

भारत सरकार  
मूल्यांकन महानिदेशालय  
(केन्द्रीय उत्पाद एवं सीमाशुल्क बोर्ड)



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GOVERNMENT OF INDIA  
DIRECTORATE GENERAL OF VALUATION  
(Central Board of Excise & Customs)

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F.No.VAL/NIDB/24/2011

Mumbai, the 12<sup>th</sup> September 2011

**TENDER NOTICE**

Quotations are invited from the interested vendors for annual maintenance contract (herein referred to as AMC) of Computers (including installed Operating System) and peripherals (hereinafter referred to as PC) as detailed in Annexure-I, in the Headquarters Office of the Directorate General of Valuation at Mumbai (hereinafter referred to as DGOV).

**Support Services.**

Support services are to be provided under the AMC to keep the system in good working condition, and shall include:

- i) Unscheduled: Vendor shall depute one resource person who has required knowledge and expertise to resolve/fix day-to-day issues relating to the hardware/operating system on a daily basis.

The corrective and remedial services to set right the malfunctions of the systems include replacement of unserviceable parts. The parts replaced shall be new or of the same quality & capacity or higher in performance & capacity. Whether a defective item of components is to be replaced or repaired shall be the sole discretion of the vendor. In case of replacement of parts, defective parts (except hard disk drive) removed from the system will become the property of the agency.

- ii) Scheduled : There shall be a scheduled preventive maintenance once a month. Preventive maintenance shall include vacuum cleaning of PC to remove dusts etc from the internal components.

**TERMS AND CONDITIONS:**


1. Interested vendors shall apply quoting the charges for maintenance of PC for a period of three year, which shall be renewed every year.
2. System maintenance shall not include the cost of consumables and supply items such as inkjet cartridge, computer stationary and toner cartridges.
3. The vendor shall provide complete details including qualification, experience of person deputed to DGOV. The vendor shall provide in writing e-mail address, telephone number (land line and mobile) and also alternate phone numbers where calls are to be logged.
4. A record shall be maintained at DGOV, recording scheduled/unscheduled visit of service engineer. The record shall mention nature of failure, date/time of complaint and date/time when problem is resolved. The vendor's service engineer shall sign this record.
5. The vendor needs to attend any work pertaining to this agreement immediately and in any case not later than 24 hours from the time of logging call. For downtime calculation the day on which the call is closed will not be taken as part of downtime. The day on which the call is reported and holidays shall not be taken into account for calculation of downtime.
6. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
7. For the purpose of downtime calculation maximum permissible time for repair shall be 1 (one) day.
8. If vendor fails to perform any of its obligations as per the provisions then a penalty at the rate of 0.1 % (of total AMC amount) per day will be imposed.

9. Payments will be released on quarterly basis and on completion of a quarter, subject to satisfactory services provided by the vendor during the quarter.
10. DGOV reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Canvassing in any form by the tenderer will result in rejection of their tenders.
11. Any clarification, queries, requirements of the vendor shall be settled before AMC commences. Start of AMC shall imply that all terms and conditions have been agreed to between both the parties.
12. Either party has the right to terminate the AMC if the services are not satisfactory by giving two month notice. In case contract is cancelled before completion of period, proportionate payment will be made for the completed period.
13. On completion of contract the vendor shall hand over PC to DGOV in full working condition. The vendor shall be responsible for any loss or damage caused owing to negligence on their part.
14. In case of any disputes the decision of Commissioner (Valuation), DGOV, Mumbai shall be final and binding.
15. Vendor should have at least 5 years experience in AMC of PC. They are required to submit proof of experience alongwith bid. They are also required to provide addresses of the Central Government Office where such/similar services are being provided along with details thereof.
16. As AMC involves 'service', furnishing of Service Tax Number is mandatory for all service tax registered vendors. The vendor shall furnish the Service Tax Registration Number along with copy of the same. Further the successful bidder would be required to comply with all the legal requirements during the period of contract.
17. Interested parties are requested to submit 'technical bid' and 'commercial bid' separately in sealed envelopes. . The two bids shall be enclosed in one envelope. The technical bids will be opened first on 21.09.2011 (11: 30 am). Commercial bids of parties who do not qualify under 'technical bids' shall not be entertained.

Representatives of parties may be present at the time of opening tenders if they so desires.

18. The quotation (technical and commercial) marked clearly on top 'Tenders for AMC of Computers & peripherals' and enclosed in one envelope shall be submitted in a sealed cover to the Headquarters Office at Mumbai, on or before 26.09.2011 (03:30 pm). The Commissioner (Valuation), DGOV, Mumbai reserves the right to cancel the quotation notice or to reject any or all the quotations received from the service providers, without assigning any reason for the same. No correspondence will be made with unsuccessful bidders.

This issues with the approval of Commissioner.

  
(Gyan Sarvar)

ADDITIONAL COMMISSIONER

Copy:

1. Website of DGOV.
2. Notice Board.

## Annexure - I

Sl. No.	Brand	Processor	RAM	HDD	Screen CD/DVD	OS	Location
1	HCL	Pentium-4 3.4 Ghz	256 MB	160GB	17 CD	XP	Account
2	HCL	Pentium-4 2.8 Ghz	1 GB	40 GB	17 CD	XP	Account
3	HCL	Dual Core E5300	1 GB	160 GB	17 DVD	windows7	Account
4	HCL	Pentium-4 2.4Ghz	512 MB	40 GB	17 CD	XP	Account
5	Acer	Pentiub-4 2.80Ghz	512 MB	160 GB	17 DVD	XP	Account
6	HCL	CORE2	1 GB	160 GB	19 DVD	VISTA	Addl.comm.
7	Acer	Pentium-D 2.80 Ghz	512 MB	160 GB	19 DVD	XP	Addl.comm.
8	Zenith	Pentium III 1.6 Ghz	256 MB	40 GB	17 CD	XP	Admin
9	HCL	Pentium -4 1.8 Ghz	512 MB	40 GB	17 CD	XP	Admin
10	HCL	CORE 2 DUO	1 GB	160 GB	17 DVD	VISTA	Admin
11	HCL	Dual Core E5300	1 GB	160 GB	17 DVD	windows7	Admin
12	HCL	CORE 2 DUO	1GB	80 GB	17 DVD	VISTA	Admin
13	HCL	DUAL CPU	1 GB	160 GB	19 DVD	VISTA	Asst.Comm.
14	HCL	pentium 4, 2.4 Ghz	512 MB	40 GB	17 CD	XP	CEDB
15	HCL	CORE2 DUO E4500	1 GB	160 GB	17 DVD	VISTA	CEDB
16	HCL	CORE2 6600	2 GB	250 GB	19 DVD	XP	Comm.Assist
17	HCL	Dual Core E5300	1 GB	160 GB	19 DVD	windows7	Commissioner
18	HCL	CORE 2 DUO	1 GB	160 GB	17 DVD	VISTA	D.G
19	Acer	Pentium -D 2.8Ghz	512 MB	160 GB	19 DVD	XP	Dy.Comm
20	HCL	CORE2	2 GB	250 GB	19 DVD	VISTA	Dy.Comm
21	HCL	CORE2 DUO E4500	4GB	160 GB	16 COMBO	VISTA	NIDB
22	WIPRO	Pentium III	256 MB	20 gb	17 CD	XP	NIDB
23	Acer	Pentium D	2 GB	160 GB	19 COMBO	XP	NIDB
24	HCL	Dual Core E5300	1GB	160 GB	17 DVD	windows7	NIDB
25	HCL	CORE2 DUO E4500	1 GB	250 GB	17 DVD	XP	NIDB
26	HCL	Pentium 4,3 ghz	512 MB	250 GB	17 CD	XP	NIDB
27	HCL	Pentium 4, 3 Ghz	512 MB	80 GB	17 CD	XP	NIDB
28	HCL	Pentium 4, 3 Ghz	2 GB	160 GB	17 CD	XP	NIDB
29	ACER	Pentium-D 2.80 Ghz	2 GB	300 GB	17 DVD	XP	NIDB
30	HCL	Intel Xeon	8 GB	500 GB	16 DVD	Server 2003	NIDB
31	HCL	Intel Xeon	8 GB	500 GB	16 CD	Server 2003	NIDB
32	HCL	Intel Xeon	8 GB	500 GB	17 DVD	Server 2003	NIDB
33	HCL	Intel Xeon	8 GB	500 GB	15 DVD	Server 2003	NIDB
34	NA	Pentium-4 1.6 Ghz	512 Mb	20 GB	17 CD	XP	PA To ADC
35	Acer	Pentium-D 2.80 Ghz	512 MB	160 GB	17 DVD	XP	PA TO Comm
36	HCL	Core2 -2.4 Ghz	2 GB	250 GB	17 DVD	VISTA	PA To DG
37	HCL	Pentium-D 2.80 Ghz	1 GB	160 GB	17 DVD	VISTA	PA To DG

**PRINTERS :**

No	Brand	Type	Model	Location
1	HP	Deskjet	845C	AC
2	HP	Laserjet	P1007	Accounts
3	HP	Laserjet (Colour)	CP1515n	ADC
4	HP	Laserjet	P1007	ADC
5	HP	Laserjet	P1505	ADC
6	HP	Laserjet	P1505	Admin
7	HP	Laserjet	P1007	Admin
8	HP	Laserjet	P1007	Admin
9	HP	Laserjet	P1505	Admin
10	Canon	Laserjet	LBP2900B	Cen Ex
11	HP	Deskjet	845C	Cen Ex
12	HP	Laserjet	F300	Commissioner
13	HP	Laserjet (Colour)	CP1515n	DC
14	HP	Laserjet	P1007	DC
15	HP	Deskjet	840C	Dispatch
16	HP	Laserjet	P1505	DG Val
17	HP	Laserjet (Colour)	CP1515n	DG's Chamber
18	HP	Laserjet	P1007	ECDB
19	HP	Laserjet	P1505	NIDB
20	HP	Laserjet	P1007	PA to Comm.
21	HP	Officejet	J6488	PA to DG
22	HP	Laserjet	P1007	Policy