



प्रधान आयुक्त सीमा शुल्क का कार्यालय – (सामान्य)
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL)

चेन्नै सीमा शुल्क क्षेत्र
CHENNAI CUSTOM ZONE

सीमा शुल्क भवन, नं.60, राजाजी सालै, चेन्नै - 600 001.
CUSTOM HOUSE, NO.60, RAJAJI SALAI, CHENNAI - 600 001.

File No.: GEN/EDI/INFR/AMC/08/2020-EDI

Dated: 10-07-2026:

NOTICE INVITING TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE OF COMPUTERS, PRINTERS, SCANNERS, HUBS/SWITCHES, CONVERTERS, AND OTHER ACCESSORIES

The Office of the Commissioner of Customs (General), Custom House, Chennai – 600 001 (hereinafter referred to as the "Department"), invites online offers/bids from reputed firms (hereinafter referred to as the "Service Provider / Contractor / Agency") engaged in the business of providing Comprehensive Annual Maintenance of Computers, Laptops, Printers, Scanners, Hubs/Switches, Converters, Projectors, RF Devices (including adapters), and other Accessories.

1. KEY INFORMATION & SCHEDULE :

1.1 Name of Work: Comprehensive on-site Annual Maintenance Contract (AMC) for Personal Computers, Laptops, Hubs/Switches, Converters, Printers, Scanners, Projectors, RF Devices (including adapters), and other accessories in the Custom House, Chennai.

1.2 Contract Period: The contract shall be for a period of **twelve (12) months** commencing from the **date of award of the contract**. The successful bidder shall commence the services immediately upon award of the contract or from such date as may be specified by the Department.

1.3 Tender Submission Portal: Bids must be submitted online on the Government e-Marketplace (GeM) Portal (<https://gem.gov.in/>).

1.4 Availability of Tender: The tender document may be downloaded from the GeM Portal from the date of upload until the 14th day after the date of upload. It is also accessible via the department's website: www.chennaicustoms.gov.in.

1.5 Commencement of Service: The successful bidder will be required to provide the service with effect from 09.08.2026 or from such date as may be specified by the Department.

2. TECHNICAL ELIGIBILITY & TERMS :

2.1 Bidders fulfilling the following criteria must upload self-attested supporting documents with their Technical Bid on the GeM Portal, failing which their bids will be summarily rejected.

2.2 Experience: Bidders must have successfully completed at least 3 AMC Contracts for Central/State Government Departments, Public Sector Units (PSUs), or other reputed offices. A list of clientele with full names and addresses must be submitted.

2.3 Earnest Money Deposit (EMD): An EMD of Rs. 35,000/- (Rupees Thirty-Five Thousand only) in the form of a Demand Draft drawn in favor of "Commissioner of Customs, Chennai - 600 001" must be submitted.

- Tenders received without an EMD will be rejected without assigning reasons.

- The EMD is forfeited if the contractor backs out or fails to abide by the tender rules.

- Exemption: EMD is exempted for bidders registered as Micro and Small Enterprises (MSEs) under computer maintenance, the Central Purchase Organization, the concerned Ministry/Department, or Startups recognized by the Department for Promotion of Industry and Internal Trade (DPIIT).

2.4 Financial Turnover: The bidder must have an average annual turnover of Rs. 5,00,00,000/- (Rupees Five Crores only) during the last 3 financial years (FY 2023-24, FY 2024-25, and FY 2025-26). Copies of Profit & Loss Statements and Balance Sheets duly certified by a Chartered Accountant (CA) must be enclosed.

2.5 Income Tax Returns: Copies of Income Tax Returns (ITR) for the last 3 financial years (FY 2023-24, FY 2024-25, and FY 2025-26) must be submitted.

2.6 Statutory Registrations: Bidders must submit valid copies of their PAN and GST Registration.

2.7 Local Office Presence: The bidder must have a corporate office in Chennai and provide valid address proof. The Chennai office address must be reflected in their GST Registration Certificate.

2.8 Statutory Labor Compliance: The bidder shall comply with all relevant laws and statutory requirements under various Labour Acts, Minimum Wages Acts (e.g., Payment of Wages Act 1936, Minimum Wages via Chief Labour Commissioner (Central)), Contract Labour (Regulation & Abolition) Act 1970, EPF, ESIC, etc.

2.9 Quality Certification: The bidder must possess a valid ISO/IEC 20000-1:2018 certification (IT Service Management).

2.10 Undertaking: A general undertaking accepting all terms and conditions of this Bid Document, signed by an authorized signatory of the applying bidder, must be submitted.

2.11 No Subcontracting or Consortiums: Bids submitted in a consortium or multi-party joint ventures are prohibited. Bidders are not allowed to subcontract any portion of the work without written approval from the Department.

2.12 Non-submission of any of the above said documents will render in rejection of the Bid

3. FINANCIAL & SECURITY TERMS:

3.1 The Department reserves the right to grant this tender as a whole for all the equipments, mentioned at with the table below, to this bid. Decision of the Department would be final in this regard.

Sl. No.	Equipment	Quantity
1	Desktop Computers (All models including AIO, Intel Core i3/i5/i7, Core 2 Duo, Dual Core, iMac, Laptops)	816
2	Printers (HP, Canon, Epson, Sharp and other models)	393
3	Scanners (HP, Kodak, Canon and other models)	126
4	RF Connectivity Links	3 Sets
5	Network Switches	35 Nos.
6	OFC Converters	6 Nos.
7	Projectors	1 Nos.

3.2 The bidder whose quotation is finally accepted shall have to deposit security money which will be a sum of 5% of the total cost of annual contract in the form of Bank Guarantee drawn in favour of the Commissioner of Customs, Chennai on the day of taking contract.

3.3 The day of depositing the Bank Guarantee will be taken as the date of contract and the payment will be made from that date.

3.4 The bidder, who fails to fulfill any of the above terms and conditions will be automatically disqualified for the purpose of tender.

4. SCOPE OF WORK & GENERAL CONDITIONS:

4.1 On-Site Manpower Deployment

The scope covers comprehensive on-site annual maintenance of IT equipment provided in Annexure-A. The contractor must deploy a minimum of 03 efficient and qualified engineers on regular basis for official office timings (09:15 AM to 06:00 PM, Monday to Saturday):

- 01 Resident Engineer (Highly Skilled): Minimum 06 Years of Experience.
- 02 Resident Engineers (Skilled): Minimum 02 Year of Experience.

* Requirement: All engineers must possess adequate knowledge of hardware systems, printer/scanner troubleshooting, and network problem resolution.

- The successful bidder shall ensure that the salaries/wages of the Resident Engineers deployed under this contract are disbursed within the period from the **1st to the 5th day of every months.**

4.2 Maintenance Services

4.2.1 Repair, cleaning and comprehensive maintenance of Desktop Computers, Laptops,

Printers, Scanners, Switches/Hubs, Converters, Projectors, RF Devices (including adaptors), and other computer peripherals/accessories.

4.2.2 Regular removal of viruses and malware from computers, installation/reinstallation of operating systems and application software, troubleshooting of software-related issues, removal of unwanted or unauthorized programs, deletion of temporary files, and optimization of system performance.

4.2.3 Upgradation or downgrading of operating systems, wherever required, after taking complete backup of user data and ensuring successful restoration.

4.2.4 Attending and rectifying complaints related to hardware, operating systems, software, formatting of hard disks (whenever required), installation of device drivers, virus scanning, and data recovery support, wherever feasible.

4.2.5 Shifting and reinstallation of computers, peripherals, networking equipment and other IT assets within the office premises/campus, whenever required.

4.2.6 Updating and maintaining the inventory of all IT assets covered under the AMC at least once every six months or whenever directed by the Department.

4.2.7 All equipment covered under this AMC and not under OEM warranty shall be comprehensively maintained. Any defective component, spare part or accessory shall be replaced with new, genuine and compatible original spare parts without any additional cost to the Department.

4.2.8 Attending all complaints entered in the Complaint Register/Helpdesk maintained by the EDI Section or any other designated section on a daily basis.

4.2.9 The AMC shall include preventive and corrective maintenance, repairs, replacement of defective or damaged components, labour charges and transportation without any additional financial liability to the Department.

4.2.10 Preventive maintenance, including internal and external cleaning of all equipment, health checks, software updates and performance optimization, shall be carried out at least once every quarter at a mutually convenient time.

4.3 Service Level Compliance Assurance

4.3.1 Major faults shall be attended immediately and rectified within **one (01) hour** from the time of logging the complaint by repair or replacement using available spare equipment/components.

4.3.2 All repairs and servicing shall ordinarily be carried out on-site. No equipment, component or spare part shall be removed from the office premises without obtaining prior written permission from the Competent Authority. The contractor shall be responsible for any loss or damage to Government property caused due to negligence.

4.3.3 Where equipment is required to be taken to the bidder's service centre, equivalent standby equipment shall be provided until the repaired equipment is reinstalled. Transportation shall be entirely at the bidder's risk and cost.

4.3.4 Any loss or damage caused to Government equipment due to negligence or improper handling shall be made good by the contractor either by replacement with a new item of

equal or higher specifications or by payment of the prevailing market value.

4.4 Contract Administration

4.4.1 The contract shall remain valid for a period of twelve (12) months from the date of commencement and shall be subject to satisfactory performance.

4.4.2 The performance of the contractor shall be reviewed quarterly. Continuation of the contract shall be subject to satisfactory performance.

4.4.3 This tender is non-transferable.

4.4.4 Bidders are advised to inspect the equipment before submission of bids. Submission of a bid shall be deemed to constitute acceptance that all equipment has been inspected and found satisfactory for undertaking the AMC.

4.4.5 If the successful bidder fails to accept or execute the contract after award, the Department shall be entitled to recover all consequential losses, including additional expenditure incurred in making alternative arrangements. The Performance Security shall also be liable to forfeiture.

4.4.6 Such failure may also result in debarment/blacklisting from future dealings with the Department/Government of India.

4.4.7 The Department reserves the right to accept or reject any or all bids without assigning any reason whatsoever.

4.4.8 The Department may terminate the contract by giving **30 days' notice**, with or without assigning any reason, if the contractor's performance is found unsatisfactory. The decision of the Commissioner of Customs shall be final and binding.

4.4.9 The Department reserves the right to inspect the bidder's office, infrastructure and service facilities before or during the contract period.

4.4.10 The Department reserves the right to increase or decrease the quantity of equipment covered under the AMC during the contract period. Payment shall be regulated on a pro-rata basis.

4.4.11 The contractor shall ensure satisfactory maintenance throughout the contract period and shall hand over all equipment in good working condition upon expiry or termination of the contract.

4.4.12 The contractor's liability shall be limited to the maintenance services covered under this contract, subject to penalties prescribed under this tender.

4.5 Service Levels

4.5.1 Response Time: The contractor shall attend all complaints on all working days from Monday to Saturday between **09:15 AM and 06:00 PM**. Response time shall not exceed **one (01) hour** from the time of logging the complaint.

4.5.2 Resolution Time: Complaints shall be resolved within one (01) hour wherever feasible. Delay beyond the prescribed time shall attract penalties.

4.5.3 Standby Equipment: No penalty shall be levied if equivalent functional standby

equipment is provided until the original equipment is repaired and reinstalled.

4.5.4 Service Reports: The contractor shall maintain complaint registers, submit monthly call reports and furnish quarterly Service Level Compliance Reports. The Department may verify the reports before processing payment.

4.5.5 Attendance: The contractor shall maintain attendance records of all Resident Engineers deployed under the AMC. Suitable substitutes shall be provided during absence of regular personnel, failing which proportionate deductions shall be made.

5. PENALTY

5.1 Penalty shall be levied for delay in both response time and restoration time.

5.2 Penalty shall be levied as follows:

Equipment	Admissible Time	Penalty
Desktop Computers, Laptops, Monitors, Keyboards, Servers, Network Switches/Hubs, Converters, Printers, Scanners, Projectors, RF Devices and Accessories	Within 1 Hour	Nil
	Beyond 1 Hour	1% of the quarterly AMC charges per hour
	Beyond 24 Hours	5% of the quarterly AMC charges per day

5.3 If the contractor fails to repair or replace any equipment within one (01) day, the Department may get the work executed through another agency. The entire expenditure incurred shall be recovered from the contractor in addition to the applicable penalty. Such failure may also result in termination of the contract and forfeiture of the Performance Security.

5.4 In the event that the successful bidder fails to continue or complete the Annual Maintenance Contract (AMC) for the entire stipulated contract period, the contract shall be liable for immediate termination. Further, the contractor shall compensate the Department by paying an amount equivalent to **10% of the total AMC value**, irrespective of the bidder's MSME status.

6. PAYMENT TERMS:

6.1 No Advance Payments: Payments will be processed on a quarterly basis after the satisfactory completion of the maintenance block.

6.2 Deductions: Any accrued penalties or statutory deductions (TDS, GST) will be adjusted prior to disbursement. Discovered overpayments will be fully refundable to the Department.

6.3 Disbursement Mode: All payments will be processed electronically via RTGS. Bidders must provide verified account details (Account Number, Bank Name, Branch, and IFSC Code).

6.4 Administrative Delays: The contractor holds no legal rights to claim compensation or proceed against the Department in the event of late payments caused by unforeseen administrative or technical reasons.

Yours faithfully,

Assistant Commissioner of Customs
ईडीआई, सीमा शुल्क भवन
EDI, CHENNAI CUSTOMS HOUSE