 days from the date of opening of technical bid. The period can be extended with mutual agreement.

Note: Financial bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. Information in this regard will be uploaded on portal. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

Sd/-

24.07.2020

(V.K.MEHTA)

Assistant Commissioner of Customs,
EDI Section, Mumbai Customs Zone-I

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Tender Reference No:

Date:

To,
The Commissioner of Customs
(Export), Mumbai Customs Zone-I
New Customs House, Ballard Estate,
Mumbai, Maharashtra- 400 001.

Sub: Comprehensive Annual Maintenance of Desktop Computers, Printers, Scanners and their peripherals, etc items installed at various Sections / Departments of Mumbai Customs Zone-I.

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the website(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. ____ to ____ (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality/entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Checklist for Bidders

| S. No. | Activity | Compliance Yes/No/NA |
|---------------|---|---------------------------------|
| 1. | (i) Have you enclosed EMD (DD/Bank Guarantee /FDR) of required amount? | |
| | (ii) Is exemption certificate enclosed: bidder registered with MSME/ NSIC/ Government bodies attached for relaxation of EMD? | |
| | (iii) Is EMD valid for 60 days from the date of publishing of Bid? | |
| 2. | Have you kept validity of your bid as per the Bid document? | |
| 3. | Have you enclosed Tender Acceptance Letter duly filled and Signed (i.e. terms and conditions are acceptable) with original set of Bid? Bids may be ignored if not signed. | |
| 4. | (i) Is PAN No. of bidding firm with proof attached? | |
| | (ii) Is GST number with registration certificate attached? | |
| 5. | Have you enclosed valid ISO 9001: 2015 Certificate? | |
| 6. | Have you enclosed the EPF & ESIC Registration certificate ? | |
| 7. | Is each page of Tender document signed and stamped with firm/company seal? | |
| 8 | Is Aadhaar No. with Aadhaar Id attached ? | |
| 9. | Have you enclosed all supporting documents? | |

(Name & Signature
with date and firm/company seal)

FORMAT FOR TECHNICAL BID**Part- I**

| Sr. No. | Particulars | Details |
|----------------|--|----------------|
| 1. | Name of the “The Service Provider” | |
| | Full Address of the Service Provider | |
| | Telephone No./Mobile No. | |
| | Fax No. | |
| | Email id | |
| | Complete name and contact no. | |
| 2. | Bank details with MICR & IFSC (Submit Mandate Form for ECS payment) | |
| 3. | PAN No. | |
| 4. | Income Tax Returns (ITRs) for last three assessment years i.e. 2017-18, 2018-19, 2019-20 | YES/NO |
| 5. | CA Certificate for last 3 years turnover i.e. 2016-17, 2017-18, 2018-19 | YES/NO |
| 6. | GST Registration No. | |
| 7. | Shop & Establishment certificate | YES/NO |
| 8. | Whether blacklisted by any Bank/Govt./PSU organisation (Submit self-declaration certificate) | YES/NO |
| 9. | Performance Certificate/ work Experience certificate | YES/NO |
| 10. | Performance certificate/ work experience in Govt./Semi Govt./PSU office | YES/NO |
| 11. | Work order as specified in the qualifications of technical bid | YES/NO |
| 12. | EPFO & ESIC registration | YES/NO |
| 13. | Details of EMD | |

Note:-

- 1. Attested photo copies of all above for proof should be uploaded with technical bid.**

PART-II

-DECLARATION-

1. I..... Son / Daughter /Wife of Shri
.....Proprietor/Partner/Director/authorized signatory of
.....competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;

4. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

Signature of authorized person

Name & Seal

Date:

[Validate](#)[Print](#)[Help](#)[Rate BoQ](#)

Annexure-G

Tender Inviting Authority: COMMISSIONER OF CUSTOMS (EXPORT), MUMBAI ZONE-I, File No. S/1-01/2015-16
EDI Pt- III

Name of Work: Comprehensive annual maintenance Contract of desktop computers, printers, scanners and their peripherals, etc.

NOTE:

1.. It is very important to note that the bidder should quote the complete amount for maintenance, repair, replacement of all the devices mentioned in the table A and table B as per timelines mentioned in the tender document.

Name of the Bidder/
Bidding Firm /
Company :

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

| NUMBER # | TEXT # | NUMBER # | TEXT # | NUMBER # | NUMBER # | TEXT # |
|-----------------------------|--|----------|--------|---|-------------------------------------|-----------------------|
| Sl. No. | Item Description | Quantity | Units | BASIC RATE with taxes In Figures To be entered by the Bidder in Rs. P | TOTAL AMOUNT With Taxes in Rs. P | TOTAL AMOUNT In Words |
| 1 | 2 | 4 | 5 | 13 | 53 | 55 |
| 1 | Comprehensive annual maintenance Contract | | | | | |
| 1.01 | Comprehensive annual maintenance Contract of desktop computers, printers, scanners and their peripherals, etc. | 1.0 | CAMC | | 0.00 | INR Zero Only |
| Total in Figures | | | | | 0.00 | INR Zero Only |
| Quoted Rate in Words | | | | | INR Zero Only | |

Attention:

- The above format is for purpose of illustration only
- The bidder shall use the format provided in .xls format on www.eprocure.gov.in for submission of their financial quotes with the name of their firm/company etc.

Name in block letters.

Signature of Authorized person:

Designation:

Office Seal