



कार्यालय आयुक्त, सीमा शुल्क (एयरपोर्ट एवं सामान्य)  
टी-3, इंदिरा गाँधी अंतराष्ट्रीय हवाई अड्डा, नई दिल्ली - 37

C.No.II-20(07)AirCus/Admn./AMC-ITitems/2020-21

Dated: .05.2022

**e-TENDER NOTICE**

<b><u>Particulars</u></b>	<b><u>Details</u></b>
Nature of Tender	<b>Comprehensive Annual Maintenance Contract (CAMC)</b> for Computers, Printer, Multi-Function Printers, Scanner & IT peripherals etc (As detailed in Annexure I) from 01.06.2022 or from the date of awarding contract for a period of <b>One Year</b>
Mode of Tendering	e-Tender (online) on departmental website www.cbic.gov.in
No. of Covers	(i) Technical Bid (ii) Financial Bid
Earnest Money Deposit	Technical bid should be accompanied by an earnest money of Rs. 25,000/- (Rupees Twenty Five Thousand Only) in the form of Bank Draft or Bank Guarantee in the name of the Pay and Accounts Officer, Customs, NCH, New Delhi. <b><u>cash and cheque will not be accepted.</u></b> EMD should be submitted on or before closing date of tender to the undersigned.
Publish Date of Tender	13.05.2022 at 1600 Hrs.
Bid Submission start date	13.05.2022 at 1700 Hrs.
Bid Submission End Date	24.05.2022 at 1700 hrs
Technical Bid Opening Date & Time	25.05.2022 at 1500 hrs
Financial Bid Opening Time	27.05.2022 at 1500 hrs

*(Signature)*  
13/5/22  
Assistant/Deputy Commissioner (Admn.)  
Customs, T3, IGI Airport

**The Technical, Financial and other Terms and conditions of the CAMC shall be as follows :-**

**(A) TECHNICAL**

- (i) The firm should be in the business of maintenance of Computers and its peripherals at least for the last 10 years (Requisite documents to support this claim will have to be produced for verification).
- (ii) The firm should have annual turnover worth Rs. Three Crore or more out of which at least Rs. 30 lakh per annum should be for AMC during the last three year. (CA's certificate certifying amount of annual turnover & AMC during the last three years has to be produced for verification as and when required).
- (iii) The firm must have expertise and experience in LAN troubleshooting and must have executed AMC of **at least three Government organizations** (Ministries, Government Department, PSUs etc).
- (iv) A satisfactory performance certificate regarding AMC from at least **Three Government Department/PSUs** shall have to be furnished.
- (v) The firm must be willing to provide onsite support for PCs. Laptops, Printers and scanner of different make and models (all parts inclusive).
- (vi) The firm should be registered with GST Department and should submit a copy of GST Number.
- (vii) The firm must have an ISO certified in the field of maintenance of computers & peripherals.
- (viii) The firm must have BCAS(Bureau of Central Aviation Security) security clearance.
- (ix) The firm must be registered with Registrar of Companies if required by law and should have valid ESI and PF registration.
- (x) The firm shall comply with all relevant and existing Labour Legislation and Acts such as Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, Workmen's Compensation Act, Payment of Wages Act, Provident Fund, ESI Act etc. as applicable or framed by the Government of NCT of Delhi or Government of India, or any other Statutory Authority. For any breach or lapse on the part of firm in respect of non compliance of any labour legislation in force during the validity of the Contract, the firm would be fully responsible. The firm must submit an Undertaking towards compliance of all Labour Laws (**Annexure 'IV'**).
- (xi) The firm must submit valid Income Tax Clearance certificate/IT Returns for last three years and copy of the Pan Number may also be enclosed and has to be produced in original for verification as and when required.

- (xii) The address of the workshop with telephone No. And Fax Nos. In Delhi/New Delhi should be furnished.
- (xiii) A firm black listed by any Govt. Office will not be eligible to participate in this tender. An undertaking (**annexure V**) to this effect will have to be given at the time of submitting the tender.
- (xiv) Technical bid should be accompanied by an earnest money of Rs. 25,000/- (Rupees Twenty Five Thousand Only) in the form of Bank Draft or Bank Guarantee in the name of the **Pay and Accounts Officer, Customs, NCH, New Delhi. cash and cheque will not be accepted.** Technical bid received without earnest money shall be summarily rejected without assigning any reason there of and no tenderer shall have any right to represent against it, even if, his quotation happen to be lowest. Earnest Money received from the tenderers will be returned without interest immediately after the process of selection of tender/quotation is over.
- (xv) **The bid document should be legibly written/scanned and serially numbered and the bidder should sign each page of the bid document otherwise bid will be rejected.**
- (xvi) The Technical Bid must be accompanied by scanned copy of DD/Banker Cheque for EMD. EMD should be valid for a maximum period of 90 days from the closing date of the tender. **Tender uploaded without EMD copy will be rejected.**
- (xvii) Copy of a general undertaking (**annexure VI**) that all terms and conditions of this Bid Document are acceptable to be signed by an authorized person of the applying firm also be uploaded with the tender documents. **Tender uploaded without scanned copy of duly signed undertaking be rejected.**

**Only the firms meeting the above technical terms & conditions should submit their quotations. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.**