



OFFICE OF THE COMMISSIONER OF GST & CENTRAL EXCISE:: AUDIT –I
 COMMISSIONERATE:: NO.1775, JAWAHARLAL NEHRU RING ROAD::
 ANNA NAGAR WEST EXTENSION:: CHENNAI-600 101.
 Phone No.044-2615 9247 and Fax No.044-2615 5200

C.No.IV/I/1/2019 systems

Date: 28/03 /2019

NOTICE INVITING e-TENDER for providing Comprehensive Annual Maintenance Contract Of Computers, Peripherals, Printers, Multifunction Devices, server and Local Area Network

The office of the Commissioner of GST and Central Excise, Audit-I Commissionerate, Chennai-600 101 invites e-tenders in two separate Offers, one for Technical bid and the other for Financial bid in the prescribed proforma from reputed, registered firms / companies engaged in the business of **Maintenance Of Computers, Peripherals, Printers, Multifunction Devices, Servers and Local Area Network** as specified in the scope of work on monthly basis for its office located at 1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar Western Extension, Chennai- 600101 for a contract period of one year from 01.05.2019 to 30.04.2020.

SCOPE OF AMC REQUIRED TO BE PROVIDED BY THE CONTRACTOR**LIST OF DESKTOPS AND PRINTER FOR AMC 2019-2020**

S.NO	Items	QTY	RATE PER UNIT PER ANNUM	TOTAL AMOUNT PER ANNUM W/O GST	GST%	TOTAL AMOUNT WITH GST
	SERVER					
1	HP proliant DL180 server(Windows 2008-OS)	1				
2	HP proliant DL180 server(Red Hat Linux-OS)	1				
	DESKTOP & LAPTOPS					
3	HP 7700P Model-Desktop	45				
4	HP 7800P Model-Desktop	48				
5	HP 8000P Model-Desktop	7				
6	Dell Optilex 980- Desktop	7				
7	IMAC -DESKTOP	2				
8	HP 8300P Model-Desktop	5				
9	ACER Laptop A5745 Model	6				
10	HP probook 440	4				
11	HP Core-i3-Desktop	25				
12	HP Pro 6305	2				
13	Dell AIO 9080	5				
	TOTAL	156				
	PRINTERS/SCANNERS					
14	HP LASERJET MFP1522	4				
15	SAMSUNG ML2161	1				
16	HP LASERJET 2055DN	1				
17	HP LASERJET 3005	4				
18	HP LASERJET 1536 DNF MFP	1				
19	HP SCANNERG2410	1				
20	HP LASERJET MFP128FN	7				
21	HP LASERJET 3055	4				
22	HP LASERJET 2600N(COLOR)	6				

23	HP LASERJET 1025(COLOR)	2				
24	HP LASERJET 1020 PLUS	5				
25	HP LASERJET P1108	7				
26	EPSON SCANNER DS50000	1				
	TOTAL	44				

1. Document Download:

Tender documents may be downloaded from CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in TIME SCHEDULE as under by the bidders having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust to the Root Certificate of CCA.

TIME SCHEDULE OF TENDER

S.No	Particulars	Date	Time
1	Tender e-publish date	28.03.2019	17:00 hrs
2	Document download start date	29.03.2019	10:15 hrs
3	Start date for seeking clarification (on-line)	01.04.2019	11:00 hrs
4	Last date for seeking clarification (on-line)	08.04.2019	17:00 hrs
5	Bid submission start date	10.04.2019	11:00 hrs
6	Bid submission last date	22.04.2019	16:00 hrs
7	Tender opening date (Qualifying Bid)	23.04.2019	17:00 hrs

2. Bid Submission:

- i. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Tenderer/Contractor are advised to follow the instructions —Instructions to Bidder for Online Bid Submission provided in the Annexure for online submission of bid.
 - ii. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
3. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> **shall not tamper/modify the tender form in any manner.** In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with this Office.
 4. Intending tenderers are **advised to visit again CPPP website** <https://eprocure.gov.in/eprocure/app> **regularly till closing date of submission** of tender for any corrigendum / addendum/ amendment.
 5. The tenders should fulfil the following eligibility conditions:-

Technical Bid.

1. The firm should be a registered company with the Registrar of Companies /GST.
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 2019. (Requisite documents support this claim i.e TABLE-1 certified by Chartered accountants)
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/ Red Hat Linux Servers 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 2018-19.
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 Linux /windows 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. **All the documents should be signed by the authorized person with rubber stamp and date.**

**ANNEXURE –A : TECHNICAL BID DOCUMENT WITH TABLES 1,2 AND 3
WITH NECESSARY ENCLOSURES.**

ANNEXURE –C : TENDER ACCEPTANCE LETTER

ANNEXURE D : UNDERTAKING BY THE BIDDER

9. In addition to the above the following documents should be provided.

- i. GST 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
- v. Signed and scanned copy of Tender Acceptance Letter & Letter of authorization to submit the bid.
- vi. **An undertaking (self-certificate) that the agency has not been black listed by a Central /State / UT Government institution and there has been no litigation with any government department on account of it services.**
- vii. Signed and scanned copy of Technical bid document.
- viii. Signed and scanned copies of GST returns for the year 2017-18 AND 2018-19

6. Bids will be opened as per date /time as mentioned in the **Time schedule of Tender**. After online opening of Technical Bid the results of their qualification as well Financial Bid opening will be intimated later.

- i) The agreement will be in force for a period of one year from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period of 12 months subject to satisfactory performance and on mutually agreed terms and conditions.
- ii) **Conditional tenders, late tenders, tenders incomplete or not meeting all the tender conditions specified herein will be rejected.**
- iii) This office reserves the right to accept or reject any tender in part or full or without assigning any reasons thereof.

Financial Bid.

1. The financial bid should contain the quotation for maintenance charges per item in terms of yearly basis only --- **SCHEDULE OF PRICE (rate for BOQ)**
2. The financial bid should also mention the total maintenance charges for the whole year showing tax components separately.
3. **The amount of AMC is exclusive of GST** 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. Enclosure to financial bid in pdf
6. price bid undertaking--- **ANNEXURE - B**

General Terms & Conditions

1. The contract period will be for one year from 1.5.2018 to 30.4.2019 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(including fuser assembly), multifunction devices, servers, scanners, networking components etc., of different make and model) and various software installed in all systems of this office.
3. A qualified and experienced resident service engineer (graduate /DIPLOMA),shall be stationed at our 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 immediately. As far as possible the repairs shall be carried out on site itself and shall maintain record to that effect.
7. No revision of rates will be entertained during the contract period.

8. The firm shall prepare and maintain at this 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. PC/printer/Mother Board /CPU may be taken outside the office premises for the purpose of repairs, with prior approval of supdt (computers) with necessary permission letter and if not repaired within forty eight hours, the firm shall provide a standby for the same immediately and 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. Entry must be made in the register maintained in the Computer section , to that effect.
12. The AMC will not cover Computer/printer consumables.
13. The AMC is not transferable.
14. Bidders who do not submit **Annexures A TO D AND TABLES 1,2, AND 3** along with tender documents will be disqualified for not following the tender process and their Financial Bid will not be opened.
15. **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the TENDER process.**
16. 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.
17. 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.
18. The agency shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the agency personnel shall be charged to the agency and recovered from its dues / bills.
19. All existing statutory regulations of **both State & Central governments** shall be adhered to & complied with by the agency and all records maintained thereof should be available for scrutiny by this Office. The agency shall strictly comply with

the terms and conditions of the agreement which will be executed with the successful tenderer. Failure by the agency to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.

20. 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. this office is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.
21. This office reserves the right to terminate the services of the firm at anytime without giving any notice whatsoever.
22. If the services of the firm are terminated due to deficiency of firm the contract for the remaining period will be awarded to L2.
23. Not following any of the tender process in any manner will lead to automatic disqualification of the tenders.
24. This office reserves the right to postpone / and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same, without assigning any reason thereof.
25. **All the documents should be signed by the authorized person with rubber stamp and date and attestation wherever necessary.**

General Information

1. Audit I commissionerate is a central government office and is an ultra-modern state of the art office having over 150+ 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 tender process.
3. Financial/technical bids received without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reject any quotation / cancel the tender without assigning any reason.
4. The rates quoted should be net and no discount, free services / offers quoted in the quotation will be considered.

SUBMISSION OF TENDER

- i) The tender shall be submitted online in Two parts viz. Technical bid and Financial bid.
- ii) All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- iii) The offers submitted by Telegram / Fax / Email shall not be considered. No correspondence will be entered in this matter. After opening of Technical Bid, the original documents as per requirement of the e-tender document will be verified by this office.
- iv) This office reserves the rights to seek any document in original in respect of I.T. Return / Experience / GST Returns. for verification at any stage of tender process.
- v) After evaluation of technical bid, bidders will get the information regarding their eligibility / pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to successful bidders. The bidders can check the same from the portal.
- vi) The financial bid of the successful bidders (i.e. qualified in the technical bid) will be decrypted and opened on-line, on the scheduled date after the pre-schedule time by the bid openers. The bidders will get the information regarding the status of their financial bid and ranking of bidders on the website.


28/3/19
(A. PRAMEELA ROSE)
ASSISTANT COMMISSIONER

ANNEXURE-A
TECHNICAL BID DOCUMENT

- 1 Name of the party :
- 2 Address with Telephone No. / Mobile No. / Fax No:
- 3 Name & Address of the proprietor / Partners /
Directors (with Mobile No.) :
- 4 Contact person(s) (with Mobile No.) :
- 5 Details of client s with more than 100 systems in
providing Computer AMC services (enclose proof
such as Performance Reports from clients (or) TDS
copies Table : 3 :
- 6 Average Annual Turnover for last 5 years certified
by Chartered Accountant Table:1 :
- 7 Permanent Account Number (PAN) (The evidence
for filing of IT returns along with Profit & Loss
Account & Balance sheet for the last three financial
years 2015-16 , 2016-17 AND 2017- 18 to be enclosed) :
- 8 Details of GST Registration along with evidence
with GST RETURNS FOR THE YEARS 2017-18 ,2018-19
9. List of qualified Engineers in the organization(**Table 2**):

DECLARATION

I / We hereby certify that the information furnished above is true and correct to the best of my/ our knowledge. I /We understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

Date:

Place:

Signature of the authorized person
(Name and Designation)

ANNEXURE-B

ENCLOSURE TO THE FINANCIAL BID DOCUMENT

PRICE BID UNDERTAKING

From: (Full name and address of the Bidder)

To,

The Commissioner of GST & Central Excise,
Audit-I Commissionerate,
1775, Jawaharlal Nehru Inner Ring Road,
Anna Nagar Western Extension,
Chennai-600101.

Dear Sir/Madam,

I submit the Price Bid for _____ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, inclusive of all applicable taxes except GST.

Yours faithfully

Signature of the authorized person

SCHEDULE OF PRICE (ITEM RATE BOQ)

Tender Inviting Authority: Office of the Commissioner of GST & Central Excise, Audit-I
Commissionerate, Chennai

Name of the work COMPUTER AMC SERVICES

Contract No. C.No systems

LIST OF DESKTOPS AND PRINTER FOR AMC 2019-2020

S.NO	Items	QTY	RATE PER UNIT PER ANNUM	TOTAL AMOUNT PER ANNUM W/O GST	GST%	TOTAL AMOUNT WITH GST
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1	HP proliant DL180 server(Windows 2008-OS)	1				
2	HP proliant DL180 server(Red Hat Linux-OS)	1				
	DESKTOP & LAPTOPS					
3	HP 7700P Model-Desktop	45				
4	HP 7800P Model-Desktop	48				
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7	IMAC -DESKTOP	2				
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10	HP probook 440	4				
11	HP Core-i3-Desktop	25				
12	HP Pro 6305	2				
13	Dell AIO 9080	5				
	TOTAL	156				
	PRINTERS/SCANNERS					
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15	SAMSUNG ML2161	1				
16	HP LASERJET 2055DN	1				
17	HP LASERJET 3005	4				
18	HP LASERJET 1536 DNF MFP	1				

19	HP SCANNERG2410	1				
20	HP LASERJET MFP128FN	7				
21	HP LASERJET 3055	4				
22	HP LASERJET 2600N(COLOR)	6				
23	HP LASERJET 1025(COLOR)	2				
24	HP LASERJET 1020 PLUS	5				
25	HP LASERJET P1108	7				
26	EPSON SCANNER DS50000	1				
	TOTAL	44				

TOTAL IN FIGURES

QUOTED AMOUNT IN WORDSRSONLY.. (exclusive of GST)

signature of authorised person and seal

ANNEXURE-C**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

Date:

To,
The Commissioner of GST & Central Excise,
Audit-I Commissionerate,
1775, Jawaharlal Nehru Inner Ring Road ,
Anna Nagar Western Extension,
Chennai – 600101.

SIR,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents 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/ organizations too have also 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 the 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-D
UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm M/s
has not been **blacklisted** by any Govt. Department / Public Sector Undertaking /
Autonomous Body.

2. I Son / Daughter / Wife of
Shri..... Proprietor / Partner / Director / Authorized signatory
of M/s am competent to sign this declaration and execute this
tender document.

3. I have carefully read and understood all the term and conditions of the tender and
undertake to abide by them.

4. The information / documents furnished along with the above application are true
and correct 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.

5. I/We understand that in case any deviation is found in the above statement at any
stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with
the Department in future.

Date :

Signature of the authorized Signatory of the firm

Place :

Company / Office Stamp / Seal

Annexure-E

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link —**Online bidder Enrollment** on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules.
These tenders can be moved to the respective My Tenders' folder.
This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of offers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, etc) has been provided to the bidders. Bidders can use —My Space or —Other Important Documents— area available to them to upload such documents. These documents may be directly submitted from the —My Space area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as —offline to pay the Earnest Money Deposit(EMD) as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy

- and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be filled by all the bidders in the given format.
 - 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
 - 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 9) Upon the successful and timely submission of bids (i.e. after Clicking —Freeze Bid Submission in the portal), the portal will give a successful bid submission message.
 - 10) Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
 - 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

TABLE - 1

S.NO	Financial Year	Total Turnover (in `)	Total Turnover under Annual Computer Maintenance service (in `)	GST/SERVICE TAX PAID
	2018-2019			
	2017-18			
	2016-17			
	2015-16			
	2014-15			

**SIGNATURE OF THE AUTHORISED PERSON
AND ATTESTED BY THE CHARTERED ACCOUNTANT
WITH STAMP**

TABLE - 2

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

Signature of the authorized person
(Name and Designation)

TABLE - 3**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	CONFIGURATION IN BRIEF

Signature of the authorized person
(Name and Designation)