



केन्द्रीय भण्डारण निगम  
(भारत सरकार का एक उपक्रम)  
**CENTRAL WAREHOUSING CORPORATION**  
(A Govt. of India Undertaking)



क्षेत्रीय कार्यालय, मुम्बई, सेक्टर - 20, तुर्भे रेलवे स्टेशन के पास, वाशी, नवी मुम्बई - 400 703  
Regional Office, Mumbai, Sector - 20, Near Turbhe Railway Station, Vashi, Navi Mumbai - 400 703

दूरभाष/Phone : 022-27840863 / 64 / 66 / 72 फैक्स/Fax : 022-27840862 ई-मेल/E-mail : rmmum@cewacor.nic.in

No: B-I/BD-II/Service Provider/ICD Waluj/2017-18

Date : 9.5.2017

## SHORT NOTICE INVITING QUOTATION

Central Warehousing Corporation (CWC) invites quotations from interested, professionally competent and financially sound parties for maintaining ESI facility at our Inland Container Depot, Waluj, Aurangabad (ICD, Waluj).

CWC is the official cargo handler at CFSs/ ICDs, and handles all cargo meant for import, export and bond. Application software shall be capable of managing the bond, export, import cargo operations at CFSs. The application software must cover all aspects of cargo handling from time it is received by CFSs and to the time it is handed over to agents / transporters, including billing for all cargo related activities.

**Service Period:** The initial period of contract will be for one year from the date of commencement of services with the provision of extending for one year at the same rates, terms and conditions. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

**Security deposit:** 5% of the annual value of the contract

**Performance Guarantee:** It shall be in form of Bank Guarantee: 10% of the annual value of the contract (applicable where the vendor has no prior work experience)

### **Eligibility Criteria:**

- (i) The firm/company should produce the self attested photocopies of documents related to Composition of the firm, Authorised Signatory with sample signature, Registration Certificate and Number of firm/ individual as the case may be, PAN Number and Service Tax number.
- (ii) The vendor shall have a prior work experience in the similar services of minimum **one** year. He shall produce experience certificate from previous/ current employer indicating the nature of tasks performed by the vendor and length of service. CWC is at discretion to verify the experience from the current/ previous employer of the vendor.
- (iii) The vendor must be registered as an individual, a firm or as a company with the Registrar of Firms or Registrar of Companies. The firm / company should be in existence for over a year in the trade as on 31.3.2017 with h/w, s/w services.
- (iv) The firm/company should have a previous experience in maintenance of such equipments with Government Department / Public Sector Undertaking or private companies of installing, maintaining and operating computers and EDI. In case any certificate from Customs indicating that the vendor is authorised for custom related work will be added advantage Necessary papers must accompany.
- (v) The vendor must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories. The

vendor must also have expertise and experience in LAN troubleshooting. The vendor should have executed satisfactorily computers connected in LAN under operating system environment for one year. A performance Certificate to this effect from at least one Govt. Deptt/Public Sector Undertaking / pvt company shall be furnished.

- (vi) The vendor shall be responsible for any loss or damage caused to any of the machines or operating system owing to negligence on his part.
- (vii) CWC reserves the right to accept or reject any or all quotations without assigning any reasons.
- (viii) CWC has the right to terminate the contract and forfeit the Security Deposit in the event of performance of the vendor is not satisfactory.

**Terms of Payment:**

- (i) The rates quoted should be NET ie. Exclusive of taxes and no discount or free services / offers quoted will be considered. The rate should be quoted in lump sum rates.
- (ii) For comparing quotation of different parties the monthly net cost will be considered.
- (iii) No advance payment in any case would be made. For the first month payment on pro-rata basis on satisfactorily rendering of service would be made. And later on monthly basis.

**SCOPE OF WORK:**

**Providing software solutions, networking and monitoring and interface:**

- Attending all first level calls for H/W, S/W and LAN
- Troubleshooting of all first level calls related to IT equipment, whether hardware or software related O.S, Virus, Drivers, Hardwares, Printing issues, Network connectivity etc.
- It also includes loading and configuration of all standard packages provided by CWC ie operating system, anti-virus packages, office packages, and email & browsing software.
- All hardware ie computers, printers, fax, internet connectivity etc will be provided by CWC except software. CWC is looking for selection of an agency from bidders having its own application software similar to CFSs/ICDs functioning to meet the operational requirements ICD, Waluj in Mumbai region of the Corporation. The bidder's customised application software similar to CFS/ ICD functioning should support all the database platform, technology platform and operating system.
- Keeping the requirement of Indian Customs system, ICES 1.5/ Customs website - [www.icegate.in](http://www.icegate.in). The vendor is to develop a message user interface
- Remote Management support from senior in case of local engineer not able to resolve issue for desktop and network as and when required for end to end user. The message interface software is required to meet the customs - CWC message integration. The message integration is meant for all message integration.
- The agency will also be responsible for upgradation of the software from time to time as and when required by customs or CWC.
- Preventive Management once in quarter
- Vendor Management which includes logging calls and following up with vendors for rectification of hardware problems with IT equipment which are under other vendors warranty / AMC
- Co-ordinate with Customs on call for IT related issues
- Network related troubleshooting and ensuring the connectivity between PCs up to local router / WAN equipment leased line / routers and modem. Co-ordinate with local service provider for connectivity related issues.

**Report Management:**

- Daily : Inventory report
- Weekly :  
AMC / Direct Technical Support services: call statistics, pending call report

- Vendor Management services: call logged, tracked, escalated
- Monthly  
Direct Technical support services: Pending calls, overall call statistics  
Vendor Management services: all logged, tracked escalated with third party vendor and his performance analysis  
Asset management services: assist at the end of the month change in configuration / user / location non –performance report
- Quarterly  
PM & Inventory Report

Provision of Data Entry Operators:

- The quotationer shall provide minimum one regular data entry operator at the site for continuous services. The number shall vary depending upon the quantum of work / softwares to be used, liaisons with CWC / customs officers etc. which will be at the discretion of the quotations. The quotationer shall be liable to make payment to the DEOs and in no case shall CWC be liable to make payment to the DEOs. The service charges will not change with the change in number of DEO's appointed.

**Closing dates** : 12.05.2017 by 23.59 hrs online and 1700 hrs manually.

- Interested firms are hereby requested to furnish their proposals /rates addressed to the Regional Manager through:
  1. Electronic form at [rmmum@cewacor.nic.in](mailto:rmmum@cewacor.nic.in) or [cwcicdwaluj@yahoo.com](mailto:cwcicdwaluj@yahoo.com)
  2. Manually at the following address:
    - a) The Regional Manager  
Central Warehousing Corporation  
Regional Office, Mumbai  
Sector - 20, Near APMC Fruit Market,  
Turbhe Railway Station  
Vashi - 400703
    - b) The Manager  
Inland Container Depot, Waluj.  
Plot No. M-22, MIDC area,  
Bajaj Nagar, Wauj, 4,  
Aurangabad - 431136

**(On the letter head of vendor)**

Date :

To,  
The Regional Manager  
Central Warehousing Corporation  
Regional Office  
Mumbai.

**Subject: Submission of information and rates towards SNIQ for maintaining ESI facility at our Inland Container Depot, Waluj, Aurangabad (ICD, Waluj).**

Sir,

With reference to the above subject matter we are herewith submitting the following information along with relevant documents

<b>Vendor General Information</b>	
Name	
Organisation/firm (prop./partnership/Pvt co.etc)	
Operation address	
Details of Offices in India	
Telephone No. / Fax No.	
Website / Email address	
Service Tax Registration No.	
Sales Tax Registration No.	
PAN No.	
Details of experience (Please enclose all the copies of experience certificate)	

I/We hereby confirm that we have gone through and understood the SNIQ and our offer complies with the requirements / terms and conditions of the SNIQ and subsequent addendum / corrigendum thereof (if any), issued by CWC, without any deviation / exception / comments / assumptions.

We also confirm that we have quoted the rates without any condition and deviation.

The quotation has been submitted along with the required documents. We further confirm that we have quoted our rates as per the scope of work and for all the items.

Thanking you,  
Yours faithfully

(Vendor Name & Signature)  
Authorised Signatory

Date:  
Stamped/Seal of vendor.

**(To be filled by Vendor and self inked and stamped by Authorised signatory on Letter head of the vendor)**

<b>Date :</b>	
<b>QUOTATION</b>	
Particulars	Amount (Rs)
(i) Providing software solutions, networking and monitoring the interface	Lump sum Rate, for the services provided per month, exclusive of taxes, cess etc. levied by the Government from time to time
(ii) Report Management: Daily , Weekly ,Monthly	
(iii) Provision of Data Entry Operators  (details as specified in the Scope of work in SNIQ)	
	Rs...../- (Rupees..... .....only)

**Signature of Authorised Signatory**  
**Stamp & Seal of vendor**  
**Date:**