



GOVERNMENT OF INDIA
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (A&A)
15/1, STRAND ROAD, CUSTOM HOUSE, KOLKATA-700001

F. No. S39-100/2008 P (SCH) Pt-1

Date : /01/2021

Limited Tender Notice No. 01/2021

**Annual Maintenance contract for Installation and
Maintenance of Broadband Circuits installed at
Custom House, 15/1, Strand Road, Kolkata.**

Sealed quotation are invited for the Annual Maintenance Contract for Installation and Maintenance of Broadband Circuits, all LAN (Local Area Network) Broadband Circuits & GPON connections (high speed internet) installed at Custom House, 15/1, Strand Road, Kolkata.

DESCRIPTION OF WORK

1. Regular maintenance of all types of connections with special **emphasis for e-office** activities.
2. Support for installation of Broadband hardware items like Modem, LAN cables and any other items necessary for the purpose.
3. Maintenance of all LAN connections connected through Broadband.
4. Maintenance of Broadband Connectivity required for Biometric machines and all other activity related to Broadband connectivity of this office.
5. Maintenance of all types of internet connections required for Accounts Department for PFMS based financial transactions.
6. Maintenance of High Speed internet connectivity (**GPON**) throughout Custom House.
7. Monitoring of necessary connectivity related to "video conferences".
8. Liasoning with BSNL to provide uninterrupted service to minimize the down time. It is an absolute necessity as the BSNL authorities takes a huge time to repair/maintain the connections resulting in administrative inconvenience.

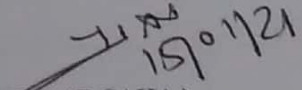
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TERMS AND CONDITIONS

- A) Bidder should have minimum 5years experience in repairing and maintaining of Broadband Circuits with modem / router in central government organization or PSU's or state government office and should have completed such works in the similar activity in the last five years. Evidence for the same should be provided as and when required. (Specifically, only for the mentioned job will be accepted).
- B) Bidder should have PAN & GST registration.
- C) The Price of Annual Maintenance Contract should be quoted on **Rate/Month basis which shall include all taxes, GST and any other charges. Duration of the new AMC will be for one year.**
- D) Parties/Firms may inspect the site before submitting the quotations and may approach Supdt. Of Customs, S.C.H. Unit, Custom House, Kolkata-01 regarding any query or clarification in this regard.
- E) The quoted amount should be mentioned in number and words. Any quotation with illegible, incorrect, incomplete or inconsistent particulars shall be summarily rejected.
- F) Quotation should be signed and stamped by the authorized person of the bidding firm.
- G) The authority reserves the right to cancel or postpone the tender without assigning any reason thereof. The authority's decision in this matter will be final.
- H) The tender should be addressed to the Assistant Commissioner of Custom (SCH), Custom House 15/1, Strand Road, Kolkata-700001.
- I) The successful bidder shall deposit a security deposit (refundable) in the form of Bank Guarantee / Fixed deposit / Demand Draft in favour of RBI A/c Commissioner of Customs, Kolkata equal to 10% of the bid value. Failure to comply with the terms and conditions may lead to forfeiture of the amount.
- J) At least 2(Two) trained technicians shall report daily to the SCH Unit during the office hours. Any fault should be immediately attended and urgent measures to be taken for quick restoration. In addition, routine maintenance and check-up of all the connections should be strictly done without fail. The AMC holder shall be fully responsible for the safety & security of his technicians as well as the materials used for maintenance /installation and this office shall have no responsibility in this regard whatsoever. The maintenance / Installation shall be taken on "as is where is basis ". Any deviation shall be viewed seriously.

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- K) Before submitting the quotation, the bidder shall have to collect all the required passwords, IP address and technical other details of all the devices (by visiting and inspecting all the sites), required for the maintenance and configuration of devices. This office shall have no responsibility in this regard whatsoever. No excuse in this regard will be entertained in future.
- L) Besides, regular service, maintenance work must be undertaken within 1 hour from calling in case of emergency. If call is not attended within 3 hours penalty shall be invoked at a rate of Rs0.50/- per fault or Rs.250/- per day whichever is more in a calender month.
- M) Bill for the said maintenance work is to be submitted quarterly for payment.
- N) It is mandatory, that the Parties/Firms shall be enlisted and registered with this office for the last two years and should provide the evidence in support of the same.
- O) If the Parties/Firms do not fulfill any of the above mentioned criteria the tender will be liable to be cancelled by the authority without any further intimation.
- P) Sealed quotations should be submitted in the Tender Box kept in SCH, Unit, Ground Floor, Custom House, 15/1, Strand Road, Kolkata-700001 before 12:00 Noon on 01.02.2021.
- Q) Sealed tender shall be opened before the Tender Committee at 1:00 PM on 01.02.2021.
- R) This issues with the approval of Principal Commissioner of Customs (A&A).


(TAPAS KUMAR SAHA)
Assistant Commissioner of Customs
SCH Unit
Custom House: Kolkata

Copy to:

1. Notice Board.
2. Hindi Cell
3. Kolkata Customs Website