



**GOVERNMENT OF INDIA: MINISTRY OF FINANCE: DEPARTMENT OF REVENUE
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS (NACIN),
3/86 E, ATC ROAD, NEAR AMBIT IT PARK : I, II & III FLOORS,
AMBATTUR INDUSTRIAL ESTATE, CHENNAI-600058**

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C.No. IX/12/03/2018

Dated : 27.02.2018

**E-TENDER NOTICE INVITING BIDS FOR AMC FOR UPKEEP OF
COMPUTERS, PRINTERS & NETWORK**

1. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Chennai invites e-bids from reputed firms under a single bid system in prescribed bid document for Annual Maintenance Contract for the upkeep of 27 Desktop Computers, 2 Laptop computers, 9 Printers, 10 Multi-functional devices and LAN Network at our office premises at 3/86 E, ATC Road, Ambattur Industrial Estate, Near AMBIT IT Park, Chennai..58 and 1 Computer & 1 printer at the NACIN Hostel premises at Block Nos. 30 to 33, Central Revenue Quarters, 12th Main Road, Anna Nagar, Chennai-40. The bidders may visit the above premises immediately to survey the available hardware and infrastructure.
2. The specifications of work to be done for the above work, the facilities that will be provided to the contractor by the Department, qualification criteria to be met by the contractor and the statutory obligations to be complied with by the contractor are detailed in the Annexure to this Notice.
3. This tender document can be downloaded from the websites www.cbec.gov.in, www.nacen.gov.in & www.centralexcisechennai.gov.in or from the Government of India, Central Public Procurement Portal (e-procurement) website.
4. Interested bidders, who comply with the terms and conditions of this tender notice and who have procured their Digital Signature Certificates (DSC), can submit their bids in the prescribed Quotation Form. Their e-bid has to be uploaded / submitted online only through the Government of India, Central Public Procurement Portal (e-procurement) website
 - i. The last date for online upload : Before 11-00 AM on 15/03/2018
 - ii. Tenders shall be opened on : 16/03/2018 at 11-15 AM
5. The tenderers shall sign and stamp the Quotation Form and upload/submit it through the Government of India, Central Public Procurement Ports along with the necessary documents of proof as required. Prices/bids wherever quoted should be written both in figures and words. The tenders/quotations received unsigned/incomplete shall be summarily rejected.
6. The Principal Additional Director General, NACIN, Chennai reserves the right to accept or reject any or all tenders without assigning any reasons thereof. For any further enquiries, Shri V.P.Hari, Superintendent (Ph:9381025110) may be contacted


(P.VENKATASUBRAMANIAN)
ASSISTANT DIRECTOR

ANNEXURE
DETAILS OF WORK TO BE DONE

1. As and when informed over telephone, the contractor should provide maintenance service preferably within an hour on all working days to keep the machines/equipment in good working order. The service consists of periodical preventive checks and corrective maintenance work and includes carrying out necessary repairs and fittings or replacement of parts/spares/consumables.
2. In response to the telephone call from NACIN, qualified service engineer should be deputed immediately i.e. within one hour from the call, on all working days, exclusively for NACIN. If required, they will be required to stay back after office hours and work even on holidays to attend to any emergency work, for which no allowance of any kind will be paid
3. If the faulty components/computer(s) are not rectified within the same working day, necessary equivalent standby components / computer(s) shall be provided by the contractor on the following day, for the smooth functioning of office work and the original component / computer(s) taken shall be returned within a week's time after rectification. In case a standby is not provided, penalty of 1% of the total AMC charges will be deducted per day from agreed payment. If standby systems are provided, the restoration and transfer of data from the defective systems to the standby systems and vice-versa have to be ensured.

Alternatively, the Academy reserves the right to get it repaired from a third party and the charges for the repair / rectification, as applicable, will be deducted from the AMC account.
4. The Maintenance contract of computer and printers shall cover comprehensive contract for all parts of the machine including Key Board, Mouse, all plastic/rubber parts like knob sprocket, harmer block etc., fuser assembly and rubber components of laser jet printer, but will not include cost of the following spares namely: Picture tube of the Monitor, Hard disk, Printer head, Toner and Cartridges. The Maintenance contract for Network points will cover only the service & maintenance charges and will not cover replacement of parts.
5. Maintenance shall include installation of all kinds of software provided by this Department, including Operating System, Virus scans, System Drivers and Drivers of Printers, Scanners & other peripherals. Maintenance shall also include ensuring effective functioning of all the Local Area Network (LAN) points, Hubs, Switches etc.
6. Qualified Service Engineers should maintain Log Registers of all calls attended / Pending issues / Periodical preventive checks conducted and details of all replacement of spares/parts/consumables. Every visit of the Service personnel should be recorded and connected service reports should be produced to the concerned officer for acknowledgment. Invoices / bills should be submitted along with connected service reports.
7. No component(s)/Spare(s)/Computer(s)/other equipment shall be removed without informing the Superintendent concerned. A written letter to the Superintendent and his consent is necessary for moving any Computers/parts out of the

office, for which the Engineers shall maintain a separate log book showing the movement of the component(s) /Spare(s)/ Computer(s) / Other equipment and particulars regarding the replacements thereof.

8. All costs and expenses in respect of moving the equipment, or any part thereof, to the service provider's premises & back to office, including cost, charges and expenses for dismantling, reinstallation, testing and commissioning, shall be borne by the contractor only. NACIN will not bear any cost of transportation/replacement of machines/parts.
9. During provision of the above services, care should be taken by the contractor to ensure that there is no damage to property belonging to NACIN. In case of such damage, the cost of the articles/equipment damaged shall be deducted from the Contractor's service charges.

FORMAT FOR QUOTATION

Sl.No.	Category	Rate per system/point excluding GST	No. of systems/points	Total amount excluding GST
1	Desktop computers		28	
2	Laptop computers		2	
3	Multifunctional devices		10	
4	Printers		10	
5	LAN Network points		51	
TOTAL				

ELIGIBILITY CRITERIA TO BE MET AND THE CONTRACTUAL OBLIGATIONS TO BE COMPLIED WITH BY THE CONTRACTOR

1. The tender will be decided based on, among other things, the least amount quoted.
2. The contractor should be registered with GST, ESI and PF Departments and should pay their Government dues promptly. RELEVANT DOCUMENTS TO BE UPLOADED.
3. Along with the tender document, the contractor shall submit a copy of his PAN card/letter.
4. A list of the contractor's current clients with phone numbers and a note on the contractor's previous experience/clients should also be uploaded. The eligibility of the contractor will depend on his reputation and credibility also.

FACILITIES PROVIDED BY THIS OFFICE TO CONDUCT THE ABOVE WORK

1. This office will provide the infrastructure and the working environment for the above work.
2. When working through the day, the service engineers can have their food from the office canteen, at concessional rates.