

**OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE),
C.R. BUILDING : I.S. PRESS ROAD : KOCHI-18: KERALA.**

C. No. VIII/26/3/2008

Dated: 3-11-2008

Public Notice inviting Quotations

Sealed quotations are hereby invited by the undersigned on behalf of the President of India for “**Annual Maintenance Contract for Computers and peripherals**” installed in the offices of Customs Preventive Commissionerate in the jurisdiction of Customs Preventive Commissionerate Cochin as mentioned in the **Annexure** enclosed with this Public Notice. The quotation will be accepted upto closing hours of this office (ie. 05.30 PM) on 20.11.2008.

General Conditions

Quotation should cover the entire items specified in the enclosed annexure. The Quotation, which does not cover AMC for the entire items listed in the annexure will be a dis-qualification and is liable for rejection without any intimation.

- a) The maximum permissible downtime will be 10 days in the entire AMC period.
- b) Penalty will be charged for downtime more than 24 hours in the individual case of PCs and 12 hours in the case of breakdown of servers.
- c) In cases of an additional day of downtime a penalty of 1% of the total AMC charges will be deducted per day.
- d) A preventive maintenance service is to be carried out every three months for all systems and peripherals detailed in the annexure. Preventive maintenance means quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not, and it includes; Checking of all the keys of the keyboard for proper operation; Servicing and cleaning of machines and printers; Cleaning of floppy, CD/DVD drives and checking of the head alignment.
- e) Anti-virus support is compulsory wherever in the case of infection.
- f) Software support for Windows 95/98/2000/XP/ Linux/ Unix / Unixware Operating Systems, MS Office and Open Office.
- g) Payment will be made on quarterly basis, only after the completion of service for the quarter and after successful completion of the job mentioned under point (d) above.
- h) In case of delay in repair/procurement of spares standby should be provided for operation (compulsory) that can be taken back once the faulty system is put back into operation.
- i) AMC shall include services and replacement of all defective parts. The Hardware maintenance support includes corrective and preventive maintenance, repairs or replacement of defective parts (details of replacement should be provided to the undersigned).
- j) Sub-contracting of AMC services is not allowed.
- k) The vendor should have a good reputation in the field. The vendor should have a good presence in the jurisdiction of the Commissionerate (ie.,entire state of Kerala) and should provide support from their local offices at the designated customer sites.
- l) Income Tax and Sales Tax clearance certificate should be provided for verification.

m)The vendor is to have carried out third party maintenance services for not less than five years. In particular, AMC services should have been successfully provided to a State/ Central Govt. Dept. for not less than 3 years.

n)The Department reserves the right to cancel the vendor bid / AMC services, if any information provided by the vendor is found unverifiable during the selection procedure, or the AMC period. If in case the Dept (for up gradation, etc.) disposes off any machine coming under AMC a pro-rata amount calculated on the basis of AMC charges per machine for the remaining period will be deducted.

o) For machines which are coming under AMC after expiry of warranty etc., a pro-rata amount calculated on the basis of the AMC charges for similar item shall be payable.

p) The Annual Maintenance Contract (AMC) is valid for one financial year ie., from the date of acceptance of the quotation.

q) Bank guarantee of 10% of total AMC should be submitted at the time of awarding of the AMC.

The quotation in sealed envelope marked in bold letter as "QUOTATION FOR AMC FOR COMPUTERS AND PERIPHERALS" must reach in this office of the Commissioner of Customs (Preventive), C.R.Buildings, I.S.Press Road, Cochin-18 on or before 20.11.2008. Any quotation received without adhering to all the above conditions and / or incorporating any conditions contrary to any of the above condition will be liable to be rejected summarily.

Soliciting an early response.

Encl: [Annexure I](#)

Sd/-

(LAWRENCE DAVID)
ASSISTANT COMMISSIONER

COMPUTER						
Inv No.	Date	Item	Make	Qty	Rate	PO Value
5162	12-Mar-03	Computer	PCS	3	41195	123585
957	25-Mar-03	Computer	Wipro	2	35100	70200
5616	30-Mar-03	Computer	PCS	2	41195	82390
4226	23-Mar-04	Computer	HCL	7	37765	264355
4225	23-Mar-04	Computer	HCL	2	37765	75530
4229	23-Mar-04	Computer	HCL	1	37765	37765
4224	23-Mar-04	Computer	HCL	2	37765	75530
4389	21-2-05	Computer	PCS	2	37551	75102
4388	21-2-05	Computer	PCS	1	37551	37551
4385	21-2-05	Computer	PCS	4	42384	169536
4577	17-3-05	Computer	PCS	1	43565	43565
4577	17-3-05	Computer	PCS	3	37551	112653
5080	28-3-05	Computer	PCS	1	37551	37551
5554	30-6-05	Computer	HCL	1	38147	38147
5735	4-Aug-05	Computer	HCL	1	38147	38147
5831	26-8-05	Computer	PCS	1	43565	43565
				34		1325172
PRINTER						
Inv No.	Date	Item	Make	Qty	Rate	PO Value
10480	21-Mar-03	D Print	Wipro	2	7910	15820
30737	29-Mar-03	D Print Lg	TVS	1	11893	11893
40003	30-Apr-03	L Printer	Sam	1	19186	19186
40006	30-Apr-03	D Print	TVS	3	7910	23730
40014	30-Apr-03	D Print	TVS	2	7910	15820
1372	22-Sep-03	IJ Printer	HP 5160	1	5975	5975
4225	23-Mar-04	D Print	Epson	1	7910	7910
4230	23-Mar-04	IJ Printer	HP 3650	5	3990	19950
4230	23-Mar-04	L Printer	HP 1010	2	13699	27398
7351	9-Mar-05	IJ Printer	HP 4255	1	8200	8200
7351	9-Mar-05	D Print		1	7580	7580
7353	9-Mar-05	D Print Lg		1	12752	12752
7353	9-Mar-05	D Print		2	7580	15160
7352	9-Mar-05	D Print Lg		1	12752	12752
7352	9-Mar-05	D Print		1	7580	7580
5555	30-Jun-05	IJ Printer	HP 3745	1	2756	2756
5831	26-Aug-05	IJ Printer	HP 3845	1	3989	3989
2521	31-Jan-06	D Print	Epson	2	5700	11400
2522	31-Jan-06	D Print	Epson	1	5700	5700
90301265	11-Feb-06	D Print	Epson	3	5700	17100
6859	23-Mar-06	IJ Printer	HP 3940	1	2650	2650
6859	23-Mar-06	L Printer	Xer3117	3	4680	14040
1151	6-Jul-06	L Printer	Xer3117	6	4680	28080
90316091	28-12-06	LP	HP.1022	1	7280	7280
645	14-12-06	LP	HP.1022	1	7280	7280
1464	28-03-07	LP	HP.1022	1	7280	7280
96	9-Aug-07	LP	HP.1018	4	5900	23600
				50		297421
SCANNER						
Inv No.	Date	Item	Make	Qty	Rate	PO Value
1372	22-Sep-03	Scanner	HP 2400	1	3625	3625
1151	6-Jul-06	Scanner	HP 2400	7	3630	35410
				8		39035