



OFFICE OF THE COMMISSIONER OF CUSTOMS Custom House, Cochin.

Willingdon Island, Kochi – 682 009

दशभः 0484-2668068/2668390. इडदः0484-2666861 76864. सुः 0484-2668468.

TENDER DOCUMENT

(Tender No. EDP/10/2004-2011-12 CUS.), Dated: 24/06/2011)

TENDER FOR PROVIDING COMPREHENSIVE AMC FOR UPS SYSTEMS

Tenders are hereby invited from all eligible and experienced/reputed contractors for providing the service of Annual Maintenance Contract of UPS in Custom House and its various Sections.

Tender to be submitted in Sealed Two Bid System in Separate Covers as per the following:

Cover-I: Technical/Professional Bid

Cover II: Financial Bid

The tender has to be submitted in sealed envelope labeled as under:-

Quotation Bid for Comprehensive AMC Services for UPS Systems and addressed to:

SYSTEMS ANALYST I

Indian Customs EDI systems

Custom house, cochin-9

Last date & time : 12th July 2011, up to 15:00 hours. of Tender Submission

Validity of Tender : 3 months from the date closing.

Sd/-
(JACOB CHERIAN)
SYSTEMS ANALYST I

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(A) TECHNICAL BID FORM

TENDER FOR COMPREHENSIVE AMC FOR UPS SYSTEMS

Please supply the following information along with documentary evidence wherever possibly ONLY in this form **(each page should be signed)**. However, if the space provided for any entry is insufficient, give information on additional sheets as appendices, and give the number of appendices at the appropriate place. All appendices **must be signed**.

Bidder Details

- (a) Name of the Bidder:
- (b) Contact Person Details:
- (c) Postal Address:
- (d) Service Tax Registration No.
- (e) Telephone No. :
- (f) Fax No. :
- (g) Email ID:

I.....(designation).....of (Name of the company).....hereby declare to accept the Terms & Conditions of the Tender for comprehensive AMC of _____.

Signature-----
Name-----

COMPANY SEAL

Date: _____

Place: _____

ANNEXURE-I

GENERAL TERMS AND CONDITIONS AND INSTRUCTION TO BIDDERS

Custom House, Cochin invites bids for providing comprehensive AMC for UPS Systems on following terms and conditions:

1. The tender document can be downloaded from our website URL:
www.cochincustoms.gov.in
2. The tender should be submitted in Sealed Two-Bid system. Cover-I should be enclosing "Technical Bid" and Cover-II should be enclosing "Financial Bid". Both the Cover should be kept in one bigger Sealed Cover.
3. All the pages and appendices attached should be numbered & to be signed & sealed by bidder.
4. No overwriting is permitted. All cutting/corrections must be signed by the bidder.
5. Bid should be submitted with forwarding on letter head of tender thereon tax registration, fax, email, contact no. etc.
6. Bid validity should be three months from the date of closing.
7. The tender duly sealed (with sealing wax) should be addressed to SYSTEMS ANALYST I **Indian customs EDI systems Custom house, cochin-9**, and should reach on or before 15:00 hrs. on 12th July, 2011 by registered post or by hand duly super scribed on the top of envelope as "Tender for Comprehensive AMC for UPS Systems". Custom House, Cochin will not be responsible for postal or any other delays. The tender will be opened in the present of System Analyst I on 13/07/2011 at 15:00 hrs.
8. **Award Criteria:** Custom House, Cochin will award the Contract to the successful Bidder whose bid would be determined to be substantially responsive, technically complied and determined as the best evaluated bid in terms of lowest rates.
9. **Payment Terms:** Payment for each quarter will be released within 3 weeks after the end of each quarter subjected to satisfactory performance report by concerned officer and submission of preventive call report.
10. Custom House, Cochin reserves the right to terminate the agreement at its option at any time without assigning any reason, thereof.
11. Custom House, Cochin reserve the right to add or remove any equipment from the contract with prior notice of 30 days and corresponding change will automatically be effected in the bill amount payable
12. Custom House, Cochin reserves the right to reject any or all of the tenders or accept them in part or to reject lowest tender without assigning any reason thereof.
13. **Termination By default:**
The Custom House, Cochin may, without prejudice to any other remedy for breach of contract, by written notice of default sent to supplier, terminate the Contract in whole or part:
 - (a) If the Supplier fails to provide services /rectify the fault within the time period specified in the contract or any extension thereof granted by the Custom House, Cochin
 - (b) If the Supplier fails to perform any other obligations under the Contract.

14. Rejection of the bid

- (a) The bidder is expected to examine all instructions, formats, terms & conditions, & scope of work in the bid document. Failure to furnish all information required as per bid document or submission of bid which is not substantially responsive to the bid document in every respect may result in rejection of bid. In respect of interpretation/clarification of this bid document and in respect of any matter relating to this bid document, the decision of Custom House, Cochin will be final.
- (b) No prices are to be indicated in the Technical bid and if price is mentioned in the "Technical Bid" it may lead to rejection of the bid.
- (c) Bids not submitted as per two bid system will be summarily rejected.
- (d) The bidder will have to furnish the requisite document supporting the Qualification / eligibility criteria and credential as specified in the bid document, failing which the bid is liable to be rejected.
- (e) The discount, if any, should be merged with the quoted prices. If the bidder does not follow this stipulation, the bid is liable to be rejected.
- (f) The bids received after specified date & time will not be considered.
- (g) The bids received through Fax / Telex/photocopy will not be considered.

15. Blacklisting

Company/Firm blacklisted by Govt./PSU/Corporate organization are not eligible to Bid. If at any stage of bidding process or during the currency of contract, such information comes to knowledge of Custom House, Cochin, the Custom House, Cochin shall have right to reject the bid or terminate the contract, as the case may be, without any compensation to the bidder.

15. Arbitration

All disputes or difference whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the purchase order/work order or the breach thereof shall be settled by reference to arbitration by Commissioner, Custom House, Cochin. The award made in pursuance thereof shall be binding on both parties. The venue of arbitration shall be Cochin

17. Force Majeure

If, at any time, during the continuance of the agreement, the performance in whole or in any part by either party of obligation under the agreement shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earth quakes, explosions, epidemics, strikes and quarantine restrictions by acts of God,(herein after referred to as eventualities) then provided notice of the happening of any such eventualities is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this contract agreement nor shall either party have any claim of damages against the other in respect of such nonperformance or delay in performance. Performance of the contract agreement shall, however be resumed as soon as practicable after such eventuality has come to an end.

Signature & Seal of the Bidder

ANNEXURE-II

Qualification of Bidder (Attach relevant documents as specified)	Attached Documents at Pg. no
Bidder should be a registered company under ROC. Certificate to be furnished.	
Bidder should be a certified service provider/partner for make of equipment covered under contract. Certificate/Authorization to be furnished	
Bidder should have executed/completed at least three work orders of similar services in last three years of similar value. Copies of work orders along with satisfactory performance certificates to be furnished	
Bidder should not have been blacklisted by Central/State Govt. /Autonomous body/PSU. Declaration to be furnished	
Bidder should have office/presence in respective region where services have to be provided	

 Signature & Seal of the Bidder

ANNEXURE-III

**FORMAT FOR TECHNICAL COMPLIANCE TO SCOPE OF SERVICES &
SPECIFICATIONS OF EQUIPMENT UNDER CONTRACT**

Scope of Services for Comprehensive AMC Services of UPS Systems		Compliance	
		YES	NO
1.	Bidder shall maintain & repair the said equipment to keep it under normal working condition for normal usage for organization for entire contract period.		
2.	Bidder shall provide services through its employees: a) as OEM OR b) OEM's authorized partners(Certificate of OEM must be attached)		
3.	The services are to be provided during all working days (Monday to Friday 9.30 AM to 6.00 PM) with 02 hrs response time & 08 hrs resolution time. In case, if problem is not resolved in 08 hours, standby of similar configuration must be provided immediately to ensure the trouble free service. Breakdown services are to be provided round the clock on 24X7X365 basis.		
4.	<i>Routine Preventive maintenance</i> once in each quarter. Preventive Call Report must be submitted for respective quarter payment.		
5.	The parts which are to be replaced should be of the same or higher rating/configuration and of OEM or reputed brand. In case of replacement of defective parts, the parts should be accompanied with proper challan mentioning details of part replaced.		
6.	Any preventive repair required will be intimated well in advance		
7.	Logbook to be maintained for all visits and the same will be kept at the Computer Section of the Custom House, Cochin		
8.	The contract will not include batteries but on every physical visit the checking of the batteries, cables & connectors will be covered under the contract. In any case if batteries are required to be replaced or shifted to any other premises will be covered under the contract.		
9.	The contract charges shall be Fully Comprehensive including all spares(Except consumables), time, expertise, cost of travel, transportation in case of sending faulty machine at repair centre or alternate arrangements shall be inclusive in the contract. NO OTHER CHARGES ARE APPLICABLE		
10.	The bidder firm agrees that they have adequate Technical expertise / Field experience/ Infrastructure facilities/ Spares in stock / Business arrangement with OEM/ Back up facilities, Telephone contacts, Manpower and Statutory Government approvals /registrations. Documentary evidences will be produced on demand		

11	The bidder agrees to inspect the site at their cost during the working hours before quoting the rates and ascertain about the facilities/ hindrances and generally obtain their own information on matters effecting the rates and execution of the work. The rates quoted will be final.		
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Signature & Seal of the Bidder

Equipment's Detail at Custom House, Cochin

S/No.	Address	Make	UPS		
			SL No.	CAP	QTY
1	Server Room	Numeric	L980623	15.0	1
2	Server Room	Numeric	L980624	15.0	1
3	Service Centre	Numeric	L980622	5.0	1
4	Cash Section	Numeric	L980621	5.0	1
5	MCD	Numeric	L980620	5.0	1
6	ACC	Numeric	L980618	2.0	1
7	CFS	Numeric	L980619	2.0	1
8	Airport	Numeric	I072405114	2.0	1
9	EW	Numeric	I072505184	5.0	1
10	Tariff Unit	Numeric	IV06520284	10.0	1

ANNEXURE-IV

(B) FINANCIAL BID FORM
FORMAT FOR PROVIDING COMMERCIAL QUOTE

S/No.	Make	CAP	UPS		
			QTY	Unit Price (INR)	Total Price (INR)
1	Numeric	15.0	1		
2	Numeric	15.0	1		
3	Numeric	5.0	1		
4	Numeric	5.0	1		
5	Numeric	5.0	1		
6	Numeric	2.0	1		
7	Numeric	2.0	1		
8	Numeric	2.0	1		
9	Numeric	5.0	1		
10	Numeric	10.0	1		

1. Payment will be released at the end of each quarter subjected to satisfactory performance report by concerned officer and submission of preventive call report.
2. The price should include all relevant taxes etc. and should be an all-inclusive one. The Bidder shall be entirely responsible for all taxes, duties, octroi, license fees, etc., incurred for performance of the services.
3. Rates for any additional/optional features to be mentioned clearly and separately.
4. The rates should be quoted in Indian rupees. Price is to be quoted both in figures and in words.

 Signature & Seal of the Bidder