



**OFFICE OF THE COMMISSIONER OF CGST & CENTRAL EXCISE  
CHENNAI OUTER  
NEWRY TOWERS, NO.2054, I BLOCK, II AVENUE, 12<sup>TH</sup> MAIN ROAD, ANNA NAGAR,  
CHENNAI-40.**

**Phone No. 044-26142777      Email ID: ictgst-outer-tn.gov.in**

C.No.IV/16/266/2020-21-ICT

Dated: 10.03.2020

**Sub:-Notice inviting E-Tender Document for Annual Maintenance Contract of Computers, Printers, and Laptops for Chennai –Outer Commissionerate.**

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The Office of the Commissioner of GST and Central Excise, Chennai –Outer Commissionerate, invites e- tender quotations from experienced, eligible, reputed, registered firms/companies engaged in the business of providing Annual Maintenance Contract Services of Computers, Printers and Laptops available at CGST & Central Excise Chennai Outer Commissionerate, Newry Towers for a period of one year from 01.04.2020- 31.03.2021.

The tender documents viz. Qualifying Technical Bid (Annexure-B) and Financial Bid (Annexure-C) along with Scope of work, eligibility criteria, terms and conditions, Tender Acceptance letter (Annexure A) can be downloaded from Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app>. Duly filled in documents complete in all respects should be uploaded by the bidders having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. Of India.

**TIME SCHEDULE OF TENDER**

SL.NO	PARTICULARS	DATE	TIME
1	Tender e-publish date	11.03.2020	16.00 HRS
2	Document download start date	11.03.2020	17.00HRS
3	Bid submission start date	16.03.2020	17.30 HRS
4	Start date for seeking clarification (on-line)	11.03.2020	17.30HRS
5	Last date for seeking clarification (on-line)	17.03.2020	11.00HRS
6	Bid submission last date	23.03.2020	11.00 HRS
7	Tender opening date (Technical)	24.03.2020	11.00 HRS

The Tenders/Quotations which are incomplete and /or filed after the due date shall be summarily rejected. This office reserves the right to accept or reject any or all tenders without assigning any reason.

The approximate number of computers/laptops/Printers, to be covered under AMC is as mentioned below:

Name of the items	Numbers (Approximate)
Computers	137
Printers(laserjet,Inkjet)	62
Laptops	11

**(A) TECHNICAL TERMS & CONDITIONS:**

1. The firm should be in the business of maintenance of Computer systems, Laptops, printers, and laptops for at least last 5years & must provide satisfactory service certificate from at least two Central Government organizations (Ministries, Government Department, PSUs etc.)(Requisite documents to support this claim will have to be produced for verification).
2. The firm must be willing to provide onsite support for PCs, Laptops, Printers of different makes and models.
3. The firm should have experience in providing maintenance services at multiple locations.
4. The firm should be registered with the GST and possess valid GST Registration Number.
5. The firm should submit the complete list of the Hardware & Network engineers on payroll of the firm with qualification & experience as well as list of engineers whom they will provide to this office in case they are selected in the tender.
6. The address of the office and Service centre with Telephone/Mobile No., Fax Nos. and email IDs in Chennai should be given.
7. A general undertaking that all terms and conditions of this Bid Document are acceptable in the format is placed at **Annexure-A** to this document. This needs to be signed by authorized person of the applying firm.

**Only the firms meeting the above technical terms and conditions should submit their quotation in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of firms, who fail to fulfil any of the above conditions, will not be considered. However, in case sufficient numbers of quotations are not received, and then the scrutiny committee/Commissioner of GST, Chennai Outer, reserves the right to relax the conditions mentioned in 'Technical Terms & Conditions'. The scrutiny committee/Commissioner of GST, Chennai Outer, also reserves the right to order re- tendering afresh.**

**(B) FINANCIAL TERMS & CONDITIONS:**

- 1) The rates may be quoted on comprehensive basis for the computers, laptops and printers in the Performa placed at Annexure – C in sealed cover. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, and configuration of applications (client/server).
- 2) The amount of AMC should include GST and other taxes to be borne by the vendor.

- 3) The quotations should be accompanied by an earnest money deposit of Rs. 10,000/- (Rupees Ten Thousands Only) in the form of Bank Draft or Bank Guarantee in the name of the "PAY AND ACCOUNTS OFFICER, CENTRAL EXCISE, CHENNAI" payable at Chennai. Cash and cheque will not be accepted. Quotations received without earnest money shall be summarily rejected without assigning any reason thereof and applicant shall not have any right to represent against it, even if, his quotation happens to bear the lowest amount. The earnest money deposit shall be returned to the unsuccessful bidder after the finalization of the contract. The firm whose quotation is finally accepted, the earnest money deposited with the Tender Document will be adjusted towards Performance Security in the form of Bank Guarantee. The Bank Guarantee should be valid for a period of Sixty days beyond the date of completion of all contractual obligation of the successful bidder. The security deposit will be released after satisfactory completion of the contract.

### (C) GENERAL TERMS AND CONDITIONS:

#### 1. Scope of work:

i) There are around (1) 63 - Desktop Computers of various brands (2) 74- All in One PC's (3) 11- Laptops (4) 51 Laser jet printer (black) (5) 2 -HP Pro Office jet Printer ( All in One) (6) 5 -HP Laser jet Colour Printer and (7) 4 - HP laser jet All in One printer (Black).

ii) To provide regular on-site Preventive maintenance.

iii) The AMC shall be a comprehensive contract for servicing/maintaining all the parts of the Machines/accessories/peripherals including parts such as Printer Heads/Drums/Teflon sheets/keyboards/mouse etc.

iv) To ensure all the above said items are in proper working condition. If required, replacement of old and defective parts with new genuine parts should be made at no extra cost.

#### 2. Deployment of Engineer/s:

(i) The vendor will provide **Two** Resident Engineers from **9.15 AM to 5.45 PM** on all working days (Monday to Fridays) at Office of GST and Central Excise, Chennai Outer Commissionerate, Newry Towers, Anna Nagar.

(ii) The services of the engineers of the contractor may be required on non- working days or beyond office hours on working days on some occasions to meet the demands of any emergency situation. The contractor shall ensure that on such occasions also, the personnel are deputed with no extra cost.

(iii) The engineers should be qualified Degree/Diploma Engineer with an experience of not less than 3 (Three) years in Computer Hardware as well as Software maintenance. The Firm is required to provide evidence in dealing/maintenance in respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.

- (iv) The resident service Engineers provided by the firm shall not be changed frequently. However, if found incompetent by the officers of Commissionerate, the Resident Service Engineer/s shall be changed by the vendor immediately.
- (v) The engineers must be equipped with mobile phone provided by his company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided.

**Only the firms meeting the above terms and conditions should submit their quotation in sealed cover. The Firm fails to fulfil any of the above conditions will be disqualified.**

**3. Service Assurance:**

- (i) The Firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed / located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Inspector (Systems/Computer Cell) would assist the firm in this task and ensure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printer, key board, mouse etc, from outside with liquid cleaner should be done once in a month. A preventive Maintenance Report (quarterly) would be submitted along with the quarterly bill in the name of "Commissioner, GST, Chennai Outer Commissionerate", failing which an appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of satisfactory report of the Superintendent (Systems/Computer Cell) of this Commissionerate.
- (ii) The schedule of preventive maintenance shall be as follows:
  - Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
  - Checking of power supply source for proper grounding and safety of equipments.
  - Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
  - Scanning of all types of virus and elimination and vaccination of the same.
  - Shifting of equipment within the building as and when required.
- (iii) The service engineers would have to take up call and report the fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM, Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of device-drivers of the machine (branded one like HP, HCL, IBM etc.) they will be required to arrange the same themselves from their sources.
- (iv) The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
- (v) Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part

at no cost. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system at no cost.

- (vi) In case of failure of computer/Laptops due to any reason, the computer shall be made up and running immediately so that the downtime shall not exceed three hours.
- (vii) The firm shall be responsible for taking backup data and program available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.
- (viii) The contract will be valid for a period of **One Year** and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period. It will be open to the Office of the Commissioner of GST, Chennai to extend the term of the agreement on the same terms and conditions for a further one year, if necessary.
- (ix) The AMC exclude clause: AMC will not include computer stationery like paper /ribbons / toners / inkjet cartridges/Cables/Teflon/Networking switches.
- (x) The vendor shall check all the computers/Printers/UPS/Scanners within 3 days of signing of the contract and submit report to the Superintendent (Systems/Computer Cell). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.
- (xi) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of competent authority regarding non availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- (xii) At the end of the AMC contract period, both the user and AMC holder shall certify separately that the computer systems/electronic device are in satisfactory working condition and that no fault or complaints are pending.
- (xiii) It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- (xiv) The above act of backing out would automatically debar the firm from any further dealing with this Department.
- (xv) This Commissionerate shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.

- (xvi) The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the relevant period of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- (xvii) Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by this office whose decision shall be final and conclusive.
- (xviii) In case of any dispute of any kind and in any respect whatsoever, the decision of this office shall be final and binding.
- (xix) This office has the right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons.
- (xx) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- (xxi) At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in nonworking condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

#### 4. Penalty:

- (i) If the firm does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registered.
- (ii) If the company fails to repair/replace the system for one week, the system may be repaired from the other company/Firm & made functional and the expenditure incurred there on shall be recovered from the AMC Holder Company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- (iii) If the company fails to clean the equipments under AMC on monthly basis, a penalty of Rs. 1,000/- each month shall be levied.
- (iv) The Service Engineers will have to make attendance in the attendance sheet placed at system/Computer section of this office. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @Rs.500/- for each day of absence, from the contracted amount
- (v) Penalty shall be deducted from the running payments.

**5. Payment:**

- a) No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- b) The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

6. The interested vendors may carry out the survey of computers before submitting their tenders.

7. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance during the contract of AMC. In case contract is given for higher number of equipments than number as per the Annexure-C, then proportionate amount of contract will be increased, if number is reduced, then proportionate amount of the contract will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.

8. The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.

9. The tender notice is also available at the official website [www.cbec.gov.in](http://www.cbec.gov.in) and on notice board of this Commissionerate.

  
(SUPRIA CHANDRAN)  
ASSISTANT COMMISSIONER(ICT)

Copy to:

1. The PRO, Chennai Outer/North/South to put up on the Notice Board.

Annexure-A

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS  
CONTAINED IN THE TENDER DOCUMENT**

To,

Office of the Commissioner of GST & Central Excise,  
Chennai Outer, Newry Tower, 2054 II Avenue  
12<sup>th</sup> main Road, Anna Nagar,  
Chennai-40

Sir,

- I have carefully gone through the Terms and Conditions contained in the Tender Notice No.---  
----- dated.....regarding on site Comprehensive  
Annual Maintenance Contract of Computers, Printers and Laptops in the Headquarter Offices/s  
under jurisdiction of the Commissioner of GST, Chennai Outer, situated at Newry Towers, Anna  
Nagar.
- 2. I declare that all the Terms and Conditions of this Tender Notice are acceptable to my  
Company/Firm. My Company/Firm does not have any terms and conditions of its own in  
respect of quotation being submitted for Comprehensive Annual Maintenance Contract.
- 3. I further certify that I am an authorized signatory of my company and am, therefore, competent  
to make this declaration.

Yours Very Truly,

Signature of authorized signatory

Date:

Name:

Designation:

Name of firm:

Address:



**Technical Bid**

**(To be filled by the authorized signatory of the firm & this is to be put in sealed Envelope superscribed with Technical Bid for AMC of Computer & peripherals)**

1	Name of the Organization / Firm along with Registered Address, Telephone, Mobile No., email id & Fax No.	
2	Name(s) of the Proprietors/Partners/director along with their mobile numbers	
3	Address of local branch (Chennai) with their telephone No .and Faxes	
4	GST Registration Number (copy to be attached)	
5	Permanent Account Number of the firm. (Copy of Pan Card to be attached)	
6	Total Engineer working under this firm.	
7	Whether the firm has experience in providing their services at multi-locations?	
8	Whether the firm is in business of maintenance of Computers, Printers, and Laptops last Five years?	
9	Name(s) of the Two Public Sector/Govt Organization to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/ Public Sector) in last five years.	
10	Whether the firm is willing to provide onsite support for PCs, Laptops and Printers.	
11	Whether undertaking as per Annexure-A duly filled and signed by authorized person of the firm?	

Signature of authorized signatory

Date:

Name:

Designation:

Name of firm:

Address