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**OFFICE OF THE COMMISSIONER OF CUSTOMS, CHENNAI PORT
CUSTOM HOUSE, NO.60 RAJAJI SALAI, CHENNAI - 600 001
www.chennaicustoms.gov.in**

F.No. S.Misc. 24/2011-Sys.Unit

Dated: 16-05-2011.

TENDER INVITATION

Sub: Annual Maintenance Contract of Computers and other related Accessories at Commissionerate of Customs, Chennai – Reg.

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This office has got a wide range of Personal Computers, Scanners, Desktop Servers, Switches, LAN Network, Printers and other computer related accessories/peripherals (as per the annexure enclosed) and is seeking quotations from reputed vendors from Chennai City alone for entering into Annual Maintenance Contract for these PCs, Servers/LAN Network etc., for the year 2011-2012.

The pre-requisites and other terms and conditions for considering the AMC for this office are:


1. The AMC shall cover comprehensive contract for all parts of the machine including Printer Heads/Key Boards/Mouse, etc. Also include services and replacement of all defective parts.
2. Maintenance shall include installation of all kinds of Software including O.S., Virus scanning, etc., which will be provided by this office.
3. No component(s)/Spare(s)/Computer(s) shall be removed without informing the competent authority. The repair work shall be carried out by the contractor within the office premises. Wherever it is not possible to conduct the repair within the office premises the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises.
4. The Contractor is required to quote for two Desktop Engineers with network experience and operating systems on the basis of availability for 6 days a week and 8 working hours a day.
5. No transportation charge/cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable over and above the amount payable to the contractor under the contract.
6. The Contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines.
7. Payments will be made on quarterly basis only after satisfactory completion of the contract during the preceding Quarter.

8. If the faulty components/computer(s) are not rectified within the same working day, necessary equivalent stand by components/computer(s) shall be provided on the following day for smooth functioning of office work and the original component/computer(s) taken shall be returned within a week's time after rectification otherwise penalty of 1% of the total AMC Charges will be deducted per day from agreed payment, against downtime of more than 24 hours in an individual case where standby is not provided.
9. The Contractor should have been successfully providing AMC to Central/State Govt Departments/PSUs and other reputed offices for atleast 3 years. List of Clientele with Name & Address, Telephone No. of the clients shall be submitted at the time of submission of quotations.
10. The Contractor should also undertake one preventive maintenance visit every Wednesday of the week, besides the additional free visits, for any breakdown calls during the AMC period. If a complaint is made to the Contractor's firm by this office on a working day, it should be attended to by the next working day without fail.
11. The AMC shall be in force for 12 months beginning from the date on which the contract is accepted and signed by both the concerned parties.
12. Notwithstanding anything contained herein, the Competent Authority, reserve the right to terminate the contract, by giving 15 days notice in writing without assigning any reason and without incurring any liability whatsoever to the service provider.
13. Successful bidder has to enter into a comprehensive Agreement with the Department and shall abide by it.
14. All quotations should be addressed to:

The Additional Commissioner of Customs,
Systems Unit,
O/o The Commissioner of Customs,
Custom House,
No. 60, Rajaji Salai,
CHENNAI - 600001.

Your quotations should reach this office in a Sealed Cover on or before

5 PM ON 23.05.2011 and the sealed cover may be superscribed as "**TENDER FOR AMC OF COMPUTERS, ETC.**"


16/5/2011
(UMASANKAR PERI)
ADDL. COMMISSIONER OF CUSTOMS
(SYSTEMS)

Details of Computers

Sl.No.	Section Name	No. of Officers	No. of PCs	Working Condition	Non working condition
Ground Floor Main Building					
1	CHS	8	1	1	0
2	CHS (Supdt)	4	1	1	0
3	Enquiry	3	1	1	0
4	WH & Disposal	11	10	5	5
5	EDI		0		
I Floor Main Building					
6	Gr.5	5	4	3	1
7	Gr.2	3	2	1	1
8	Gr.1	3	2	2	0
9	PCA Audit	3	1	1	0
10	AC(Ref)	1	1	1	0
11	Imports	6	3	3	0
12	PCA Acs room	5	1	1	0
13	AC (Sathya Prasad)	1	1	1	0
14	AC (Gajalakshmi)	1	2	0	2
15	Assess. AO	7	2	0	2
16	AC (Jayaramarao)	1	1	1	0
17	K. Kormathi, A.C	1	1	1	0
18	A. Chandrasekara Reddy	1	1	1	0
19	Lakshmi Kantha, A.C	1	1	1	0
20	Export Assessment AO's room	7	1	0	1
II Floor Main Building					
21	Lab	36	8	8	0
22	DEEC	8	5	5	0
23	Gr.6	3	3	3	0
24	HAC	4	3	2	1
25	EDC	5	3	3	0
26	Gr.5B & C	4	4	4	0
27	A.C.(Deec)	1	1	1	0
28	Correspondence	6	1	1	0
29	Appg. Main	3	3	3	0
30	Gr.3&4	3	1	1	0
31	Rashmi, A.C	1	1	1	0
32	Premkumar, A.C	1	1	1	0
33	Kathirvel, A.C.	1	1	1	0
34	Ashokan, D.C	1	1	1	0
35	Rangasamy, A.C.	1	1	0	1
III Floor Main Building					
36	Rosireddy, A.C.	1	1	1	0
37	A. Cletus, D.C.	1	1	1	0
38	A.C.(PG)	1	1	1	0
39	RSI (Supdt)	1	1	1	0
40	RSI (Sec)	11	3	3	0
41	DIU	9	4	2	2
42	BBM Unit	2	2	2	0
43	Valambal, A.C	1	1	1	0
44	Prev. Section	5	3	2	1
45	EOU	4	1	1	0
46	COFEPOSA	9	2	2	0
47	EPCG	7	4	4	0
48	DEPB	4	3	3	0
49	UCC	6	2	2	0
50	CPU(Stats)	3	3	2	1
51	Accounts	19	7	7	0
IV Floor Main Building					
52	PA to Commr (E)	2	2	2	0
53	J.C. (Prev.)	1	1	1	0
54	Commr. (Exp)	1	1	1	0
55	PA to JC (Prev.)	1	1	1	0
56	PA to JC (Legal)	1	1	1	0
57	Refunds A.Os Room	2	4	4	0

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V Floor Main Building

60	Co-ord. Cell	3	1	1	0
61	Rewards & Adj.	2	3	3	0
62	Appeals	10	8	8	0
63	Commr. (Appeals)	1	1	1	0
64	PA To Commr. (Appeals)	3	2	2	0
65	C.A.U.	6	4	4	0
66	STATS	1	1	0	1
67	PA to ADC	1	1	1	0
68	ADC	1	1	1	0
69	PA to Commr. (I)	2	3	3	0
70	Commr. (Imports)	1	2	2	0
0					

I Floor Krishna Building

71	Records	4	1	1	0
72	Vehicles	3	1	1	0
73	Canteen	1	1	0	1
0					

II Floor Krishna Building

74	Addl (Systems)	1	1	1	0
75	PA to Addl (Systems)	1	1	1	0
76	Establishment	11	7	7	0
77	PA to JC (SIIB)	1	1	1	0
78	JC (SIIB)	1	1	1	0
79	Confidential	6	2	2	0
80	A.C. (P&V)	1	1	1	0
81	D.C. (Bonds)	1	1	1	0
82	CAT Cell	8	2	2	0
83	Library	1	1	1	0
84	Bonds	16	9	9	0
0					

III Floor Krishna Building

85	SIIB	11	8	2	6
86	JC (P&V)	1	1	1	0
87	PA to JC (P&V)	1	1	0	1
88	AC (5B)	1	2	2	0
89	PA to Commr. (Air)	1	1	1	0
90	Commr. (Air)	1	1	1	0
91	Udayakumar (DC)	1	1	1	0
92	CIU	8	6	5	1
0					

IV Floor Krishna Building

93	DC (SVB)	1	1	1	0
94	Legal	15	8	8	0
95	SVB Section	3	2	1	1
96	SVCC Section	2	1	0	1
97	SVB Abs. Room	3	3	1	2
98	Hindicell	3	3	2	1
99	DBK	9	7	2	5
100	Refunds	4	4	1	3
101	AC (DBK)	1	1	1	0
102	Annadurai, A.C.	1	1	1	0
103	Review Cell	10	7	7	0
0					

VI Floor, Krishna Building

104	CC's Office	9	7	7	0
105	CCs Office (Supdt)	6	4	1	3
106	PA to JC (CCO)	1	1	1	0
107	J.C.(CCO)	1	1	1	0
108	D.C. (CCO)	1	1	1	0
109	Sr. P.S. to CC	2	2	2	0
110	Chief Commissioner	1	1	1	0
111	Docks Office	10	4	4	0
112	EDI Section	9	8	8	0
Total				273	46

SERVER DETAILS	
SL.NO.	
	WIPRO NET
1	POWER SERVER 2 NOS.
	COMPAQ -
2	PROLIANT ML 330 2 NOS.
	HP - PROLIANT ML
3	350 1 NO.
	IBM - X SERIES 220
4	1 NO.
	IBM - X SERIES 260
5	1 NO.
	TOTAL
	7 NOS.

17 SWITCHES IN CUSTOM HOUSE		
FLOOR	QTY	LOCATION
MAIN BUILDING - I FLOOR	1	OPP. TO MAIN STAIRS
MAIN BUILDING - I FLOOR	2	OPP. TO OTHER STAIRS
ANNEXE BUILDING - II FLOOR	1	OPP. TO ANNEXE STAIRS
MAIN BUILDING - II FLOOR	1	NEXT TO ROOM NO.205
MAIN BUILDING - II FLOOR	1	NEXT TO ROOM NO.208
MAIN BUILDING - III FLOOR	1	OPP. TO ROOM NO.305
MAIN BUILDING - V FLOOR	1	NEXT TO ROOM NO.518
ANNEXE - GROUND FLOOR	1	NEXT TO ROOM NO.511
KRISHNA BLOCK - II FLOOR	1	SERVICE CENTRE IN ROOM NO.3
KRISHNA BLOCK - III FLOOR	1	NEXT TO ROOM NO.207
KRISHNA BLOCK - III FLOOR	1	NEXT TO ROOM NO.K305
KRISHNA BLOCK - IV FLOOR	1	ON THE WAY TO RSI (AIR)
KRISHNA BLOCK - IV FLOOR	1	ON THE WAY TO LEGAL SECTION
KRISHNA BLOCK - V FLOOR	1	NEAR HINDI CELL
KRISHNA BLOCK - VI FLOOR	1	NEXT TO ROOM NO.K517
	1	OPP. TO LIFT.
TOTAL	17	

SI.No.	Printer's Name	No. of Printers
1	Cannon C70	1
2	MP 780	1
3	HP Deskjet 200	1
4	HP Deskjet 1000	4
5	HP Deskjet 3745	2
6	HP Deskjet 3845	3
7	HP Deskjet 3970	1
8	HP Deskjet 5652	1
9	HP Deskjet 5748	8
10	HP Deskjet 5438	1
11	HP Deskjet 1010	1
12	HP Deskjet 1020	25
13	HP Deskjet 1022	14
14	HP Deskjet 1050	1
15	HP Deskjet 1150	8
16	HP Deskjet 1160	5
17	HP Deskjet 1320N	1
18	HP Deskjet 3030	1
19	HP Deskjet 710C	2
20	HP Deskjet 4010	1
21	HP Deskjet 7020	1
22	HP Inkjet 3420	15
23	Epson Printer 1150	1
24	HP Laserjet 1005	2
25	930C	3
26	HP Laserjet 6L	1
27	V40	3
28	LQ	11
29	Wipro HQ	3
30	LQDX 4010	1
31	Printronicline Printer	9
32	TVS DP 4000	1
33	MSP 355	10
34	MSP 345	1
35	Photosmart	1
36	HP Deskjet 4110	1
	TOTAL	146