



GOVERNMENT OF INDIA
OFFICE OF THE COMMISSIONER OF CUSTOMS (A&A)
CUSTOM HOUSE, 15/1 STRAND ROAD, KOLKATA-700 001

SEALED QUOTATIONS ARE INVITED FROM REPUTED FIRMS FOR THE ANNUAL MAINTENANCE CONTRACT OF 166 NOS. OF COMPUTERS, 128 NOS. OF PRINTERS, 05 NOS. OF MULTIFUNCTIONAL PRINTER, 04 NOS. OF SCANNERS OF VARIOUS BRANDS (HP, ACER, SAMSUNG, CANNON ETC.) INSTALLED AT CUSTOM HOUSE, NSCBI AIRPORT AND AIR CARGO COMPLEX KOLKATA AND 01 NO. OF MULTIFUNCTIONAL PRINTER (MODEL-TOSHIBA STUDIO E225) INSTALLED AT PAY SECTION OF ACCOUNTS DEPARTMENT AT THE OFFICE OF THE COMMISSIONER OF CUSTOMS(AIRPORT AND ADMINISTRATION) CUSTOM HOUSE, KOLKATA -700001

Nature of service to be provided by the service provider:-

1. To engage a person who has technical knowledge of hardware and software and who will be stationed at Custom House and will co-ordinate with all the users during office hour i.e from 09:30 a.m. to 06:00 p.m. for the required service calls.
2. To attend service calls as and when required at NSCBI Airport and Air Cargo Complex, Kolkata.
3. Providing assistance at the primary level of Windows such as MS Word, Excel, Power Point etc. as and when required.
4. To provide assistance to the users of 54 nos. of Aadhar based Biometric machines installed at different units of Custom House as well as NSCBI Airport, Air Cargo Complex, Haldia Mini Custom House, all CFSs, NS Docks, Khidderpore Docks and PAD as and when required.
5. The Service Provider would take up any reported fault within 2 hours. As far as possible, the repairs would be carried out on-site itself. However, in case if the equipment is to be taken at the workshop, the same has to be returned within 2 working days failing which the vendor should provide a stand by machine of the same category. The Service Provider will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, ACER, DELL, SAMSUNG etc.) they will be required to arrange the same from their sources.
6. The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
7. Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts

are not available, the same should be replaced with the parts compatible with the system. Replacement of hardware up to Rs. 2000/- (Rupees two thousand only) shall be borne by the company at its own cost. Amounts higher than Rs. 2000/- shall be reimbursed by the department on submission of supporting bills and purchase documents in original. e.g. if any bill comes to Rs. 3,000/-, then this office will reimburse only Rs. 1,000/- (Rs. 3,000-Rs.2,000) to the vendor subject to submission of original bill or purchase documents.

8. The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.
9. The Vendor shall quote GST Registration No. at the time of submitting tender quotation.
10. The service bills can be claimed on half-yearly basis along with certificate of satisfaction from the concerned department.
11. The Service providers must have service experience of three years in Central Government Department/Undertaking/Public Sector Unit.
12. Routine servicing of the Toshiba E Studio 225 Digital Multifunctional Copier Machine must be performed in every 15 days.
13. Authority reserves the right to cancel the AMC with prior intimation of 15 days if the performance of the vendor is not satisfactory.

Detailed information regarding this contract may be gathered from Superintendent of Customs(Prev.), Computer Cell, Custom House between 09:30 a.m. to 06:00 p.m. on Monday to Friday.

The quotation should contain all the conditions, price inclusive GST, schedule, address etc. The sealed quotation should be addressed to the Assistant Commissioner of Customs, Computer Cell, Custom House, Kolkata and should reach the Computer Cell latest by **02:30 hrs.** on **04.06.2018**. The sealed quotation shall be opened before the Tender/Purchase Committee at **03:30 hrs.** on **04.06.2018**.

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Assistant Commissioner of Customs
Computer Cell, Custom House
Kolkata

Copy to:-

1. SCH for displaying at the Notice Board of Custom House
2. Hindi Cell for translation