

OFFICE OF THE COMMISSIONER
CUSTOMS & CENTRAL EXCISE COMMISSIONERATE,
JAMMU & KASHMIR, OB-32, RAIL HEAD COMPLEX, JAMMU.
For Details Please Visit Our Website : <http://ccejkc.nic.in>

NOTICE INVITING TENDER

Ref. No.C.No.IV-16(01)Misc/Sys Hqrs/J&K/2008/Pt.1/13154-59

Dated:12th Nov 2009

Sealed tenders are invited on behalf of Commissioner, Customs & Central Excise Commissionerate, Jammu & Kashmir for AMC of Computers and related peripherals installed in Customs & Central Excise Commissionerate, Jammu & Kashmir & its subordinate offices (Enclosed Ann-B) in the enclosed Bid Proposal form. You are requested to submit your tender in accordance with the terms & conditions of bidding documents enclosed herewith and as detailed herein below:-

- 1.0 The tender must be sent in a sealed envelope bearing due date of the tender opening. The envelop must contain offer and EMD in two separate envelopes. All the envelopes should be duly superscribed with the word "TENDER"/"EMD" mentioning the tender enquiry number, due date of opening and tenderers name etc.
- 2.0 Price/ Price basis: The prices quoted should be on firm basis. No price escalation shall be paid during the currency of the contract. The quoted rates/prices shall be mentioned both in figures and words.
- 3.0 EARNEST MONEY DEPOSIT (EMD):
Tender must accompany EMD of Rs.20,000/- (Rupees Twenty thousand only) in the favour of Administrative Officer(Hqrs) Hqrs. Office, Jammu from any Public Sector Indian Bank/A reputed Commercial Bank.

Crossed bank draft of requisite amount payable at Jammu.
- 3.1 The Commissioner, Customs & Central Excise Commissionerate, Jammu & Kashmir reserves its right to not to accept EMD of any bank other than Public Sector Indian Bank.
- 3.2 EMD is liable to be forfeited on the following grounds:
 - (i) On revocation of the tender.
 - (ii) Failing to sign contract.
 - (iii) Failing to commence the job i.e. AMC after the Notification of Award.
- 4.0 The tender must be kept valid for acceptance for a minimum period of 90 days from the date of the tender opening.

- 5.0 Taxes & Duties : The rates quoted should be inclusive of all taxes, duties, levies etc. However, rate and nature of taxes and duties included must be mentioned clearly.
- 6.0 Payment: Payments shall be released on quarterly basis at the end of each quarter against bills duly verified for payment by the Superintendent – In – Charge subject to deduction, if any including tax deduction at source (TDS) as per the Income Tax Act. The firm shall raise the bill at the end of each quarter for release of payment.
- 7.0 The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charges.
- 8.0 The Commissioner, C&CE, Jammu & Kashmir may, in its own discretion, add more computers to the AMC or withdraw some or all the equipment from AMC. In such cases, payment shall be made on a proportionate basis at the rates agreed to in the tender for similar equipment.
- 9.0 The Commissioner, C&CE, Jammu & Kashmir shall not be responsible for damages of any kind for any mishap/injury/accident caused to any service engineer of the AMC provider while performing duty in C&CE premises. All liabilities, legal or monetary, shall be borne by the AMC Provider.
- 10.0 The bidder should have proven experience in carrying out similar types of work in various Govt. offices. A statement indicating details of previous major contracts obtained along with approved rates of items of work and certificates of having rendered satisfactory services may also be enclosed.
- 11.0 Liquidated Damages (L/D): as per clause 6.0 of Annexure-A (i.e. Scope of Work).
- 12.0 Security amount @10% of the gross value of each bill shall be deducted and retained as Security Deposit towards faithful performance of the contract during the currency of the contract period. EMD, if any, shall be adjusted against security deposit. Alternatively you may submit Bank Guarantee equivalent to 10% of the contract price valid till 30 days more after the expiry of the contract period. The Security Deposit shall be released after successful completion of the contract period.
- 13.0 **SCOPE OF WORK:**
The scope of work and other terms & conditions are as per the “Annexure-A”. The list of “Computers and related Peripherals” to be maintained under AMC is as per “Annexure-C” with a provision for extension for upto One year on the same rates, terms & conditions.
- 14.0 The validity of AMC shall be for the period of One year. However, Commissioner, Customs & Central Excise, Jammu & Kashmir reserves the right to terminate the contract with *one month's* notice in case the performance is not found satisfactory.

- 15.0 INCHARGE/ CO-ORDINATOR:
Superintendent(Headquarters)
Customs & Central Excise Commissionerate,
Jammu.
- 16.0 The Commissioner, C&CE, (J&K) reserves the right to accept/reject the tender partly or fully without assigning any reason.
- 17.0 Settlement of Disputes & Arbitration: All efforts shall be made to resolve amicably any dispute arisen during the execution of the contract finalised as a result of this tender enquiry. However, falling amicable settlement the dispute shall be referred to the sole arbitration in accordance with the Indian Laws. The Commissioner, Customs & Central Excise Commissionerate, (J&K) shall be the Sole Arbitrator and the Courts of Jammu alone shall have exclusive jurisdiction.
- 18.0 Please send your offer to the office of the Commissioner, Customs & Central Excise Commissionerate, Jammu & Kashmir so as to reach us on or before 23.11.09 i.e. 23rd November, 2009 by 17.00 Hrs at the following address:

The Superintendent(Headquarters)
Customs & Central Excise Commissionerate (J&K)
OB-32, Rail Head Complex,
Jammu.

- 19.0 Tenders shall be opened on 24th November, 2009 at 12:00 Hrs in the presence of the tenderers who may choose to be present. In case the said date happens to be a holiday, tenders shall be accepted and opened on the next working day at the same time.

Please superscribe the envelope(s) with the NIT reference.

Thanking you.

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Assistant Commissioner(P&V)

- Encl: 1. B.O.Q (Schedule -1)
2. Scope of work (Annexure-A)
3. List of Offices (Annexure-B)
4. List of Items under AMC (Annexure-C)

ANNEXURE-A

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT OF LOCAL AREA NET WORK AT CUSTOMS & CENTRAL EXCISE COMMISSIONERATE, JAMMU & KASHMIR.

1. **SCOPE OF WORK:** AMC shall cover all PCs, Laptops, Printers, switches, hubs, UPSs and Lan etc. which are listed at Annexure-I (To be finalised by site on the basis of equipment desired to be kept under AMC. The corrective maintenance shall cover.
 - 1.1 Rectification of hardware related problems including repair & replacement of fault components such as FDD, HDD, Optical drives, processors, Motherboards, RAM, Modules, SMPS free of cost. The hardware & software will be provided on cost basis.
 - 1.2 Troubleshooting of software related problems such as installation/re-installation of OS/Common office Software. Installation of Original antivirus software for all the systems.
 - 1.3 All kinds of LAN related problems i.e. configuration, cabling problems etc.
- 2.0 The firm shall ensure that its engineer makes at least two routine visits to Customs & Central Excise Commissionerate, Jammu & Kashmir sites per week. Further, in case any need arises, he shall report at concerned sites within 1 Hour of lodging of complaint as and when required.
- 3.0 Preventive maintenance for each PC and peripherals must be under taken at least once in a month, if in any month, preventive maintenance is not undertaken 25% of the AMC value of one quarter shall be deducted from the bills raised by the firm.
- 4.0 Corrective maintenance Time schedule for Any breakdown shall be as follows:-

DESCRIPTION	MAXIMUM CORRECTIVE MAINTENANCE TIME
In case of faults which do not need hardware repair/replacement	12 Hours
In case of faults which need hardware repair/replacement and where spares can be arranged locally	24 Hours
In case of faults which need hardware repair/replacement and where spares are to be arranged from out side J&K	7 days

- 5.0 The replacement of spares and components will have to be done by genuine and original components only.
- 6.0 The firm shall ensure the above mentioned response time. In case of failure to adhere to the same a penalty of ½ % per day shall be deducted subject to a maximum of 5% of the value of the AMC for that particular machine/peripheral.
- 7.0 The contract shall not cover Toner cartridges/Ribbons/Printer Head/ Batteries. In all the replacement cases the defective component shall remain property of the firm.
- 8.0 The firm shall have to keep a complete system of minimum Pentium IV configuration to be kept as a standby system to need any emergency situation.
- 9.0 The payment shall be released on quarterly basis at the end of each quarter. The firm shall raise the bill at the end of each quarter for release of payment.

I ACCEPT ALL THE TERMS & CONDITIONS MENTIONED ABOVE AND IN THE TENDER ENQUIRY

SEAL & SIGNATURE OF THE BIDDER

ANNEXURE-‘C’

LIST OF COMPUTERS AND ACCESSORIES INSTALLED IN CUSTOMS & CENTRAL EXCISE COMMISSIONERATE, JAMMU & KASHMIR BROUGHT UNDER AMC

S.No	Description of Machine	Qty
I	COMUTERS	
A	HCL Pentium 4 along with Colour Monitor	5
B	Compaq Pentium 4 along with Colour Monitor	25
C	Wipro Pentium 4 along with Colour Monitor	5
II	PRINTERS	
a	HP Lajer Jet 1010/1015/1020	35
III	SCANER	
a	UMAX ASTRA 4100	2
IV	UPS	35

SCHEDULE - I

SCHEDULE OF PRICES & QUANTITIES:

Sub:- AMC of Computers and related Peripherals installed in Customs & Central Excise Commissionerate, Jammu & Kashmir

Sl. No.	DESCRIPTION	RATE/ MONTH	AMOUNT
1.	ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEMS AND ASSOCIATED PERIPHERALS AS PER DETAIL IN SCOPE OF WORK PLACED AT ANNEXURE-A.		
	TOTAL = Rs.		

(Rupees)

(Seal and Signature of the bidder)

ANNEXURE-‘B’

Customs & Central Excise Commissionerate and Subordinate Offices

S.No.	Office	Office Address	No. of Compueters alongwith UPS and Printers
1.	Commissioner, Customs & Central Excise, Jammu	OB-32, Rail Head Complex, Jammu	Comp =18 Printer = 18 UPS = 18 Scaner = 2
2.	Assistant Commissioner, Customs Preventive Division, Jammu.	IIIrd Floor, OB-32, Rail Head Complex, Jammu	Comp. = 4 Printer =3 UPS =4
3	Deputy Commissioner, Central Excise Division, Jammu	IInd Floor, OB-32, Rail Head Complex, Jammu.	Comp. = 5 Printer = 5 UPS = 5
4	Range Offices, Satwari	43, Ashok Nagar, Satwari, Jammu	Comp. = 4 Printer = 4 UPS = 4
5.	Range Office, Kathua	College Road, Opp. J&K Bank, Shiva Nagar, Kathua.	Comp. = 1 Printer = 1 UPS =1
6	Deputy Commissioner, Customs & Central Excise Division, Srinagar	Hotel Mini Ikhwal, Bishamber Nagar, Jammu.	Comp. = 3 Printer = 3 UPS = 3