



**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE/DEPARTMENT OF REVENUE  
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS,  
INDIAN CUSTOMS, MUMBAI ZONE-I  
OFFICE OF THE COMMISSIONER OF CUSTOMS, EXPORT NEW  
CUSTOM HOUSE, BALLARD ESTATE  
MUMBAI (MAHARASHTRA)-400001.**

F.No. GEN/EDI/HDWR/6/2020-EDI

Date: 29.04.2026

**Notice Inviting E-Tender**

The Commissioner of Customs, Export, Mumbai Customs Zone-I, New Custom House invites online tender in two bid system (technical and financial) through e-submission of competitive bids from the reputed and experienced company/firms/contractors/enterprises for the Comprehensive Annual Maintenance Contract (CAMC) work for a period of one year from the date of issuance of work order for Maintenance of Desktop Computers, Official Laptops, Printers, scanners, their peripherals, and networking devices etc. installed at various Sections/Departments of Mumbai Customs Zone-I in New Custom House and Customs sites/offices in Mumbai Port Trust Area and Postal Appraising Section. Technical Bid will cover information relating to all aspects other than the price quoted and Financial Bid will cover the price quoted in the given proforma in the Annexure part of this tender document.

2. The tender documents including application form, format for Technical Bid and Financial Bid etc. are enclosed as Annexures to this Tender Notice which are available on our website [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in), [www.cbic.gov.in](http://www.cbic.gov.in) and [www.gem.gov.in](http://www.gem.gov.in). Any change modification in tender will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. For reference the CRITICAL DATE SHEET is given below:-

Sr. No.	Description of activities	Date & Time (Hrs)
1	Publishing Date	04.05.2026
2	Bid Submission Start Date	04.05.2026
3	Bid Submission End Date	As per GeM
4	Technical Bid Opening Date	As per GeM
5	Financial Bid Opening Date	As per GeM

3. **EMD (Earnest Money Deposit):** The tender should be submitted with a Demand Draft of **Rs.1,01,000/- (Rupees One Lakh One Thousand Only)** of any nationalized bank in the name of “**President of India (acting through the Commissioner of Customs (Export), New Custom House, Mumbai Customs Zone-I)**”, payable at Mumbai in original and scanned copy of Demand Draft for EMD is to be uploaded with the tender. Exemption as per Government of India rules will be applicable.

4. **Details of Documents Enclosed**

Sr. No.	Annexure	Title of the Document
1	Annexure-A	TERMS OF REFERENCE
2	Annexure-B	GENERAL TERMS AND CONDITIONS
3	Annexure-C	PREQUALIFICATION CONDITIONS
4	Annexure-D	TENDER ACCEPTANCE LETTER
5	Annexure-E	CHECKLIST FOR BIDDERS
6	Annexure-F	FORMAT FOR TECHNICAL BID
7	Annexure-G	FORMAT FOR FINANCIAL BID

**5. The details of eligibility criteria, specification, scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as Annexure to this Tender Notice. In case of any further clarification or queries, the bidders may contact:**

- Appraiser/Supdt.(P) of Customs, EDI Section, Office of the Commissioner of Customs, Export, Mumbai Customs Zone-I, Mumbai, (Maharashtra) - 400001
- Phone: 022-22757497 (from 10:30 A.M. to 5:30 P.M)
- Email: [edi.helpdeskmcz1@gov.in](mailto:edi.helpdeskmcz1@gov.in) with the subject "**CAMC of Desktop Computers, Official Laptops, printers, scanners and their peripherals, Networking devices etc.**"

6. The **COMMISSIONER OF CUSTOMS**, Export, Mumbai Zone-I, Ballard Estate, Mumbai, reserves the right to reject any or all of the bids without assigning any reasons.

Sd/-  
**(ABHISHEK JAIN)**  
Joint Commissioner of Customs (in-situ),  
EDI, Mumbai Customs Zone-I

Encl.: As above.

Copy to:-

- Notice Board.
- CBIC website ([www.cbic.gov.in](http://www.cbic.gov.in)) through telex section, New Custom House, Mumbai.
- Mumbai Custom Zone-I website ([www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in)).

**ANNEXURE - A**

**TERMS OF REFERENCE**

**1. THE SCOPE OF WORK:**

Details of the assets installed at various Sections/Departments of Mumbai Customs Zone-I at New Customs House and at Postal Appraising Section and various customs sites/offices in Mumbai Port Authority are as mentioned below in Table A:-

**Table A**

<b>Sr. No.</b>	<b>Item Name</b>	<b>Total Number (Approx.)</b>
1.	Normal PCs, All in One PCs & Official Laptops	850
2.	Printers/Multifunctional printers	650
3.	Scanners	35

These are the assets available at the time of Tender Publication. Assets are likely to increase/decrease by 10% as per administrative ease and requirement. As and when such change happens during the contract period, the CAMC charges may be increased or decreased proportionately, by the Commissioner of Customs (Export), Mumbai Customs Zone-I, on the basis of the finalized tender.

All the bidders are informed that the bidders should quote a single total amount in the Financial Bid (BoQ) for the devices mentioned in Table A for the 1-year period.

➤ **Desktop Computers/Official Laptops:**

ACER, HP, LENOVO etc.

- (i) Acer c24 Processor i3 / i5 / AMD 2.85GHz to 3.0GHz, 4 to 8 GB Ram and 512 GB HDD/SSD (Qty. 105)
- (ii) Acer Veritone m 200 Processor i3 / i5 2.85GHz to 3.0GHz Radeon Vega 4 to 8 GB Ram and 512 GB HDD/SSD / NVME (Qty. 125)
- (iii) Acer Veriton z68820g Processor i3 / i5 / AMD 3.0GHz to 3.60 GHz 4 to 8 GB Ram and 512 GB HDD/SSD (Qty. 100)
- (iv) Acer Veritone z3151g Processor i3 / i5 / i7 2.90GHz to 3.0GHz 4 to 8 GB Ram and 512 GB HDD/SSD (Qty. 140)
- (v) Hp 27 cr1027in Processor i3 / i5 / i7 Ryzen 3 PRO 3.85GHz to 3.95GHz 8 to 16 GB Ram and 1 TB HDD/SSD /NVME (Qty. 10)
- (vi) Hp 24 cr1025in Processor i3 / i5 / i7 3.85GHz to 3.95GHz 4 to 8 GB Ram and 512 GB HDD/SSD (Qty. 60)
- (vii) Hp 440 g9 Processor i3 / AMD Ryzen 3 PRO 3200G with Radeon Vega Graphics 3.60 GHz 4 to 8 GB Ram and 512 GB HDD/SSD (Qty. 200)
- (viii) Hp 22-b30il Processor i3 / i5 2.85GHz to 3.0GHz 4 to 8 GB Ram and 512 GB HDD/SSD/NVME (Qty. 50)
- (ix) Lenovo v310z Processor Duo Core3000 series/ i3 2.85GHz to 3.0GHz 4 to 8 GB Ram and 512 to 1 TB HDD/SSD (Qty. 40)
- (x) Lenovo think station p330 Core 2 Duo / i3 2.85GHz to 3.0GHz 4 to 8 GB Ram and 512 To 1 TB HDD/SSD (Qty. 40)

➤ **Desktop/Network Printers:**

- (i) Brother hl-l3280cdw,2400 (Qty. 50)
- (ii) Hp p1008, hp 233 Colour, Hp p1007, Hp p1108, Hp 1008a, Hp 530 colour, Hp 208dw, Hp 329 dw, Hp 4104 colour (Qty. 430)
- (iii) Samsung ml2161, Samsung m2021, Samsung m2071 (Qty.105)
- (iv) Canon g2010,3010, Canon 6030, PANTUM M7102DN (Qty. 65)

➤ **Scanners:**

- (i) Hp Scanjet Enterprise 7500 Flatbed Scanner (qty. 10)
- (ii) Hp A vision ad250 (qty. 07)
- (iii) Hp Scanjet Pro 3000 s4 Sheet-feed Scanner (qty. 04)
- (iv) Hp n912ofr2/9r0tr2/r8n6 (qty. 14)
- (v) HP Scanjet Pro N4600 fnw1 (qty. 01)
- (vi) Hp Ad vision 4729 (qty. 02)
- (vii) Hp 3500f1 (qty. 02)

Any brand of routers/ networking equipments etc. needed for smooth functioning. Installation and Management of Digital Signature Certificate (DSC) in e-office.

The above specifications and brands are only indicative, not exhaustive, there may be devices with higher or lower specifications and brands which are not mentioned above.

**2. Maintenance and Updation Services will cover the following:**

- i. The CAMC is for one-year period from the date of awarding this contract.
- ii. The bidder will ensure to physically engage and station at the office premises well-qualified Hardware-Software Service Engineers/Technicians and Antivirus Support Engineers of Computers, Printers-service & repair technicians having expertise in software, hardware, projector, networking operations, and misc. operations along with sound system operation so as to ensure uninterrupted sessions at the conference hall and auditorium. However, at least seven resident engineers (out of seven one should be senior engineer as mentioned in the table below) should be made available during office hours and as and when required depending on the urgency and exigency of work. Replacement of engineers on leave should always be available on priority. Office space for resident engineers will be provided in the New Custom House. The following are the requirements, qualifications, and work experience required for the resident engineers:

Qualifications for Engineers	Requirement	Work Experience	Duties description
Minimum- Diploma in Computer Engineering (Hardware & Software)  At least one Senior Engineer should have qualified in Graduate degree in IT related field.  At least one qualified Network Administrator having minimum 05 years of experience in Networking	i. Work experience in the fields of Management of Systems & Network Administration (Windows & Linux for Server), Mailings Outlook, IBM Lotus Notes Account/Salary Payroll Systems Development in FOX Pro or JAVA Base Language, VM Ware Server for different Port Connection ii. Good knowledge in Operating Systems such as Windows, MAC etc. iii. Management of Local Area Network and Internet mailing system. iv. Good knowledge of various Antivirus software operating system. v. Good knowledge of installation and managing Digital Signature Certificate (DCS) in eoffice	Experience of 03 years or more and knowledgeable enough to troubleshoot any hardware, software related problems.  Senior Engineer should have experience of 5 years and expertise in work mentioned in the work experience column of this table.	During office timings from 9:30 am to 6:30 pm on every working day regularly & on holidays as and when required to receive instructions about repair/maintenance tasks in hand.

**The Bidder should provide their staff list, which should be of minimum 07 in numbers and to be deployed at our designated workplace, mentioning educational qualification as detailed in the above table and as mandated in point 1 (xv) of Annexure-C (Pre-qualification condition).**

**3. CORRECTIVE AND PREVENTIVE MAINTENANCE:**

- i. The bidder is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Official Laptops installed herein, The Bidder shall update and remove the viruses from CPU/LAN Network system of the desktop computer, Official

Laptops & server.

- ii. The bidder shall carry out preventive maintenance service every month for the Desktop Computers/Official Laptops/peripherals which would include:
  - i) Scanning of the Hard Disk Drive for bad sectors. i.e. outdated/expired, the same has to be updated/installed with new one.
  - ii) Checking and cleaning of keyboard/mouse for proper operation.
  - iii) Cleaning of printer, checking its driver, and ensuring proper functioning.
- iii. The AMC being comprehensive shall include services and repairs or replacement of defective parts like hard disk, wires, cables, chords, cards, Mother Board, circuit board, peripherals, all hardware parts, etc. The Hardware maintenance support includes operating system support, corrective, and preventive maintenance.
- iv. Being a comprehensive contract, all liabilities arising out of any fault during replacement of any parts of already functioning system will be borne by the bidder firm, if not mentioned separately otherwise.

#### **4. MAINTENANCE IN CONFERENCE HALLS, AUDITORIUMS AND OTHER CUSTOM SITES UNDER NEW CUSTOM HOUSE, MUMBAI CUSTOMS ZONE-I.**

- i. Maintenance also includes Maintenance of Video Conference Room and auditorium devices like Projector, Wireless Keyboard, Mouse, and all other related equipment, and all software related to user operations like as video conferencing software, MS Windows, MS Office, Photo shop, etc. and Antivirus Security Software support.
- ii. The maintenance service by the company shall include monthly preventive service and break down maintenance of all computers, printers, scanners, peripherals and hardware items at New Custom House, at postal appraising section and Customs sites/offices, at Mumbai Port Trust area.
- iii. The Resident Engineers deployed by the vendor shall provide support service to all video conferences in the New Custom House building whenever required.

#### **5. MAINTENANCE OF SPARE PARTS**

1. Spare parts supplied by the bidder in lieu of irreparable components should be brand new/original and of reputed or same manufacturer for giving satisfactory performance. Used/repaired spare parts will not be accepted.
2. The service provider will replace necessary parts (like RAM, SSD, Hard Disk etc.), with equivalent/branded parts, free of cost, if found defective. In case of replacement, the defective spares covered under this contract shall remain the property of Indian Customs.
3. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/original spares for proper functioning of all systems and sub-systems. If any part gives repeated problems i.e. two repairs in a maximum period of one-month time, then it must be replaced immediately by the bidder with an original part.

#### **6. UPDATION SERVICES**

- i. The bidder shall provide all assistance in the upgradation of hardware on an actual cost basis during the period of A.M.C. as per the requirements of this office.
- ii. Software support with reference to installation of Windows 11 or latest update as per MEITY Guidelines, Microsoft Office 365, EXCUS software, antivirus of Indian origin etc., support be provided in case of any problem is reported by the user

#### **7. MAINTENANCE OF NETWORKING DEVICES**

- i. The vendor must ensure connectivity to all the Desktop Computers connected to Centralized Internet Leased Line (non-Saksham devices) and Saksham devices connected to MTNL LAN, and maintain the network on a 24X7 basis. The required

work of maintenance will be comprehensive and will cover all the below mentioned areas and related work.

- ii. To maintain the cables (Type CAT-6), nodes, and RJ 45 connectors including repair of cable faults of Centralized Internet Leased Line (non-Saksham devices) and Saksham devices connected to MTNL LAN cables installed in New Customs House, Mumbai Customs Zone-I and at 03 Customs EDI Docks Sites (UB Centre, Frere Basin & MOD);
- iii. To maintain all networking devices including routers, switches etc. needed for smooth functioning. Installation and Management of Digital Signature Certificate (DSC) in office.
- iv. Maintenance of all Touch screens at New Custom House, Ballard Estate, Mumbai-400001, connected to Centralized Internet Leased Line System, and maintenance of switches/spike guard, cables connected to above said Touch Screens. The vendor has to provide Comprehensive Maintenance for all Touch Screens.
- v. MAC binding of IP addresses of official PCs i.e., binding together the MAC and IP addresses, so that all requests from that IP address are served only by the computer having that particular MAC address.
- vi. Creation of Administrator/User accounts in each computer installed in Mumbai Customs Zone-I, with window login/screen saver password and providing Static IP for each official PC.
- vii. Bifurcation of internet connectivity i.e., separation of official PCs connected in the Centralized Internet Leased Line and devices connected to Wi-Fi such as mobiles and laptops.
- viii. Identification and removal of security threats such as viruses, malware from the network.
- ix. The maintenance work is all-inclusive of supply of material (such as cables, switches, router, repairing of damaged cables), labour charges for such work, etc.

## **8. RESPONSIBILITIES OF RESIDENT ENGINEERS TO BE ENSURED BY THE CONTRACT HOLDING FIRM**

- i. Rectification time in call registers should not be more than 24 hours from the time of reporting of Fault by the User.
- ii. The Resident Engineers deployed by the bidder shall attend to all the calls on the same day of lodging a complaint.
- iii. If required, services may be executed on Saturday/Sunday and Holidays, and after office hours also to complete the task. No extra charges will be paid for such work.
- iv. The bidder should provide their own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the department.
- v. The Resident Engineer of the bidder shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which should be enclosed with the quarterly bill submitted by the bidder for payment.
- vi. The salary/emolument paid by the firm to the RE should be as per labour laws of the State of Maharashtra. The compliance report of the same should be submitted with quarterly bill or as and when required.
- vii. The AMC Service Provider shall promptly attend to all complaints/problems reported and complaints should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of the next working day from the time of booking the complaint.

viii. The resident engineers of the firm should maintain a log book cum attendance book. All complaints lodged will be entered in the logbook with date and time of lodging of complaint and thereafter date and time of attending to the complaint by the engineer with details of repairs done will be entered in the log book. Records of preventive maintenance done also be entered in the book. Log book shall be kept in the custody of the section in charge.

ix. Vendor will have to install any type of hardware/ software in the department when asked for, without raising any query. In absence, of following the directions of the departmental officers, a penalty may be imposed for such noncompliance.

## 9. OTHER GUIDELINES

- i. Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.
- ii. The bidder shall not sub-contract/outsourced the hardware maintenance jobs to any other agency. In case of firms who do not have their registered office in Mumbai, they should have at least an operational office at Mumbai/ Navi Mumbai/ Thane. The contact address and the strength of the office should also be indicated.
- iii. In case of hard disk failure, it would be the responsibility of the bidder to retrieve the data to whatever extent possible. Repair/retrieval of data in case of Computer and their peripherals to be done by the service provider.
- iv. If systems/sub-systems are required to be taken out of office for repairing, then 10 standby systems/subsystems of similar configuration and quality acceptable to this office and 5 Printers be provided on a returnable basis. Contractor will be responsible for transportation and delivery of the system/subsystem. Such hardware under repair should be repaired to the satisfaction of the user/the department and returned within a period of a maximum of ten days.
- v. The payment for the last quarter would, however, be made only on successfully handing over the Desktop Computers, printers etc. in a condition and status not less than that in which they were taken over, from the last year's contractor. However, if the defects, shortcomings noticed during next year's handing over/taking over are not set right by the successful bidder of this tender notice, then the same will be done by the Department through other means, and the cost towards that will be deducted from the last quarter bill to be paid to them and from the performance security deposit.
- vi. The Payment as per the terms and conditions of the tender notice after satisfactory completion of each quarter. The payment is subject to TDS applicable under the Income Tax Act, 1961 and CGST and SGST Act, 2017.
- vii. In case the service is not found satisfactory, this office will terminate the contract on its own and accordingly, the contractor will be informed.
- viii. With regards to the AMC of printers and scanners, it is highly emphasized that being comprehensive in nature, printer-heads and scanner-heads or other spares will be either repaired or replaced by the bidder itself.
- ix. The bidder shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity.
- x. Mumbai Customs Zone - 1 reserves the right to claim as damages from the bidder to the extent of the loss suffered by it if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the AMC or to any property of the Indian Customs even if it is not covered by the AMC.

- xii. Mumbai Customs Zone-1 shall not consider any request in change of rates of AMC due to any reason whatsoever, during the period of the contract.
- xiii. Penalty as per the provisions mentioned in Annexure-B is applicable on violation of the above-mentioned guidelines.

## **10. LOCATION**

The location to provide service will be New Custom House, Mumbai Customs Zone-I, as most of the systems are in New Custom House only and in the Postal Appraising Section at Foreign Post Office across the road to the New Custom House. However, a few offices are stationed inside the Mumbai Port Area Authority (MbPT) for which the maintenance services are also required to be provided. The commutation of the Bidder's staff to the offices inside the MbPT area will be borne by the Bidder only.

## **11. SPECIFIC CONDITIONS**

- i. CAMC shall not cover damages due to the following:
  - a. High Voltage fluctuations
  - b. Burnout of parts due to fire
- ii. The CAMC cost is inclusive of the cost of spare parts required for the maintenance of all Computers, Printers, Scanners, UPSs, all networking equipments etc.
- iii. Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be ensured by the bidder.
- iv. In case of installation/reinstallation of software, the AMC bidder shall only install genuine product in all circumstances abiding by the laws prevailing in India.

## **12. CONFIDENTIALITY OF DATA**

It will be the responsibility of the bidder firm to keep the data of the department confidential and secure while handling the computers during the maintenance and repair work or transportation of computers for repairs by the bidder or by his engineers or any other person deployed by the bidder firm for the execution of work mentioned in the CAMC.

In case of data leakage or theft, the bidder firm and any other person related to the bidder responsible for such leakage or theft of data will be booked, penalized and punished as per the prevailing laws of land related to such leakage or theft of data.

## ANNEXURE-B

### GENERAL TERMS AND CONDITIONS

1. The **Commissioner of Customs, Export, Mumbai Customs Zone-I, NEW CUSTOM HOUSE** does not bind himself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever.
2. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
3. Successful bidder shall be responsible for the comprehensive operation and maintenance including repairs/replacement and preventive maintenance, of the sites within the scope of works as outlined above in this proposal on the terms and conditions hereinafter mentioned.
4. **The work order will be issued to Successful bidder only after verification of the original documents submitted during the bidding process, and original documents are required to be submitted by the next working day after intimation of the success of the financial bid.**
5. The Successful bidder shall submit monthly reports to the Deputy Commissioner of Customs, EDI Section, New Custom House, Mumbai Customs Zone-I certifying the satisfactory working condition of all the desktop computers, Official Laptops, printers, scanners and all other hardware from the concerned section heads of the departments/sections in this Custom House and MbPT area and Postal Appraising Section.
6. In case of dispute, the department reserves the right to a final decision on the interpretation of the term and condition, Scope of Work etc. of this tender notice.
7. In case of any dispute, the decision of the **Commissioner of Customs, Export, Mumbai Customs Zone-I** shall be final and binding on both parties.
8. At any point of time contract may be terminated without assigning any reason thereof.
9. All typographical errors are subject to corrections.
10. All the terms & conditions of this CAMC should be complied with.
11. Deviation, if any, from terms and conditions will not be entertained.
12. The firm shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
13. All tools, accessories, hardware, terminal, connector, multi-meter etc. desired for the testing and repairing at site have to be maintained by the firm on its own cost. The equipment shall be complete in all respects whether such details are mentioned or not.
14. Any damage to the machines due to natural calamities such as earthquake, fire etc. may not be covered under CAMC.

15. If the information provided by the firm is found to be false at any point of time, the department reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the earnest money deposit. The department reserves the right to up-grade any of its machines from any bidder. The payment of Comprehensive Annual Maintenance Contract of the machines shall be as per amount given in Financial Bid Table. Any other device within machine if upgraded shall come under Comprehensive Annual Maintenance Contract, as and when its warranty is over, in lieu of other device. For example, if CD ROM is replaced with a new CD ROM then new CD ROM shall come under Comprehensive Annual Maintenance Contract as and when its Warranty period is over in lieu of Comprehensive Annual Maintenance Contract of old CD ROM.
16. After completion of CAMC period or after termination of contract, the firm (holding CAMC under this contract) is responsible to handover all the machines in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise the department reserves the right to get faulty machines repaired by any other firm at the cost of CAMC firm.
17. The payment shall have to be paid by the firm (holding CAMC before handover) for which the department shall adjust from the Performance Security: Bank Guarantee and from the quarterly bills of CAMC, and if the amount is insufficient then the firm (holding CAMC before handover) shall be liable to pay the whole due amount.
18. The bidder shall not sub-contract/outsourcing the job to any other agency.
19. **FORFEITURE OF EMD:**
- The EMD will be forfeited under the following conditions:
- (a) If the tender bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of the tender.
  - (b) If the bidder withdraws the bid before the expiry of the validity period of 60 days of the bid or within the time frame of extension given by **COMMISSIONER OF CUSTOMS, EXPORT, MUMBAI CUSTOMS ZONE-I, NEW CUSTOM HOUSE** before the expiry of the bid.
  - (c) If the bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
  - (d) If the selected bidder fails to execute agreement in prescribed format and fails to furnish the bank guarantee within 15 days of the issue of work order.
20. **RETURN OF EMD:**
- (a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity.
  - (b) The EMD of successful bidder shall be returned after receiving the Bank Guarantee

(Performance Security Deposit).

- (c) No interest will be paid by the department on the Earnest Money Deposit.

**21. PERFORMANCE SECURITY:**

- (a) The successful bidder has to submit Performance Security equivalent to 5% of the contract amount valid for at least six months after the completion of contract in the form of bank guarantee from a Scheduled Commercial Bank, drawn in favour of "**President of India (acting through the Commissioner of Customs (Export), New Custom House, Mumbai Customs Zone-I**", payable at Mumbai. It should be submitted within 15 days of issue of work order.
- (b) No interest will be paid by the department on the performance Security deposit.

**22. PRICES**

Prices quoted shall be final and inclusive of all taxes including GST.

**23. BREAK UP OF PRICES**

- (a) The total number of machines may increase or decrease subject to actual requirement during the contract period. As and when such change happens during the contract period, the CAMC charges may be increased or decreased proportionately by the **Commissioner of Customs (Export), Mumbai Customs Zone-I**, on the basis of the finalized tender.
- (b) There are few machines which are under warranty. In future, when the warranty of these machines is over, the subject systems will also come under CAMC. The bidder should quote the amount in financial bid covering the cost for the CAMC of these devices as mentioned in above tables till the end of contract period.
- (c) The systems which are covered under warranty require software support only and the rates may be quoted accordingly for CAMC.
- (d) Quotation for One Year CAMC should be submitted mentioning clearly in figures and in words. Total amount should also be clearly mentioned. There should be no typographical error in the final quote. The quoted cost must be without any precondition of minimum number of machines or any other condition put by the bidder.
- (e) The CAMC cost should be inclusive of cost of spare parts required for maintenance of all systems as listed. The spare parts should be of the same make as far as possible.

If replacement is done, the faulty parts shall become the property of Mumbai Customs Zone-I, New Custom House and have to be deposited with EDI section. The replacement of parts will be verified by the EDI section.

- (f) The CAMC cost should be inclusive of the salary/emolument paid to Resident Engineers which would be paid by the firm.

**24. TAXES AND DUTIES**

GST and/or any other applicable taxes and duties shall be included in the bid.

**25. MODE OF PAYMENTS**

Payment will be made quarterly basis through GeM Portal upon submission of bills in triplicate and a receipt of a satisfactory performance certificate from the users.

**26. PENALTY**

- (a) The Resident Engineers deployed by the bidder shall attend to all the calls on the same day immediately of lodging a complaint failing which a penalty Rs.100/- per hour of delay shall be imposed and deducted from the bill submitted during the quarterly period.
- (b) Rectification time in call register should not be more than 24 hours from the time of reporting of fault by the User. In case of failure on the part of bidder to put the system(Computer/Printer/etc.) in working condition, a penalty of Rs.1000/-per day of delay shall be imposed which will be deducted from the quarterly payment of the A.M.C. to the bidder. However, the penalty clause will not be applicable if a stand-by system/computer peripheral is provided by the contractor firm.
- (c) Absence of Resident Engineer in NEW CUSTOM HOUSE for single day (up to maximum three days consecutively) shall attract a penalty of @200/- per day per engineer and for more than three days consecutively including holiday, if any in between, shall attract a penalty of @500 /- per day per engineer and if absence is more than a week then contract may be cancelled by **COMMISSIONER OF CUSTOMS, EXPORT, MUMBAI CUSTOMS ZONE-I, NEW CUSTOM HOUSE**. However, the penalty clause may not be applicable if a replacement engineer of required qualification is provided in place of regular resident engineer.
- (d) If system or subsystem are required to be taken out of office for repairing, then a standby system/ subsystem of similar configuration and quality acceptable to this office be provided on returnable basis, Contractor will be responsible for transportation and delivery of the system/subsystem. Such hardware under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum ten days, After ten days a fine of Rs 1000 per day will be imposed and it will be deducted from the quarterly bill.
- (e) If monthly **Preventive Maintenance** schedule is not adhered to a penalty of Rs 500/- for the peripheral and Rs 1000/- for desktop/ all in one shall be imposed which will be deducted from the quarterly bill of AMC of the bidder.

- (f) **The Downtime** will be maximum as specified in the table below for calls received during the working days and the penalty after the specified downtime will be as follows:

<b>Sr. No.</b>	<b>Equipment</b>	<b>Maximum Downtime</b>	<b>Penalty</b>
1	Cable fault	1 hour	₹200 per hour
2	Cable laying	1 day	₹400 per day
3	Old cable replacement/patch panel	1 day	₹500 per day
4	Switch/Router	1 day	₹500 per day

- (g) If the company/bidder fails to clean the equipment under AMC on monthly basis, a penalty of Rs 100 each month each instrument shall be levied.
- (h) It is also mandatory for the successful bidder to submit the list of resident engineers who will be available at New Custom House for repair and maintenance work within a day of issue of work order and also to furnish original documents of their required qualification and work experience with the list.
- (i) Penalty amount will be deducted from the quarterly bill of the bidder/bidder.
- (j) In case of breach of contractor violation of any terms of contract such that false disclosure of information during tender process, submission of forged documents during tender process, repeated lapse in performance of the any work mentioned in the tender document, security deposit shall be forfeited and will be debarred from participation in future tenders with Mumbai Customs Zone-1, New Customs House Ballard Estate, Mumbai.

## ANNEXURE- C

### PREQUALIFICATION CONDITIONS

#### **1. ELIGIBILITY CRITERIA FOR TECHNICAL BID:**

- i. The bidder should have an annual turnover of more than Rs.50,00,000 (Fifty Lakh rupees) in the last three years (2022-23, 2023-24 & 2024-25). In this regard, a CA certified certificate & Balance sheet should be provided.
- ii. The bidder should have the Shop & Establishment certificate for their authorized Shop and Service Centre in Mumbai/Thane/Navi Mumbai at least 5 years with 10 to 12 employees on their payroll.
- iii. The bidder firm should furnish and provide the latest Income Tax Assessment Certificate for assessment years 2022-23, 2023-24 & 2024-25.
- iv. The bidder should not have been disqualified or served a memorandum by any Central Govt./State Govt./Semi Govt. Organizations/Private Organization for similar work. Self-declaration to be furnished in this regard.
- v. The vendor should furnish work satisfactory completion/performance certificate from any three Central Govt./State Govt./Semi Govt. organizations in Mumbai/Navi Mumbai/Thane.
- vi. The bidder intending to submit the tender shall be a reputed organization in the field of Hardware & Software maintenance and have experience in this field of five years and above in Mumbai/Navi Mumbai/Thane. Experience in Central Government Department will be preferred along with experience in UNIX/Linux based system.
- vii. The bidder should be currently handling Five and above AMCs in any Central Govt./State Govt./Semi Govt. organization in Mumbai/Navi Mumbai/Thane.
- viii. The bidder should be having three work orders, for a similar kind of work, for above five hundred desktop computers and above 450 printers for AMC of computers, printers, and other hardware in any Central Govt./State Govt./ in Mumbai/Navi Mumbai in last five years.
- ix. The bidder company/firm should be registered with EPFO & ESIC for last 5 years, unless exempted as per the provisions of Employees Provident Fund and Misc. Provisions Act, 1952 and ESI Act, 1948.
- x. The bidder should have a quality management certificate ISO 41001:2018 in support of providing their qualitative services.
- xi. The bidder must have obtained a Permanent Account Number (PAN) under the Income Tax Act, 1961.
- xii. The bidder should have obtained GST registration at least 5 years.

- xiii. Bidder should be Furnish Bank Solvency an amount of Rs.50,00,000/- for this Bid.
- xiv. Bidder should not be blacklisted by any Central/State Government department.
- xv. Bidder should be abiding by all the Central/State Government regulations pertaining to their specific field of operations.
- xvi. The bidder should provide their staff list, which should be a minimum of 7 in number and be deployed at our designated workplace, mentioning educational qualification as detailed in Point 2 (ii) of Annexure-A attached to this tender document.

## 2. **BID SUBMISSION:**

- i. Bids shall be submitted online only at GeM Portal website: <https://www.gem.gov.in> and interested bidders are advised to follow the instructions “Instructions to Bidder for Online Bid Submission provided in the subject tender notice before online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- ii. For any clarification regarding tender, contact the Appraiser, EDI over telephone no. 022-22757460/22757497.
- iii. Not more than one tender shall be submitted by one bidder or bidders.
- iv. Bidder who has downloaded the tender from the New Custom House website (for reference only) and GeM Portal website <https://gem.gov.in> shall not tamper/modify the tender form including the downloaded financial bid template in any manner. In case if the same is found to be tampered/modified in any manner, the tender will be completely rejected, and EMD would be forfeited, and the bidder is liable to be banned from doing business with New Custom House.
- v. Interested Bidders are advised to check New Custom House website [www.mumbaicustomsZone1.gov.in](http://www.mumbaicustomsZone1.gov.in) and GeM website <https://gem.gov.in> regularly till the end date of submission of tender for any corrigendum/addendum/amendment in the tender notice.
- vi. At any time, prior to the deadline for submission of bids, the **COMMISSIONER OF CUSTOMS, EXPORTS, MUMBAI CUSTOMS ZONE - 1, NEW CUSTOM HOUSE** may, for any reason deemed fit by him, modify the Bid documents by issuing suitable amendment(s) to it. The amendment will be uploaded on GeM & New Custom House website only. In order to provide reasonable time to the prospective bidders to take necessary action in preparing their bids as per the amendment, the **COMMISSIONER OF CUSTOMS, EXPORTS, MUMBAI CUSTOMS ZONE-I, NEW CUSTOM HOUSE** may, at his discretion, extend the deadline for the submission of bids and other allied timeframes, which are linked with that deadline. Prospective bidders are advised to visit the Mumbai Customs Zone I website at <https://www.mumbaicustomszone1.gov.in> and GeM website <https://gem.gov.in> on a regular basis for any change in schedule, amendment/corrigendum in Bid Document including technical requirements.
- vii. Bids will be opened as per the date/time mentioned in the Tender Critical Date Sheet

in the presence of the committee members formed for this tender.

- viii. The department reserves the right to cancel all the tenders without assigning any reasons at any time.
- ix. Canvassing in any form in connection with the tender is strictly prohibited, and the tenders submitted by the contractor who resorts to canvassing, will be liable to be rejected.
- x. All rates should be quoted in the prescribed “**Financial Bid**” (BOQ) template in the tender. No documents may be enclosed with the financial bid.
- xi. For a bidder who has participated in the subject tender bid, it will be automatically assumed that he has accepted all the terms and conditions of the tender.
- xii. On acceptance of the tender, the name of the accredited representative(s) of the bidder who would be responsible for taking instructions from the department shall be communicated to the department.
- xiii. The tender shall remain open for acceptance for a period of 60 days from the date of opening of tenders.
- xiv. Merely submitting the tender with all the requirements does not bind the COMMISSIONER OF CUSTOMS, EXPORT, MUMBAI CUSTOMS ZONE-I, NEW CUSTOM HOUSE to accept the lowest tender and Competent Authority, reserves the right to reject any or all of the tenders received without assigning any reason. Tenders not fulfilling any of the prescribed conditions or incomplete in any respect are liable to be rejected.
- xv. Technical bid of only those contractors will be opened, who submit the earnest money deposit in the prescribed manner.
- xvi. Failure of the successful bidder to comply with the above requirement of depositing performance security Bank Guarantee, shall constitute sufficient grounds for cancellation of the letter of award & forfeiture of the earnest money.
- xvii. The tender shall be submitted online in two parts, viz., Technical Bid and Financial Bid (BOQ).

### 3. **TECHNICAL BID:**

The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:

- a) Format for Technical Bid should be as per Annexure.
- b) Scanned copy of all supporting documents.
- c) List of Engineers employed in the bidder firm.
- d) A scanned copy of Tender Acceptance Letter (Annexure-D) failing which bidder's bid may be rejected.
- e) A scanned copy of Checklist Section (Annexure-E) properly filled and signed.
- f) Scanned copy of Demand Draft for EMD should be uploaded on the portal.

- g) The original copy of Demand Draft (for EMD) from any nationalized bank as per respective details mentioned above should be submitted in a duly sealed envelope with "EMD for the tender no. <Tender No> for 'Comprehensive Annual Maintenance Contract of Desktop Computers, Printers, Scanners, and their peripherals, Networking devices etc.' written on it which must reach at the address mentioned below:"

The Deputy Commissioner of Customs,  
EDI Section, 4<sup>th</sup> Floor, Annex. Bldg,  
New Custom House, Ballard Estate,  
Mumbai, Zone-I, Maharashtra – 400 001

by post/speed post/courier/by hand on or before Bid Submission End Date & Time as mentioned in Critical Date Sheet. Otherwise, the tender will be summarily rejected without assigning any reason.

- h) **Every page of the tender document should be attested by the bidder under the company seal.**

#### 4. **FINANCIAL BID**

- a. Format of Financial Bid (BoQ) is provided in the form of template (Annexure-G), along with this tender document at <https://gem.gov.in> . Bidders are advised to download this template and quote their offer/rates in the permitted column and upload the same in the manner. In case the same is found to be tempered/modified in any manner, the tender will be completely rejected and EMD would be forfeited, and the bidder is liable to be banned from doing business with New Custom House.
- b. Each page of the Financial Bid should be signed and stamped with Company Seal/stamp by the signatory who should be the authorised person under Companies Act,1956 and the signatory's decision must be binding on the Company under Companies Act,1956. The rates to be quoted in Financial Bid should be in Indian Rupees inclusive of all taxes. The quote shall be valid for 60 days from the date of opening of the technical bid. The period can be extended with mutual agreement. The signatory's decision must be binding on the Company under Companies Act,1956.

**Note:** Financial bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of the opening of price bids will be decided after technical bids have been evaluated by the committee. Information in this regard will be uploaded on the portal. In an exceptional situation, an authorized committee may negotiate the price with the qualified bidder quoting the lowest price before awarding the contract.

Sd/-  
**(ABHISHEK JAIN)**  
Jt. Commissioner of Customs (in-situ),  
EDI, Mumbai Customs Zone-I.

**ANNEXURE-D**

**TENDER ACCEPTANCE LETTER**

**(To be given on Company Letter Head)**

**Tender Reference No:**

**Date:**

**To,**

The Commissioner of Customs (Export),  
Mumbai Customs Zone-I, New Custom House,  
Ballard Estate, Mumbai, Maharashtra-400001.

**Sub:** Comprehensive Annual Maintenance of Desktop Computers, Official Laptops, Printers, Scanners, their peripherals and Networking Devices etc. installed at various Sections/Departments of Mumbai Customs Zone-I – regarding.

-----

**Dear Sir,**

1. I/We have downloaded/obtained the tender document(s) for the above mentioned "Tender/Work" from the website(s) namely: \_\_\_\_\_ as per your advertisement, given in the abovementioned website(s).
2. I/We hereby certify that I/we have read the entire terms and conditions of the tender document from Page No. \_\_\_\_ to \_\_\_\_ (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.
5. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.
6. I/We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,**

*(Signature of the Bidder, with Official Seal)*

**ANNEXURE - E**

**Checklist for Bidders**

<b>Sr. No.</b>	<b>Activity</b>	<b>Compliance Yes/No/NA</b>
1.	(i) Have you enclosed EMD (DD/Bank Guarantee/FDR) of required amount?	
	(ii) Is exemption certificate enclosed: bidder registered with MSME/NSIC/Government bodies attached for relaxation of EMD?	
	(iii) Is EMD valid for 60 days from the date of publishing of Bid?	
2.	Have you kept validity of your bid as per the Bid document?	
3.	Have you enclosed Tender Acceptance Letter duly filled and signed (i.e. terms and conditions are acceptable and as per eligibility criteria) with original set of Bid? Bids may be ignored if not signed.	
4.	(i) Is PAN No. of bidding firm with proof attached?	
	(ii) Is GST number with registration certificate attached?	
5.	Have you enclosed valid ISO 41001:2018 Certificate?	
6.	Have you enclosed the EPF & ESIC Registration certificate?	
7.	Is each page of Tender document signed and stamped with firm/company seal?	
8.	Is Aadhaar No. with Aadhaar Id attached?	
9.	Have you enclosed all supporting documents?	
10.	Is Attached Document as per Tender notice?	

**(Name & Signature**

**With date and firm/company seal)**

**ANNEXURE -F**

**FORMAT FOR TECHNICAL BID**

**Part-I**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Details</b>
1.	Name of the "The Service Provider"	
	Full Address of the Service Provider	
	Telephone No./Mobile No.	
	Fax No.	
	Email Id	
	Complete name and contact no.	
2.	Bank details with MICR & IFSC (Submit Mandate Form for ECS payment)	
3.	PAN No.	
4.	Income Tax Returns (ITRs) for last three assessment years i.e.2022-23, 2023-24 & 2024-25.	YES/NO
5.	CA Certificate for last 3 years turnover i.e. 2022-23, 2023-24 & 2024-25	YES/NO
6.	GST Registration No.	
7.	Shop & Establishment certificate	YES/NO
8.	Whether blacklisted by any Bank/Govt./PSU organization (Submit self-declaration certificate)	YES/NO
9.	Performance Certificate/work Experience certificate/Orders etc.	YES/NO
10.	Performance certificate/work experience in Govt./Semi Govt./PSU office	YES/NO
11.	Work order as specified in the qualifications of technical bid	YES/NO
12.	EPFO & ESIC registration	YES/NO
13.	Details of EMD	

**Note:** Attested photocopies of all above for proof should be uploaded with technical bid.

**PART-II**

**DECLARATION-**

1. I / we.....Son/Daughter/Wife of  
Shri..... Proprietor/Partner/Director/authorize  
d signatory of.....competent to sign this declaration and execute  
this tender document;
2. I / we have carefully read and understood all the terms and conditions of the tender and  
undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic  
to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing  
of any false information / fabricated document would lead to rejection of my tender at any  
stage besides liabilities towards prosecution under appropriate law;
4. I / we understand that in case any deviation is found in the above statement at any stage, the  
concern shall be blacklisted and shall not have any dealing with the Department in future.

**Signature of authorized person**

**Name & Seal**

**Date:**

**ANNEXURE - G**

To

The Deputy Commissioner of Customs (Export)  
EDI Section, New Custom House,  
Ballard Estate, Zone-I, Mumbai - 400001.

Sir

**Sub: Submission of financial bid for comprehensive annual maintenance contract (AMC) for Desktop Computers/Printers/Official Laptops, their peripherals, Networking devices, and scanners installed at various Sections/Departments of Mumbai Customs Zone-I in New Custom House and Customs Sites/Offices in Mumbai Port Authority area (Sewri, Dockyard Road, etc.) and Postal Appraising Section -reg.**

-----

With reference to the above, I/WE hereby submit the quotation for the subject mentioned above.

<b>Sr. No.</b>	<b>Scope of Work</b>	<b>Location</b>	<b>Amount in Rs. for a period of 1 year</b>
1	Submission of financial bid for comprehensive annual maintenance contract (AMC) for Desktop Computers/Printers/Official Laptops, their peripherals, Networking devices, and scanners installed at various Sections/Departments of Mumbai Customs Zone-I in New Custom House and Customs Sites/Offices in Mumbai Port Authority area and Postal Appraising Section.	Office of the Chief Commissioner of Customs, Mumbai Customs Zone-I.	[Amount]

**Date:**

**Place:**

**Signature of the Bidder**

## **DECLARATION**

I/We hereby certify that the information furnished above is true and to the best of my/our knowledge. I/We understand that if any deviation is found in the above statement at any stage, I/We shall be blacklisted and will not have any dealings with the department in the future. I/We have read the terms and conditions of the tender notice along with its annexures.

I/We hereby confirm that I am authorized to sign the tender document.

**Signature & Name of the authorized Signatory Seal/Stamp**