



**TENDER DOCUMENT**  
**for**  
**Comprehensive Annual Maintenance**  
**Contract (CAMC) of Desktop**  
**Computers, Printers, Scanners, their**  
**peripherals, and Networking Devices**  
**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)-400001.**

**F.No. GEN/EDI/HDWR/6/2020-EDI-**

Date: .03.2024

**Notice Inviting E-Tender**

The Commissioner of Customs, Export, Mumbai Customs 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 issuance of work order for Maintenance of Desktop Computers, Printers, scanners, their peripherals, and networking devices 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 will cover the price quoted in the given proforma in the Annexure part of this tender document.

2. The tender documents including application form, format for Technical Bid and Financial Bid etc. are enclosed as Annexures to this Tender Notice which are available on our website [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in), [www.cbic.gov.in](http://www.cbic.gov.in) and [www.gem.gov.in](http://www.gem.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 & Time(Hrs)
1	Publishing Date	22.03.2024
2	Bid Submission Start Date	22.03.2024
3	Bid Submission End Date	06.04.2024
4	Technical Bid Opening Date	06.04.2024
5	Financial Bid Opening Date	12.04.2024

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 (Export), New Custom House, Mumbai Zone I)", payable at Mumbai in original and scanned copy of Demand Draft for 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/Supdt.(P) of Customs, EDI Office of the Commissioner of Customs, Export, Mumbai Customs Zone-I, Mumbai, (Maharashtra) -400001/ 022-22757460, 22757497 from 11 A.M. to 5 P.M or E-mail at [edi.helpdeskmcz1@gov.in](mailto:edi.helpdeskmcz1@gov.in) with the subject as 'CAMC of Desktop Computers, printers, scanners and their peripherals, Networking devices 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.

  
(G. L. NARASIMHAM)  
Deputy Commissioner of Customs,  
EDI, Mumbai Customs Zone-I

Encl: As above.

Copy to:

- i. Notice Board.
- ii. CBIC website ([www.cbic.gov.in](http://www.cbic.gov.in)) through telex section, New Custom House, Mumbai.
- iii. MumbaiCustomsZone-I 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 Authority are as mentioned below in Table A:-

**Table A**

Sr.No.	Item Name	Total Number (Approx.)
1	Normal PCs and All in One PCs	643
2	Printers/Multifunctional printers	517
3	Scanners	28

**Table B**

Sr.No.	Item Name
1	Routers and switches of Brand Cisco, D Link, TP Link, Netgear etc.
2	Any networking equipment/machine/item to be purchased in future

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.

**Desktop Computers:** HP, HCL, Wipro, PCS, IBM, Zenith, Lenovo etc. of different configurations viz.(i)Pentium4-2.4/2.8GHz/756MB, 80GBHDD/120GBHDD, (ii)P43GHz/512/80GR9/8TFT; (iii)P4 2.8GHz/1024/40 or 80CRT/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), (viii) Intel i7 Systems with all GHz ,4/8/GB RAM ,500 GB,1TB HDD (pre-loaded system)etc.

**Desktop/Network Printers:**HP Laser Jet M1005, ML1640, P1106, P1107, 1020, Samsung ML1640, 2161 ML 1610, 1866 Canon MF4412, LBP2900, MF4570DN, HP Deskjet 1015, 1000, K109a, 810C, D-2360, 840C, Epson-T13, HP color Laser jet 3505 DN, HP 8600 Color, HP Color 8610, HP laser jet M133, Samsung MX537, HP Office Jet 8710 Color, HP Office jet 8720, Samsung K2200ND, Konica Minolta, Bizhub, all other printers etc.

**Scanners:** HP Scanjet 7500, HP Scanjet N9120 fn2, Epson DS 1630, all other scanners.

Routers and switches of Brand Cisco, D Link, TP Link, Netgear etc., 5Touch screens provided by ICEGATE

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

**2. Maintenance and Updation Services will cover the following: -**



i. The CAMC is for one-year period from the date of awarding this contract.

ii. The bidder will ensure to physically engage and station at the office premises well qualified Hardware-Software Service Engineers/Technicians and Antivirus Support Engineers of Computers, Printers-service & repair technicians having expertise in software, hardware, projector, networking operations 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 Custom 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 &amp; Software)</p> <p>At least one Senior Engineer should have qualified in Engineering degree like B-Tech/BE/BSc.IT</p> <p>At least one qualified Network Administrator having minimum 05 years of experience in Networking</p>	<p>i. Work experience in the fields of Management of Systems &amp; Network Administration (Windows &amp; 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 &amp; Apple Mac etc.</p> <p>iii. Management of Local Area Network and Internet mailing system.</p> <p>iv. Apple MAC and 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 from 9:30 am to 6:30 pm on every working day regularly &amp; on holidays as and when required to receive instructions about repair/ maintenance tasks in hand.</p>

The Bidder should provide their staff list, which should be of minimum 07 in numbers and to be deployed at our designated work place, mentioning educational qualification as detailed in above table and as mandated in point 1 (xv) of Annexure-C (Pre-qualification condition)

### 3. CORRECTIVE AND PREVENTIVE MAINTENANCE:

i. 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.

ii. 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.

iii. 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.

iv. 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.

#### **4. MAINTENANCE IN CONFERENCE HALLS, AUDITORIUMS AND OTHER CUSTOM SITES UNDER NCH, MUMBAI**

i. 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, etc. and Antivirus Security Software support.

ii. 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 Custom House, at postal appraising section and Customs sites/offices, at Mumbai Port Trust area.

iii. The Resident Engineers deployed by the vendor shall provide support service to all-video conferences in the NCH building whenever required.

#### **5. MAINTENANCE OF SPARE PARTS**

i. 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.

ii. 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.

iii. 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.

#### **6. UPDATION SERVICES**

- i. 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.
- ii. Software support with reference to installation of WINDOWS 11 or latest update as per MEITY Guidelines, Microsoft Office 365, EXCUS software, antivirus of Indian Origin etc., support be provided in case of any problem is reported by the user.

## **7. MAINTENANCE OF NETWORKING DEVICES**

- i. The vendor is to ensure connectivity to all the Desktop Computers connected to Centralized Internet Leased Line (non-Saksham devices) and Saksham devices connected to MTNL LAN, and maintain the network on a 24X7 basis. The required work of maintenance will be comprehensive and will cover all the below mentioned areas and related work.
- ii. To maintain the cables (Type CAT-6), nodes and RJ 45 connectors including repair of cable faults of Centralized Internet Leased Line (non-Saksham devices) and Saksham devices connected to MTNL LAN cables installed in New Customs House, Mumbai and at 03 Customs EDI Docks Sites(UB Centre, Frere Basin & MOD);
- iii. To maintain following Network Devices:

Sr.No.	ItemName
1	Routers and switches of Brand Cisco, D Link, TP Link, Netgear etc.
2	Any networking equipment/machine/item to be purchased in future

- iv. Maintenance of 05 Touch screens supplied and installed by M/s. Forbes Technogym Ltd at New Custom Huse, Ballard Estate, Mumbai-400001, connected to Centralized Internet Leased Line System and maintenance of switches/spike guard, cables connected to above said Touch Screens. The vendor has to provide Comprehensive Maintenance for all 05 Touch Screen.
- v. MAC binding of IP addresses of official PCs i.e. binding together the MAC and IP addresses, so that all requests from that IP address are served only by the computer having that particular MAC address.
- vi. Creation of Administrator /User accounts in each computer installed in Mumbai Zone-I, with window login/screen saver password and providing Static IP for each official PC.
- vii. Bifurcation of internet connectivity .i.e. separation of official PCs connected in the Centralized Internet Leased Line and devices connected to Wi-Fi such as mobiles and laptops.
- viii. Identification and removal of security threats such as viruses, malware from network.
- ix. The maintenance work is all inclusive of supply of material (such as cables, switches, router, repairing of damaged Cables), labour charges for such work etc.

## **8. RESPONSIBILITIES OF RESIDENT ENGINEERS TO BE ENSURED BY THE CONTRACT HOLDING FIRM**

- i. Rectification time in call registers should not be more than 24 hours from the time of reporting of



fault by the User.

- ii. The Resident Engineers deployed by the bidder shall attend to all the calls on the same day of lodging a complaint.
- iii. 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.
- iv. The bidder should provide their own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No man power will be provided by the department.
- v. 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.
- vi. 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.
- vii. The AMC Service Provider shall promptly attend to all complaints/problems reported and complaints should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of the next working day from the time of booking the complaint.
- viii. The resident engineers of the firm should maintain a log book cum attendance book. All complaints lodged will be entered in the logbook with date and time of lodging of complaint and thereafter date and time of attending to the complaint by the engineer with details of repairs done will be entered in the log book. Records of preventive maintenance done also be entered in the book. Log book shall be kept in the custody of the section in charge.

## **9. OTHER GUIDELINES**

- i. 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.
- ii. 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.
- iii. In case of hard disc failure, it would be the responsibility of the bidder to retrieve the data to whatever extent possible. Repair/retrieval of data in case of Computer and their peripherals to be done by the service provider.
- iv. If systems/ sub-systems are required to be taken out of office for repairing, then 10 standby systems/subsystem of similar configuration and quality acceptable to this office and 5 Printers 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.

- v. 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, short comings 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.
- vi. The Payment 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 CGST and SGST Act, 2017.
- vii. In case, the service is not found satisfactory this office will terminate the contract on its own and accordingly the contractor will be informed.
- viii. 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.
- ix. The bidder shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copy right, trade secret or other property right of any other person or other entity.
- x. Mumbai Customs Zone – 1 reserves the right to claim as damages from the bidder to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Indian Customs even if it is not covered by the AMC.
- xi. Mumbai Customs Zone-1 shall not consider any request in change of rates of AMC due to any reason whatsoever, during the period of the contract.
- xii. Penalty as per the provisions mentioned in Annexure-B is applicable on violation of the above mentioned guidelines.

## **10. LOCATION**

The location to provide service will be New Custom House (NCH), Mumbai as most of the systems are in NCH only and in Postal Appraising Section in Foreign Post Office across the road to the New Custom House. However, few offices are stationed inside Mumbai Port Area Authority (MbPT) 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.

## **11. SPECIFIC CONDITIONS**

- i. CAMC shall not cover damages due to following:
  - a. High Voltage fluctuations
  - b. Burn out of parts due to fire
- ii. The CAMC cost is inclusive of cost of spare parts required for maintenance of all Computers, Printers, Scanners, and UPSs etc.

- iii. Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be ensured by the bidder.
- iv. In case of reinstallation of software, the AMC bidder shall not install a pirated copy in any circumstances.

## **12. 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.



**ANNEXURE-B**  
**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, with out 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 in 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 other 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 any 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. 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 ROW then new CD ROW 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/outsourcing the job to any other agency.

19. **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. **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. **PERFORMANCE SECURITY:**

- (a) 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 (Export), New Custom House, Mumbai Zone I)", payable at Mumbai. It should be submitted within 15 days of issue of work order.

- (b) No interest will be paid by the department on the performance Security deposit.

**22. PRICES**

Prices quoted shall be final and inclusive of all taxes.

**23. BREAK UP OF PRICES**

- (a) 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 finalized tender.
- (b) There are few machines which are under warranty. In future, when the warranty of these machines is over, the subject systems will also come under CAMC. The bidder should quote the amount in financial bid covering the cost for the CAMC of these devices as mentioned in above tables till the end of contract period.
- (c) The systems which are covered under warranty require software support only and the rates may be quoted accordingly for CAMC.
- (d) 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.
- (e) 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 EDI section.
- (f) The CAMC cost should be inclusive of the salary/emolument paid to Resident Engineers which would be paid by the firm.

**24. TAXES AND DUTIES**

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

**25. 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. PENALTY**

- (a) The Resident Engineers deployed by the bidder shall attend to all the calls on the same day immediately 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.
- (b) Rectification time in call register 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.1000/-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.

- (c) Absence of Resident Engineer in NCH for single day (up to 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.
- (d) 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.
- (e) If monthly preventive maintenance schedule of equipment is not adhered to, a penalty of Rs. 500/- for the peripheral and Rs. 1000/- for desktop/all in one shall be imposed which will be deducted from the quarterly payment of the AMC to the bidder.
- (f) The down time will be maximum as specified in the table below for calls received during the working days and the penalty after the specified downtime will be as follows:

Sr. No.	Equipment	Maximum Downtime	Penalty
1	Cable fault	1 hour	Rs.200/-per hour
2	Cable laying	1 day	Rs.400/-per day
3	Old cable replacement/patch panel	1 day	Rs.500/-per day
4	Switch/Router	1 day	Rs.500/-per day

- (g) If the company fails to clean the equipment under AMC on monthly basis, a penalty of Rs 100 each month each instrument shall be levied.
- (h) It is also mandatory for the successful bidder to submit the list of resident engineers who will be available at New Custom 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.
- (i) Penalty amount will be deducted from the quarterly bill of the bidder/bidder.
- (j) In case of breach of contractor 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 (2020-21, 2021-22, 2022-23) 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 for 5years.
- iii. The bidder firm should furnish and provide latest Income Tax Assessment Certificate for assessment year 2020-21, 2021-22, 2022-23.
- 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. Vendor should furnish work satisfactory completion/performance certificate from any three Central Govt./State Govt./Semi Govt. organization in Mumbai/Navi Mumbai/Thane.
- vi. 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 / Navi Mumbai/ Thane, and having Experience in Central Government Department will be preferred along with experience in UNIX/Linux based system.
- vii. The bidder should be currently looking at three and above AMCs in any Central Govt./State Govt./Semi Govt. organization in Mumbai/Navi Mumbai/Thane.
- viii. The bidder should be having any work order, 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/Navi Mumbai/Thane.
- ix. The bidder company/firm should be registered with EPFO&ESIC.
- x. The bidder should have quality management certificate ISO9001:2015 in support of providing their qualitative services.
- xi. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act,1961.
- xii. The bidder should have obtained GST registration.
- xiii. Aadhaar Card enrolment is also mandatory.
- xiv. Service Provider should have good reputation/rank in Government e-Marketplace (GeM).
- xv. The Bidder should provide their staff list, which should be of minimum 07 in numbers and to be deployed at our designated work place, mentioning educational qualification as detailed in Point 2 (ii) of Annexure-A attached to this tender documents.

### 2. BID SUBMISSION:

- i. Bids shall be submitted online only at GeM Portal website:<https://www.gem.gov.in> and interested bidders are advised to follow the instructions "Instructions to Bidder for



Online Bid Submission” provided in the subject tender notice before 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 GeM Portal website <https://gem.gov.in> 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. Interested Bidders are advised to check NCH website [www.mumbaicustomsZone1.gov.in](http://www.mumbaicustomsZone1.gov.in) and GeM website <https://gem.gov.in> regularly till end date of submission of tender for any corrigendum/addendum/amendment in the tender notice.
- 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 GeM & 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 dead line for the submission of bids and other allied time frames, which are linked with that deadline. Prospective bidders are advised to visit Mumbai Customs Zone I website at [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in) and GeM website <https://gem.gov.in> 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 formed for this tender.
- viii. The department reserves the right to cancel all the tenders without assigning any reasons at any time.
- 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 closed with financial bid.
- xi. For a bidder, who has participated in the subject tender bid, 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 of depositing performance security Bank Guarantee, 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 Demand Draft for EMD should be uploaded on the portal.
- g) The original copy of Demand Draft (for EMD) from any nationalized bank as per respective details mentioned above should be submitted in a duly sealed envelope with **"EMD for the tender no.<Tender No> for "Comprehensive Annual Maintenance Contract of Desktop Computers, Printers, Scanners, and their peripherals, Networking devices etc."** written on it which 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-400001.


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.

- b) 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://gem.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.

  
(G.L. Narasimham)  
Deputy Commissioner of Customs,  
EDI, 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 Custom House, Ballard  
Estate, Mumbai, Maharashtra-  
400001.

**Sub: Comprehensive Annual Maintenance of Desktop Computers, Printers, Scanners, their peripherals and Networking Devices etc. 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 abovementioned website(s).
2. I/We hereby certify that I/we have read the entire terms and conditions of the tender document 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 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 with out giving any notice or reason therefore or summarily reject the bid or terminate the contract, with out 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)



# ANNEXURE - E

## 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 and as per eligibility criteria) 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 ISO9001:2015 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?	
10.	Is Attached Document as per Tender notice?	

(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./MobileNo.	
	FaxNo.	
	Emailid	
	Complete name and contact no.	
2.	Bank details with MICR & IFSC (Submit Mandate Form for ECS payment)	
3.	PANNo.	
4.	Income Tax Returns (ITRs) for last three assessment years i.e.2020-21, 2021-22,2022-23.	YES/NO
5.	CA Certificate for last 3 years turnover i.e.2020-21, 2021-22, 2022-23	YES/NO
6.	GST Registration No.	
7.	Shop & Establishment certificate	YES/NO
8.	Whether blacklisted by any Bank/Govt./PSU organization(Submit self-declaration certificate)	YES/NO
9	Performance Certificate/work Experience certificate/Orders etc.	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:** - Attested photocopies of all above for proof should be uploaded with technical bid.

## PART-II

### -DECLARATION-

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



## ANNEXURE G

To,  
The Deputy Commissioner of Customs(Export)  
EDI Section, New Customs House,  
Ballard Estate, Mumbai - 400001.

Sir,

Sub: -Submission of financial bid for comprehensive annual maintenance contract (AMC) for Desktop, Computers/ Printers, their peripherals, Networking devices and scanners installed at various Sections/Departments of Mumbai Customs Zone-I in NCH and Customs Sites/Offices in Mumbai Port Authority area (Sewri, Dockyard road etc.) and Postal Appraising Section-reg.

With the reference to the above, I/WE hereby submit the quotation for the subject mentioned above.

Sr.No.	Scope of Work	Location	Amount in Rs. for a period of 1 year
1	Submission of financial bid for comprehensive annual maintenance contract (AMC) for Desktop, Computers/ Printers, their peripherals, Networking devices and scanners installed at various Sections/Departments of Mumbai Customs Zone-I in NCH and Customs sites/offices in Mumbai Port Authority area and Postal Appraising Section.	Office of the Chief Commissioner of Customs, Mumbai Zone-I.	

Date:

Place

Signature of the Bidder

### DECLARATION

I/We hereby certify that information furnished above is true and to the best of my/our knowledge. I/We understand that if any deviation is of and in above statement at any state, I/We shall be black listed and will not have any dealing with department in future. I/We have read the terms and condition of the tender notice along with its annexures.

I/We hereby confirm that I am authorized to sign the tender document.

Signature & Name of the authorized Signatory Seal/Stamp