

Telephone : 25221918
FAX : 25220093



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OFFICE OF THE COMMISSIONER OF CUSTOMS, CHENNAI SEAPORT
CUSTOM HOUSE, NO.60, RAJAJI SALAI, CHENNAI-600 001

1207
20 JUN 2014
24.6.14

F.No.HAC/04/2007

Date: 06 /06/2014

To

Whomsoever it may concern

Sir,

Sub: Comprehensive Annual Maintenance contract for various type of
Photocopier Machines – reg.

This Office proposes to give Comprehensive Annual Maintenance contract for various types of Photocopier Machines installed at Custom House, Chennai – 1. Quotations in sealed cover are invited for Comprehensive Annual Maintenance Contract for following mentioned Photocopier Machines installed in various sections at the above address for a period of one year. **The quotations should reach this office on or before 30.06.2014.** The details of Photocopier Machines are as under :-

SL NO	DEPARTMENTS	MODEL	M/C SERIAL NO	Year of purchase
1	CAU-ADJUDICATION	2000 LE	L7187050216	2009
2	HAC DEPT	2000 LE	L7187050406	2009
3	CHS	2000 LE	L7187050377	2009
4	VIGILANCE	2000 LE	L7186750564	2008
5	GROUP 5	2000 LE	L7176150517	2007
6	REVIEW CELL	2000 LE	L7176150313	2007
7	LABORATORY	2000 LE	L7186750611	2008
8	BBM UNIT	2000 LE	L7166700128	2006
9	CO-ORDINATION CELL	2000 LE	L7186750189	2008
10	APPARAISING MAIN	2000 LE	L7166700121	2006
11	GROUP-5A	2000 LE	L7176150311	2007
12	WARE HOUSE	2000 LE	L7187050393	2009
13	5 B&C	2000 LE	L7187250724	2009
14	ESTABLISHMENT	2000 LE	L7187250183	2009

15	DIU SECTION	2000 LE	L7187250725	2009
16	EPCG SECTION	2000 LE	L7187250637	2009
17	DRAW BACK	2000 LE	L7187250323	2009
18	S V B SECTION	2000 LE	L7187250064	2009
19	DEPB SECTION	2000 LE	L7187250494	2009
20	CHA UNIT	2000 LE	L7187251372	2009
21	PREVENTIVE	2000 LE	L7187251045	2009
22	GROUP-6	2000LE	L7106550334	2010
23	GROUP-1	2000LE	L7106550329	2010
24	HINDI CELL	2000LE	L7106550332	2010
25	RRU UNIT	2000MP	L7106550331	2010
26	SIIB SECTION	2000LE	L7106550330	2010
27	PAD DEPT	2000LE	L7106550333	2010
28	JC(SIIB)	2000 LE	L7126251228	2012
29	LEGAL	2000L2	L7126251226	2012
30	CONFIDENTIAL	2000LE	L7106750949	2010
31	BOND	2000LE	L7106751065	2010
32	GR 3-4	2000LE	L7106750985	2010
33	PS TO COMMR EXPORTS	2000LE	L7106751076	2010
34	ACCOUNTS	2000L2	L7126251223	2012
35	ADC (DOCKS)	2000LE	L7106750955	2010
36	PAO	1500MP	L6776650164	
37	CCO	2051MFP	V9719400555	2012
38	VIGILANCE	2000L2	L7126251183	2012
39	DY COM	1800MP	L7187251033	
40	ADMN CELL	2000MP	L7187250494	
41	MCD	2000MP	L7187250962	2009
42	DOCKS	2000L2	L7186150407	2008
43	DESPATCH	2000L2	K8366120427	2008
44	IAD	2000LS	K8366320521	2006
45	ENQUIRY	2000LS	K8366320684	2006
46	SYSTEM UNIT	2000LS	K8652400196	
47	IAD CRA	2000MP	L7186550200	
48	PA TO IMPORT	2000MP	K8366320604	2006
49	UCC	MP2000L	L7127050355	2012
50	CAT CELL	2000MP	L7187050378	2009
51	CPU STATISTICS	2000MP	L7176150326	2007
52	EDC SECTION	2000LE	L7106550335	2010
53	APPEALS	2000MP	K8652100266	2008
54	CCO	2022	J8351300962	2008
55	COFEPOSA	2000LE	L7186550200	2008
56	ACCOUNTS	2018	J9256620572	2005
57	RMS-PCA	2018-D	K8366320624	2006

58	PA TO ADC(P&V)		K8166150020	2006
59	GROUP 2(CANON)	IR2320-L		2011
60	APPEAL UNIT	MP5002SP	W533M550019	2013
61	LEGAL	MP2501SP	E333M550067	2013
62	CCO	5002	W533MC50042	2014

2. The rates may be quoted as "Per Copy" basis. The firm will provide all spareparts/toners etc. for these machines during the contract period and no extra payment will be made for change/replacement of parts and toners etc. It shall be the responsibility of the firm to maintain all Photocopier machines in good working condition and take prompt action to rectify and troubleshoot the machine problem areas as and when they arise. The firm shall provide standby Photocopier Machine till the defective machine is repaired in case of any anticipated delay. There are some Photocopier Machines which are under warranty. The vendor will be required to make liaison with the O.E.M. for maintenance of these Photocopier Machines. AMC in respect of these Photocopier will be assigned to the firm at the expiry of the warranty.

3. The contractor should have at least five years work experience of handling similar work (preferably in 4-5 Govt. Offices) experience of handling big companies and should submit the supporting documents including performance certificates given by the Govt./ other Organizations. The tendered is also required to submit a certification from the O.E.M. that they are the "Authorised Service Provider" for the machine and the spare parts as well as consumables will be made available through the tendered and the O.E.M. will provide all back up support. He should also have a regular work place, technically qualified engineers and the needed resources and infrastructure to provide the requisite materials and services. He should have functional telephone/mobile phone facility for easy accessibility. Tenders without requisite documents would be summarily rejected.

4. Tenders have to be submitted duly filled in and signed by the authorized person in ink pen or ball pen. Tenders written in pencil or erased/over-written will not be considered.

5. The bidders shall not be at liberty to offer his/her terms and conditions with regard to the tendered work which means that the bidder cannot deviate from the terms and conditions given herein. Otherwise, the tenders are liable to be summarily rejected.

6. The tenders have to be submitted in sealed covers with the phrase "CAMC/FSMA of Photocopier machines" super-scribed on the top of the sealed cover along with credentials and supporting documents.

7. Tenders are to be submitted along with refundable Security Deposit money of Rs.20,000/- (Rupees Twenty thousands only). The security deposit money will have to be in form of a crossed demand draft/Pay order in favour of "THE COMMISSIONER OF CUSTOMS, CUSTOM HOUSE, CHENNAI-1. The security deposit money will be forfeited if the tenderer retracts from his offer for whatever reasons. Tenders received without security deposit money will be summarily rejected. The security deposit money in respect of the unsuccessful bidders will be returned after award of the contract and the same in respect of the successful contractor will be retained by this office towards security deposit for due performance of the contract. No interest shall be payable on the amount of security deposit

money/security deposit. The security deposit will be refunded without any interest only after expiry of the entire contract period on the production of satisfactory service certificate from all the users of the Machines.

8. Sealed Tenders will be received up to 30-06-2014 (3.00P.M.) at the Sevottam section, Groundfloor, Custom House, No.33 Rajaji Salai, Chennai 1 and date of opening of quotations in the presence of such tenderers or their authorized representatives as may wish to be present will be intimated later.

9. Quotations that are not in sealed cover or not accompanied by security deposit money or received after the closing date and time will be rejected.

10. The vendors should not have been blacklisted by any organization/Govt. Department.

11. No extra payment will be made for change/replacement of any part.

12. The firm shall take prior permission from the undersigned, for taking the machines out of the office premises for repairs and replacement of worn out parts with original one. No extra charges will be paid for doing the work outside of office premises. In such cases the transport and labour charges will be borne by the contractor.

13. The rates quoted by the firm will not be enhanced during the period of contract in any case.

14. Monthly servicing of the Machines or as and when asked for in cases of emergency must be done by an experienced service engineer.

15. Comprehensive Annual Maintenance Contract for Photocopier machines can be considered for renewal for further period subject to satisfactory performance of the firm in the matter.

16. Payment shall be made on quarterly basis against submission of bill in TRIPLICATE along with the satisfactory reports received from the users and as per income tax act and the rules made there under. Tenderers shall attach a photocopy of their latest valid Income Tax Certificate along with their tender.

17. The contract can be terminated at any time during the currency of the contract by the competent authority in this office without assigning any reason or giving any notice if the work of the contractor is found to be unsatisfactory or deficient and it would be entrusted to any other party at the risk and expense of the defaulting contractor including forfeiture of the security deposit. In addition, the contractor shall be liable to pay liquidated damages to the Government. In this connection the decision of the competent authority shall be final and binding upon the contractor.

18. Tenderer shall keep their tender valid for acceptance for a period of 30 days from the date of opening. Tenders with shorter validity period will not be considered.

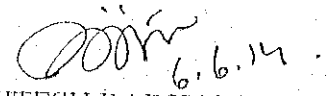
19. For Quoting the rates for Photocopier Machines, the bidder shall give the total composite price and the price needs to be individually indicated against each Type/Make of the Photocopier Machines. The unit price quoted by the bidder shall be in sufficient detail to enable this Office to arrive at the price offered for each make. Discount, if any, offered by the bidders shall not be considered unless they are specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers, suitably while quoting and shall clearly quote the net price taking all such factors like Discount, free supply, etc into

account. The price approved by this Office for award of AMC will be inclusive of all levies and taxes.

20. The various types of Photocopier Machines as mentioned under Para 1 above, can be inspected on any working day at this Office before submitting the Quotations by the interest parties.

21. Quotations should be submitted in two separate envelopes, i.e. one for technical bid and the other for financial bid. In technical bid the tenderer is required to submit all documents as required under this tender. Envelop should be super scribed with the "Tenders for CAMC of Photocopier Machines". A signed copy by the authorized signatory of the firms on each page of this Tender Notice is also required to be submitted along with the Technical bids.

22. The quotation should be addressed in the name of Dr. Ajitesh Radhakrishnan, Assistant Commissioner of Customs, Custom House, Chennai - 1.



(Dr. AJITESH RADHAKRISHNAN)
ASSISTANT COMMISSIONER OF CUSTOMS
CUSTOM HOUSE

Copy to
Deputy Commissioner of Customs
EDI
Custom House, Chennai -1.

To upload in Customhouse website and CBEC website.