
 <p>Azadi Ka Amrit Mahotsav</p>		Phone No: 044-28331153 Fax No. 044-28331050/1015 email : ccu-cexchn@nic.in
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माल और सेवा कर एवं केन्द्रीय उत्पाद शुल्क प्रधान मुख्य आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF GST & CENTRAL EXCISE
तमिलनाडु एवं पुदुच्चेरी अंचल / **TAMILNADU & PUDUCHERRY ZONE**
सं. 26/1, महात्मा गांधी मार्ग, चेन्नई - 600 034
No.26/1, MAHATHMA GANDHI ROAD, CHENNAI - 600 034

**Sub:-Notice inviting Quotations for Maintenance Contract of Computers,
Printers and Laptops for Chief Commissioner's Office for the period
from Apr 2022- Mar 2023 -Reg:**

Chief Commissioner's Office invites "Quotations in Sealed Covers" from experienced, eligible, reputed, registered firms/companies engaged in the business of providing Maintenance Contract Services of Computers & Printers available at "OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF GST & CENTRAL EXCISE , GST BHAWAN for a period from April 1st 2022- to March 31st 2023.

The interested firms should submit their tenders in two-bid system i.e. Technical bid and Financial bid separately inside the main envelope. The technical bid and the financial bid should be sealed by the bidder in separate envelopes duly Superscribed with "Technical bid for AMC of computers, printers, and peripherals" and "Financial bid for AMC of computers, printers, and peripherals" respectively and both these sealed covers are to be put in a bigger envelope which should also be sealed and duly Superscribed with "Bids for AMC of Computer, Printers and peripherals" and the same addressed to the Additional Commissioner, Principal Chief Commissioner's Office, Nungambakkam, Chennai and handed over in sealed (wax -sealed) cover to the Superintendent (Computers) Room No. 406, 4th floor at OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF GST & CENTRAL EXCISE ,Tamil Nadu & Puducherry Zone, GST BHAWAN, Nungambakkam, Chennai-600034.

Last date of receipt of the Tender: 23/02/2022 up to 17:00 Hrs.
Date of opening of Tender : 24/02/2022 @ 15:00 Hrs

The Tenders/Quotations which are received 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 requirements and conditions needs to be fulfilled by the vendor are specified as follows:-

(A). TECHNICAL TERMS & CONDITIONS:

1. The firm should be in the business of maintenance of Computers and its peripherals for at least

- last 3 years & 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 enclosed in the Sealed Tender).
2. The firm must be willing to provide onsite support at Chief Commissioner's Office, Nungambakkam Chennai for PCs, Printers, Scanner, UPS of different makes and models, etc.
 3. The firm should be registered with the GST, possess valid GST Registration Number & PAN number. (Copy to be enclosed)
 4. The firm should submit the qualification & experience of the engineer whom they will provide to this office in case they are selected in the tender.
 5. A general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at **Annexure-A** to this document. This needs to be signed by an authorized person of the applying firm.
 6. The firm's AMC should not have been terminated due to deficiency of service in the last five years. The bidder should not have been disqualified /debarred/blacklisted by any Government office/Semi-Government office/PSU/Bank for any default for such services in the past; An undertaking on his/her letter head declaring as follows should be given; **"We have not been disqualified/debarred/blacklisted by any Government office/Semi- Government Office/PSUs/Banks for any default for such services in the past."** The letter of undertaking to be enclosed.

Only the firms meeting the above technical terms and conditions should fill proforma placed at **Annexure-B** and submit their quotation in sealed cover/envelope super scribed with **"Technical Bid for AMC of Computer & peripherals"**. 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 fulfill any of the above conditions, will not be considered.

(B). FINANCIAL TERMS & CONDITIONS:

- 1) The rate should be quoted on comprehensive basis in the proforma placed at **Annexure – C** in sealed cover which includes replacement of any items / spare parts of goods / standard quality for keeping the machines active and free from any defects / disturbance, 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) All spare parts of the machines covered under AMC such as motherboard, processor, PCBs, RAM, Hard-disk, SMPS, paper roller, slew roller, separation pad, solenoid switch etc. (Original spare parts only) would be replaced by the company free of cost during the AMC period
- 3) The amount of AMC should include GST (TDS if applicable) and other taxes to be maintained separately.
- 4) The quotations should be accompanied by an earnest money deposit of Rs. 10000/- (Rupees Ten Thousand Only) which shall be in the form of Demand draft from any Nationalized Bank / Scheduled Bank drawn in favour of "PAY AND ACCOUNTS OFFICER, GST & CENTRAL EXCISE, CHENNAI." Payable at Chennai and shall be submitted in person to the Superintendent (Computers) on or before the bid submission **last date i.e. 23.02.2022 before 15:00 hours**. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money

Deposit.

5) No other form of deposit towards Earnest Money shall be accepted.

6) Tenders not accompanied by the Earnest Money Deposit in the manner prescribed in para 4 will be summarily rejected. No exemption from payment of EMD is available to any bidder for any reason whatsoever, except MSE's as defined in the MSE Procurement Policy issued in Department of MSME (or) are registered with the Central Purchase Organization or the concerned Ministry or Department.

(C). GENERAL TERMS AND CONDITIONS:

1. Scope of work:

1.1 The scope of work covers maintenance of Hardware (such as Computers, Printers, Scanner etc. of different makes & models), various Software installed in the Commissionerate, assistance in video conferencing and any other work related to computers given by Superintendent(Computers), Chief Commissioner's Office.

1.2 To provide regular on-site Preventive maintenance.

1.3 To attend the calls of users and resolve their issues. If deemed necessary replace the old & defective parts with new genuine parts of the machines and maintain its record.

2. Deployment of Engineer:

2.1 The vendor will provide **One Resident Engineer** from 9.00 AM to 6.30 PM on all working days (Monday to Fridays).

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

2.3 The engineer should be qualified Diploma Engineer/Certificate holders in carrying out hardware/software related works with an experience of not less than two years. The Firm is required to provide evidence in respect of qualification and experience of the service engineer, which would be checked by this Office to verify his suitability/competency.

2.4 The resident service Engineer provided by the firm shall not be changed frequently. However, if found incompetent by the officers of the Chief Commissioner's Office, the Resident Service Engineer shall be changed by the vendor immediately.

2.5 The engineer must be equipped with mobile phone provided by company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided.

2.6 Where the resident engineer becomes non-available due to reasons as resignation etc., an immediate replacement has to be provided by the contractor.

2.7 The resident engineer shall not be assigned any new or additional work by the contractor without the explicit concurrence of the head of the Computer section in this office. The resident engineer once provided shall not be withdrawn /removed or replaced with another engineer or disturbed from attending to the calls in this office, by the contractor, without proper, prior explicit concurrence of this office.

2.8 It is the responsibility of the firm to provide standby resident engineers whenever the resident engineer is not available for any reason such as leave etc. and pay the

salaries of the Resident engineers on time. The welfare of the Resident engineers (e.g. timely payment of salaries etc.) may be ensured so that it does not affect the AMC services to this department adversely.

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

3. Service Assurance:

3.1 The Firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipment 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. Superintendent (Computers) would assist the firm in this task and ensure this to be done under his supervision.

3.2 The schedule of preventive maintenance shall be as follows:-

- (a) Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
- (b) Checking of power supply source for proper grounding and safety of equipment.
- (c) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- (d) Scanning of all types of virus and elimination and vaccination of the same.
- (e) Shifting of equipment within the building as and when required.

3.3 The service engineer would take up any reported fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. In case any equipment is taken outside the office premises for the purpose of repairs, if any PC/printer is not attended/ repaired within forty eight hours, the firm shall provide a standby for the same immediately. 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.

3.4 No components/spares/computer parts shall be removed/replaced without explicit concurrence from the Competent Authority.

3.5 The firm will also provide maintenance and repair services on holidays in case of emergency or whenever the Chief Commissioner's office functions/ requires so. Such work timings / days of necessity shall be notified by this office in advance for which no extra charges will be made.

3.6 The AMC shall include installation of Computers and printers, configuring all software including operating system, antivirus software and installation of necessary drivers, networking maintenance and preventive maintenance. 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.

3.7 Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.

3.8 In case of non-availability of drivers of the machine (branded one like HP, HCL, IBM etc.) they will be required to arrange themselves from their sources.

3.9 The firm shall be responsible for taking back up 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.

3.10 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 Chief Commissioner's Office, Nungambakkam, Chennai to extend the term of the agreement on the same terms and conditions for a further one year, if necessary.

3.11 AMC exclude clause:- AMC will not include computer stationery like paper / toners / cartridges.

3.12 The vendor shall check all the machines covered under AMC within 5 days of signing the contract and submit report to the Superintendent (Computers). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.

3.13 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 nonavailability 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.

3.14 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.

3.15 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.

3.16 The above act of backing out would automatically debar the firm from any further dealing with this Department.

3.17 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 currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm & no explanation will be given in this regard to the firm.

3.18 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.

3.19 In case of any dispute of any kind and in any respect whatsoever, the decision of this office shall be final and binding on the firm.

3.20 This office has the right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons.

3.21 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.

3.22 At the time of expiry of contract all the equipment 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:**

4.1 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. 100/- per day shall be levied w.e.f. time and date of complaint registered.

4.2 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 covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.

4.3 If the company fails to clean the equipment under AMC on quarterly basis, a penalty of Rs. 500/- each month shall be levied.

4.4 The Service Engineer should be punctual & will have to make attendance in the attendance sheet placed at Computers 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.

4.5 Penalty shall be deducted from the running payments.

5. **Payment:**

5.1 No advance payment would be made in any case. However, monthly payment after satisfactory completion of each month would be made.

5.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

6. *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 this regard, no modifications will be made in the rate of contract which is finalized already. 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.

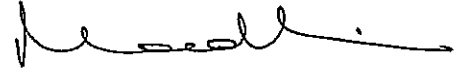
7. In case the firm is not able to accept the contract after it is awarded or if it is not able to do the work after accepting the contract, it will be liable to pay the damage to the department. The above act of backing out would automatically debar the contractor from any further dealing with this Department and will be liable to be blacklisted.

8. The successful bidder shall nominate an officer from their office as a Single Point of Contact (SPC) for all the official communication from this office. The Contact Number, Email ID and address of the SPC shall be given to this office without fail. Change in any of the details of the Single point of Contact shall be intimated to this office immediately. Further, not responding to calls, emails and letters from this office will be viewed very seriously and action will be taken accordingly based on the issue that might arise.

9. The rates quoted should be net and no discount, free services/offers quoted in the

quotation will be considered.

10. The tender notice is also available at the official website:
www.centralexcisechennai.gov.in



(M.K. Madhivanan)
(Assistant Commissioner)

Copy to:

1. The Superintendent (Computers), Chennai North for uploading the tender in the website
2. Notice Board

ANNEXURE-A

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

To

The Additional Commissioner of GST & Central Excise,
Office of the Principal Chief Commissioner of GST & Central Excise,
26/1, Mahatma Gandhi Road, Chennai-600034

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 & its Peripherals in the Office of the Principal Chief Commissioner of GST & Central Excise as mentioned in Annexure-C of the Tender Notice.

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for Comprehensive Annual Maintenance Contract. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Your faithfully

Signature of authorized

signatory

Date:

Name:

Designation:
Name of firm:

Address:

**Technical Bid
Annexure-B**

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

1	Name of the Organization/Firm along with Registered Address, Telephone, email id & Fax No.
2	Name(s) of the Proprietors/Partners/director
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	Name of Service Engineer& their qualification
7	Whether the firm is in business of maintenance of Computers and Peripherals since last Three years?
8	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 three years.
9	Whether the firm is willing to provide onsite support for PCs, Printers, Scanner etc of different makes and models?
10	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:

**Financial Bid
Annexure-C**

(To be filled by the authorized signatory of the firm & this is to be put in separate sealed cover super scribed with Financial Bid for AMC of Computer & peripherals)

For Financial Bid, Standard Peripherals like Keyboard/Optical Mouse/CD ROM/UPS etc. are included in each and every computer.

1. 15"/17"/other CRT/LCD, printers, scanners of different makes/models are included.
2. Wherever HP/HCL/Dell/Lenovo/ACER etc desktops under warranty, minor related problems should be attended in case of emergency. However the call with HP/HCL/Dell/Lenovo/ACER may be logged by service engineer etc.
3. For rejected Technical Bids, respective financial Bid will not be opened

Approx. Nos. Computers – 83, printers- 73, Scanner- 1 are included under AMC.

Addresses where computers & machines are installed:
Main and Annex Building (Hindi Cell), Office of the Principal Chief Commissioner of GST & Central Excise,
26/1, Mahatma Gandhi Road, Chennai-600034.

Please note that:-

- If any of the office as mentioned above shifts into another building/location at Chennai or outside from above mentioned address, the firm should be agree to continue the service in the new location with no extra cost and term and conditions

Total AMC cost (inclusive of all taxes and charges) For One year from the date of Contract	In digits Rs..... In Words Rupees(.....)
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Signature of authorized signatory

Date:

Name:

Designation:

Company:

Address:

Digitally Signed by M K

Madhivanan

Date: 04-02-2022 15:14:39

Reason: Approved