



GOVERNMENT OF INDIA
Ministry Of Finance
Department Of Revenue
LARGE TAXPAYER UNIT

1775, Jawaharlal Nehru Inner Ring Road, Chennai 6000101
Phone 2615 9000 Fax 2615 5282

C.NO. I/7/804/2017

Dated 01/03/2017

**Tender Document for Comprehensive Annual Maintenance Contract Of
Computers, Peripherals, Printers, Multifunction Devices, And Local Area Network At
Large Taxpayer Unit Chennai**

1. The Large Taxpayer Unit Chennai invites sealed quotations from reputed firms / companies engaged in the business of providing preventive and breakdown maintenance of computer systems for its Servers, Desktop Pcs, Printers, Multifunction Devices, Local Area Network including LAN switches installed at 1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar West Extn., Chennai 600101 for a period of one year from 1.4.2017 to 31.3.2018.
2. The tender forms complete in all respects should be submitted to the Commissioner, LTU Chennai, 1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar West Extn., Chennai- 600 101 by 16.00 hrs on 24.03.2017. The separate sealed covers should be super scribed in bold letters, “**Technical Bid**” or “**Financial Bid**” as the case may be.
3. The list of computer hardware items to be covered under the AMC are as per the Annexure - A enclosed.
4. Tenders will not be accepted after the time and date fixed for the receipt of tenders.

(S.Suresh Kumar)
ADDITIONAL COMMISSIONER (IT)

Notice Inviting Tender

(for Annual Maintenance Contract for Servers, desktop computers, Laptops,
Printers etc & Local Area Network)

Technical Bid.

1. The firm should be a registered company with the Registrar of Companies / Sales Tax / Service Tax department.
2. The firm should be in existence for a minimum of five years in the field of Computer Service Maintenance with a turnover of more than 50 lakhs during each of the last two years ending March 2017. (Requisite documents support this claim will have to be produced for verification)
3. The firm should have executed satisfactorily for a minimum of three AMCs (out of which one must be a Government Department or PSU) of 100 or more computers connected in LAN under Windows 2000 /Windows 2003 / Windows 2008 Server environment in the last three years.
4. The firm should be in possession of at least one AMC in respect of a Central Government Department or Central Government PSU during the financial year 2016-17.
5. The firm's AMC should not have been terminated due to deficiency of service in the last three years.
6. The firm should have expertise in trouble shooting Red Hat Linux Advanced Server Enterprise edition, Windows 8 Server and in LAN.
7. The firm must have expertise in onsite maintenance and repair of servers, clients, stand alone computers (Windows Vista / Windows 7 / Windows 8), Laptops, LaserJet Printers, network components and other hardware parts and accessories.

8. The following information have to be provided in support of the technical eligibility criteria.
- a. **Annexure B:** Annual turnover for the last five years. Turnover under Computer Service Maintenance to be shown separately.
 - b. **Annexure C:** List of at least five qualified engineers in the payrolls of the firm/company with details of qualification and more than three years of experience in the relevant field as per the following proforma.
 - c. **Annexure D:** List of all clients with name and complete address, contact person with telephone number and details of systems / devices where the firm is currently maintaining 100 or more computers in a single location.
 - d. **Annexure E:** Details of hardware under AMC along with no. of resident engineers provided and contract value.
9. In addition to the above the following documents should be provided.
- i. Service Tax Registration Certificate Copy
 - ii. PAN details.
 - iii. Company's Annual Report for the last Three years
 - iv. Copies of AMC contract with Other government Departments where AMC involved more than 100 desktop PCs

The technical bid should be enclosed in a separate sealed cover super scribed "TECHNICAL BID"

Only the firms meeting the above technical terms and conditions should submit their quotations in sealed cover. Technical Bid shall include documentary proof in respect of each of the above points of technical terms and conditions. Financial bids of firms who fail to fulfill any of the above conditions will not be considered.

Financial Bid.

1. The financial bid should contain the quotation for maintenance charges per item in terms of yearly basis only.
2. The financial bid should also mention the total maintenance charges for the whole year showing tax components separately.
3. The amount of AMC should include service tax and other taxes to be borne by the vender.
4. **No escalation of prices would be permitted on any ground during the AMC period.**
5. **The financial bid should be enclosed in a separate sealed cover super scribed "FINANCIAL BID".**

General Terms & Conditions

1. The contract period will be for one year from 1.4.2017 to 31.3.2018 and the rates quoted will remain in force during the period of contract.
2. The scope of work covers comprehensive annual maintenance of Hardware (such as Desktop computers, Laptops, Printers, multifunction devices, servers, scanners, networking components etc., of different make and model) and various software installed in all systems of LTU Chennai.
3. A qualified resident service engineer (graduate engineer BE/BTech) shall be stationed at LTU Chennai office premises. He shall attend to all calls during the time from 9-15 AM till 6-00 PM on all working days.
4. The resident service engineer shall also be available on Holidays whenever any requirements arise. Prior intimation will be given to the resident engineer, one day in advance.
5. It is the responsibility of the firm to provide standby resident engineer whenever the resident engineer is not available for any reason such as leave etc.
6. The service engineer shall attend to any complaint within 24 hours. As far as possible the repairs shall be carried out on site itself.

7. No revision of rates will be entertained during the contract period.
8. The firm shall prepare and maintain at the LTU office premises, a separate log book for each of the machine to be taken under AMC and preventive maintenance.
9. No advance payment in any case will be made. However, quarterly payment on pro rata basis will be made on satisfactory completion of the contract.
10. The AMC shall include installation, configuring all software's including Operating System and antivirus software's and installation of necessary drivers.
11. In case any equipment is taken outside the LTU Chennai office premises for the purpose of repairs, if any PC/printer is not attended/repared within forty eight hours, the firm shall provide a standby for the same immediately.
12. In case of replacement of any hardware parts such as Hard Disk, etc, the replacement should be of the same make and brand and either of the same configuration or higher.
13. The AMC will not cover Computer consumables.
14. The AMC is not transferable.
15. The tenders shall be addressed to the Commissioner (CE & ST), Large Taxpayer Unit Chennai, 1775 Jawaharlal Nehru Inner Ring Road, Anna Nagar Western Extension, Chennai-600 101.
16. Bidders who do not submit **Annexures B to E** along with tender documents are disqualified for not following the tender process and their Financial Bid will not be opened.
17. **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.**
18. **The sealed tenders shall be submitted in two separate sealed covers, one for Technical and one for Financial Bid.**
19. **The sealed tenders shall be submitted in this office either by post or in person so as to reach on or before 24-03-2017, 4.30 PM.**

20. In case of the firm backing out any time during the period of AMC without any explicit consent of this office, the firm will be liable to recovery at the rates that will have to be incurred by this office on maintenance of the machines/hardware for the balance period of the contract through alternative means.
21. If the firm fails to carry out repairs/provide any standby PC/printer within 3 days to the satisfaction of this office, a penalty of Rs 100/- per day will be charged for delay beyond three working days till such time the PC/printers are repaired.
22. Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Chennai jurisdiction only. The Office of the LTU is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.
23. This office reserves the right to terminate the services of the firm at anytime without giving any notice whatsoever.
24. If the services of the firm are terminated due to deficiency of firm the contract for the remaining period will be awarded to L2.
25. Not following any of the tender process in any manner will lead to automatic disqualification of the tenders.

General Information

1. LTU Chennai is a central government office housing Central Excise & Service Tax and Income Tax departments. It is an ultra-modern state of the art office having over 125+ computers in a centralized air conditioned atmosphere. The systems and other hardware items are kept in very controlled and dust free environment.
2. All supporting documents should be furnished without fail. This office will not call for any supporting documents not submitted with the bids subsequently. It is therefore advised that adequate care may be exercised in preparing and submitting the bids. It is reiterated that non compliance of any of the conditions mentioned in this document will render the bidder ineligible to participate in the AMC process.
3. Quotations received without sealed covers or quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reject any quotation without assigning any reason.
4. The rates quoted should be net and no discount, free services / offers quoted in the quotation will be considered.



(S.Suresh Kumar)

ADDITIONAL COMMISSIONER (IT)

Annexure A

List of Servers, Desktop PCs & Printers for AMC in LTU
Chennai during the year 2017-18

Server

1	HP ProLiant DL 180 Server (Windows 2008 - OS)	1 No.
2	HP ProLiant DL 180 Server (Red Hat Linux - OS)	1 No.

Desktop & Laptop

3	HP7700 Model- DeskTop	48 Nos.
4	HP7800 Model- DeskTop	48 Nos.
5	HP7900 Model- DeskTop	8 Nos.
6	HP8000 Model- DeskTop	4 Nos.
7	Dell Optiplex 980- DeskTop	8 Nos.
8	IMac- DeskTop	2 Nos.
9	HP8300 Model- DeskTop	5 Nos.
10	ACER Laptops A5745 Model	5 Nos.
11	HP core-i3 4130 Model- DeskTop	10 Nos.

Printers

12	HP LaserJet P3005	8 Nos.
13	HP Laser 3055	5 Nos.
14	HP CLJ 2600n	7 Nos.
15	HP Laser Color CP1020	1 No.
16	HP LaserJet M1522nf	4 Nos.
17	WEP HQ 1600 Dot Matrix	2 Nos.

Annexure B

S.NO	Financial Year	Total Turnover (in `)	Total Turnover under Annual Computer Maintenance (in `)
	2015-16		
	2014-15		
	2013-14		
	2012-13		
	2011-12		

ANNEXURE-C

S.NO	Name of the Qualified Engineer	Educational & Technical Qualification	Experience in IT Hardware	Contact No. (Mobile)

Annexure D

List of Clients with more than 100 Systems where AMC has been undertaken

S.NO	Name of the Client	Complete Address of the Client	Contact person with Telephone No and Mobile No	Name of the Resident Engineer with Contact No.	Indicate whether the client is private/PSU/Govt. Dept

S.No.	Name of the Client	No. of Servers	No. of Desktop PCs	No. of Printers	Value of Contract	Period of Contract

Annexure E
Details of System Configuration under AMC

S.NO	Name of the Hardware (Indicate Desktop PC/Server/Printer etc)	Configuration in brief	No	Year