



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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Dated : 05.10.2020

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

1. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Chennai, functions from the office premises at 3/86 E, ATC Road, Ambattur Industrial Estate, near AMBIT IT Park, Chennai-58 and hostel premises at Block Nos. 30 to 33, Central Revenue Quarters, 12<sup>th</sup> Main Road, Anna Nagar, Chennai-40. NACIN, Chennai invites e-bids from reputed firms under a two-bid system (Technical bid and Financial bid) for Annual Maintenance Contract for the service / upkeep of **30 Desktop Computers, 12 Laptop computers, 8 Printers, 20 Multi-functional HP & EPSON Printers and LAN Network (with 6 routers)**, installed at NACIN office premises at Ambattur Industrial Estate and **1 Computer, 1 printer and 1 router** installed at NACIN hostel premises at Anna Nagar. Interested bidders have to visit the above premises to survey the available hardware and infrastructure. The specifications of work to be done for the above maintenance, 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. **All bidders for this e-tender are deemed to have understood and accepted the contents of this Notice.**
2. **Only those bidders, who have their offices and workforce in Chennai city (within a radius of 15 km from this Academy), may post their bids for this e-tender; they will have to provide valid address proof as evidence for the same.**
3. This tender document can be downloaded from the websites [www.cbic.gov.in](http://www.cbic.gov.in), [www.nacin.gov.in](http://www.nacin.gov.in) & [www.centralexcisechennai.gov.in](http://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 possess valid Digital Signature Certificates (DSC), may submit their e-bids online in the enclosed forms for Technical & Financial bids. Their e-bids have to be uploaded / submitted online only through the Government of India, Central Public Procurement Portal (e-procurement) website. **Hard copies of the bids shall not be accepted.**
  - i. **Last date for online upload of bids :Before 06-00 PM on 17/10/2020 (Saturday).**
  - ii. **Date & time for Opening of tender :On 19/10/2020 (Monday) after 11-00 AM**
5. The tenderers shall sign and stamp the Technical Bid form & Financial Bid form (enclosed with this Notice) and upload/submit them through the Central Public Procurement Portal along with the necessary documents of proof as required. Bid amounts wherever quoted should be written both in figures and words. The Financial bid shall also be filled up in the BoQ Excel file format and uploaded in the above site. The Technical bid and Financial bid will be opened separately. **Care may be taken to ensure that the Financial bid's details are not visible along with the Technical bid. In case the Financial bid is visible along with the Technical bid, the bid will be liable to be rejected.**
6. For any further enquiries, Shri V.P.Hari, Superintendent (Ph:9381025110) may be contacted.

(VENUGOPALAN NAIR)  
ASSISTANT DIRECTOR (ADMN)

**ANNEXURE**  
**DETAILS OF WORK TO BE DONE**

1. This AMC contract envisages periodical preventive checks and corrective maintenance work which includes carrying out necessary repairs and fittings or replacement of parts/spares/consumables. 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. **Availability of an office and work force in Chennai city is essential for this reason.** If required, they will have 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.
2. The Annual Maintenance contract of computers and printers shall be a **comprehensive contract for all parts of the machine including Key Board, Mouse, fuser assembly, all plastic/rubber parts like knob sprocket, harmer block etc., and rubber components of laser jet printers, but will not include cost of the following major spares & peripherals, viz: Monitor, Hard disk, Printer head, Toner and Cartridges.** The Maintenance contract for Network points will cover laying, service and maintenance of LAN cables & network points but will not cover replacement of parts of switches and hubs.
3. If the faulty equipment is not rectified within the same working day, equivalent standby equipment shall be provided by the contractor on the following day, for the smooth functioning of office work. In case such a standby is not provided, for each day of failure to provide standby equipment, a penalty of 1% of the yearly AMC charges will be deducted. 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, if the contractor's work is not satisfactory, the Academy reserves the right to get the equipment repaired from a third party and the charges for the repair / rectification, as applicable, will be deducted from the AMC account.
4. Maintenance shall include installation of all kinds of software provided by this Department, including Operating Systems, anti-virus packs, 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.
5. 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.
6. 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.

7. 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.
8. 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. Any damage caused to any IT equipment by the users in NACIN shall not be covered under the scope of this AMC.

### **ELIGIBILITY CRITERIA TO BE MET BY THE CONTRACTOR**

1. The tender will be decided based on, among other things, the least amount quoted and the accuracy of other details provided.
2. **The bidder has to provide their address proof as evidence that their office and workforce are available in Chennai city, within a radius of 15 km from this Academy.**
3. Unless legally exempted, the contractor should be registered with GST, ESI and PF Departments and should pay their Government dues promptly. **Relevant documents are to be uploaded as evidence.** The bidder shall upload a copy of his **PAN card/letter also.**
4. A list of the contractor's clients with contact persons and phone numbers should also be uploaded. **The eligibility of the contractor will depend on their reputation and credibility also.**
5. Bidders need to visit the premises and assess the requirement, before bidding. **Only those bids submitted by bidders who have visited the premises and inspected the installations would be considered.**
6. When filling up the Financial bid details in the BoQ, please enter data only in the coloured cells. Please ensure that the bid amounts do not include GST. Also please ensure that details of this Financial bid are not visible at the time of opening the Technical bid
7. **When uploading documents onto the e-Procurement portal, please ensure that the total memory space occupied by the uploaded documents is less than 20 MB**

**TECHNICAL BID**

<b>Sl.No.</b>	<b>Category</b>	<b>Details</b>
1	Name of firm/company	
2	Address of office in Chennai	
3	Name of contact person in Chennai	
4	Contact phone number in Chennai  Landline:  Mobile:	
6	Number of service technicians available in Chennai	
7	PAN Number	
8	GST Registration No. (if any)	
9	Is the list of clients and references uploaded, with contact person and phone numbers	
10	Has the bidder visited the premises to assess the requirement, before bidding	

Signature of authorised signatory :

Name of authorised signatory :

Office seal :

**FINANCIAL BID**

**Please ensure that details of this Financial bid are not visible  
at the time of opening the Technical bid**

<b>Sl.No.</b>	<b>Category</b>	<b>No. of systems/points</b>	<b>Total amount excluding GST, in Rs.</b>
<b>Annual Maintenance charges for</b>			
1	Desktop computers	31	
2	Laptop computers	12	
3	Multifunctional HP & EPSON Printers	20	
4	Printers	9	
5	LAN Network points	32	
6	Network routers	7	
<b>TOTAL</b>			

Please ensure the above bid amounts do not include GST.

The total bid amount in words:

Signature of authorised signatory :

Name of authorised signatory :

Office seal :