

**GOVERNMENT OF INDIA,  
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE,  
CUSTOMS, EXCISE, SERVICE TAX SETTLEMENT COMMISSION  
ADDITIONAL BENCH, CHENNAI,  
NARMADA BLOCK, CUSTOM HOUSE,  
NO.60, RAJAJI SALAI, CHENNAI - 600001**

C.No.I/07/01/2019 - SC

Dated:04.03.2019

**TENDER NOTICE**

Sealed tenders / quotations are invited from reputed parties/firms/service providers for providing services, maintenance and technical support of software and hardware for the Computers and Equipments installed at the Customs, Excise, Service Tax Settlement Commission, Additional Bench, Chennai. Item specification with terms and conditions are given below:

Sl. NO	DESCRIPTION OF WORK	REMARKS
1	25 Nos. of Computers alongwith printers and peripherals	Rate to be indicated item wise per set and service AMC as per the conditions given below
2	3 Nos. of Laptops with peripherals	

**SCOPE OF WORK**

1. Vendors should inspect the nature / place of work before submitting the quotations. For inspections or any query or clarification, they may approach the Assistant Commissioner (Admn), Customs, Excise, Service Tax Settlement Commission, Additional Bench, Chennai, on any working day.
2. Mandatory servicing / maintenance of computers and machines during the first week of every month. A report of such servicing has to be submitted to the Administrative Officer, Customs, Excise, Service Tax Settlement Commission, Additional Bench, Chennai, on monthly basis.
3. Operations and support for computers, printers, peripherals and LAN/WAN connection and maintenance.
4. All types of software support, if any, other than the installed ones. Reinstallation of software as and when necessary.



5. Installation and re-installation of Anti-Virus as and when required. Anti-Virus Software will be supplied by this office as and when required.
6. Internet troubleshooting, servicing and maintenance of UPS (except the Server UPS).
7. Any other work related to computer and equipments, as and when required by this office.

#### **TERMS AND CONDITIONS**

1. Price should be inclusive of all taxes and other charges.
2. The Agreements shall be valid for one year from the date of execution of the agreement and thereafter it may be extended for further period as may be necessary on mutual agreement.
3. Payment will be made by this office on quarterly basis.
4. If needed, the service provider shall provide service on holidays also.
5. The contract will cover supply and replacement of parts. While carrying out repairs or fitting of replacements, no additional charges will be paid.
6. Fault should be attended and rectified within a day. If there is delay in attending to faults, penalty of Rs.100 per machine per hour will be levied for the down time of machine.
7. If the faulty components(s) / computer(s) / equipment(s) are not rectified within the same working day, a standby component(s)/computer(s) /equipment(s) shall be provided within 24 hours for smooth functioning of Office work.
8. In case of any problem in respect of items under warranty, the service provider shall be the point of contact, and shall ensure registering complaints with the call centre of the supplier of the item for rectification of the same.
9. The service provider shall not take out any article from this premise without a gate pass issued by this office.
10. The applicable rates of TDS prescribed by the department will be deducted from the charges paid by this office to the service provider. A certificate for the amount of TDS deducted will be provided to the service provider by this office.
11. The Authority reserves the right to accept or reject any of the Tenders / Bids without assigning any reason thereof.
12. The agreement can be terminated by the service provider by giving atleast two months notice in advance. However, this office can terminate the contract with a notice of one month only.

13.The contract is not transferable.

Sealed quotations should be sent to the Commissioner (Investigation), Customs, Excise, Service Tax Settlement Commission, Additional Bench, Chennai, Narmada Block, Custom House, No.60, Rajaji Salai, Chennai – 600001, on or before 17.00 hrs. on 25.03.2019. The envelope containing the tender should be clearly superscribed as “AMC FOR COMPUTERS AND PERIPHERALS”.

The sealed tenders shall be opened at 11.30 hrs on 26.03.2019.



ASSISTANT COMMISSIONER(ADMN)

To

The webmaster, Settlement Commission.

Copy to:

The webmaster, CBIC, New Delhi and the A.C.(EDI), Custom House, Chennai. – with a request to host the above tender notice in their official website.