



केन्द्रीय शुल्क व सीमा शुल्क आयुक्त का कार्यालय
OFFICE OF THE COMMISSIONER OF CENTRAL TAX & CUSTOMS
सिकन्दराबाद आयुक्तलय **SECUNDERABAD COMMISSIONERATE**
जीएसटी भवन : बशीर बाग : हैदराबाद 500004
GST Bhavan: Basheerbagh: Hyderabad-500 004

ISO-15700
CERTIFIED



C.No.I/22/19/2016-Admn

Date:04.01.2018

Sub: Admn.-Calling for quotations in connection with Annual Maintenance Contract (AMC) for computers and peripherals - Regarding.

Quotations are hereby called for from the interested and eligible parties in connection with Annual Maintenance Contract (AMC) for computers and peripherals as mentioned below, in Hqrs. Office, Basheerbagh and Six city divisions located at (Divisions-Uppal, Secunderabd, Begumpet, Amberpet, Tarnaka and Musheerabad) of Secunderabad Commissionerate for a period from 01.02.2018 to 31.03.2019:

Sl. No	Description	Tentative Qty
1	Computer systems	117
2	Laser jet printers	106
3	UPS	69
4	LAN related complaints	If any

Interested firms may submit their documents satisfying the technical bid requirements in a sealed cover, super scribed with "Technical bid for AMC of computers, printers, and peripherals, along with another separate Sealed cover super scribed as "Financial bid for AMC of computers, printers, and peripherals and put inside a bigger sealed envelope which shall be super scribed with the words, "ABC FOR COMPUTER, PRINTERS ITS PERIPHERALS" on the top of the Sealed cover sent to the Commissioner of Central Tax & Central Excise, Secunderabad GST Commissionerate, GST Bhavan, Basheerbagh, Hyderabad-500004 on or before 25/01/2018 by 13:00 Hrs. The quotations will be opened on the same day i.e 25.01.2018 at 16:00 Hrs in the presence of the officer authorized by the undersigned. Technical Bid will be opened first and only those firms, who fulfill the Technical terms & conditions, will be eligible for participating in the 'Financial Bid'. The sealed bids may be submitted either by post, or be dropped in to the drop box available with AO (Admn) Room No. 522.

(A) TECHNICAL

The firm should be in the business of maintenance of Computers and its peripherals at least for the last 5 years. (Requisite documents to support this claim will have to be produced for verification).

- I. Three years IT returns with annual turnover worth Rs. Seventy Five lakhs or more per annum during the years (2014-15, 2015-16 & 2016-17 to be enclosed).
- II. The firm must have expertise and experience in Hardware/software Maintenance and must have executed AMC of at least five similar infrastructure (more than 100 systems and 100 printers in each AMC) are should have render satisfactory services to Govt. Department or Govt. Agencies.
- III. The firm should be registered under GST and should submit a copy of GST Registration Number.

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Only the firms meeting the above technical terms Ft 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 6 conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.

(B)FINANCIAL fAnnexure-A

- (i) The rates are quoted item-wise in the proforma placed at Annexure A, in sealed cover.
- (ii) The amount should include GST and other taxes if any to be borne by the Vendor.

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

JOINT COMMISSIONER (P&V)

Copy to

The Superintendent (Systems), Secunderabad Commissionerate to upload the quotation document in the Secunderabad website and CBEC website.
The Administrative Officer, Central Tax & Central Excise, Hqrs. Office, Uppal, Secunderabd, Begumpet, Amberpet, Tarnaka and Musheerabad Divisions, Secunderabd Commissionerate - to keep the copy In the Notice Board of Hqrs. for Divisions.

Annexure 'A'

Format for financial bid:

	Description	Tentative Quantity	Rate per Rs	Total Rs.
1	Computer systems	117		
2	Laser jet printers	106		
3	UPS	69		
	LAN related complaints	If any		
Grand Total Rs. (Inclusive of all taxes)				

Annexure 'B'

(C) GENERAL TERMS AND CONDITIONS.

1. Scope of work:
 - 1.1 The scope of work covers comprehensive annual maintenance of Hardware (such as Computers, Printers, Servers, Networking Components UPS etc. of different make and model) various software's installed in Hqrs. office & Divisional/Ranges office located in as around Hyderabad Secunderabad Commissionerate.
 - 1.2 To provide regular on-site Preventive maintenance.
 - 1.3 To replace old defective parts with new and genuine parts whenever required.
2. Deployment of Engineers
 - 2.1 The vendor will provide the Senior Resident Engineer on all the days from 9.00AM to 6.00 PM on all working days (Monday to Friday) at both Hqrs. office & Divisional offices for attending the calls.
 - 2.2 The engineers should be equipped with mobile phone to ensure their availability.
 - 2.3 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 emergency situation. The contractor shall ensure attendance on such occasion and also the personnel are deputed.
3. Nature of Work
 - 3.1 The AMC Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, Printers, Keyboard, mouse ups etc. from outside with liquid cleaner should be once in a month. A preventive Maintenance Report (quarterly) and monthly cleaning reports of all the items Installed. In the Commissioner ate would be submitted along with the quarterly bill of AMC to A.O(Admn).
 - 3.2 The schedule of preventive maintenance shall be as follows:
 - (a) Cleaning of all equipment cussing 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.
 - 3.3 The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on site itself. However, in raze the equipment is taken to the work shop the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printers, HDD, RAM, house and UPS should be kept in the Department. The firm will also provide maintenance and repair service on hotidays in case of emergency. In case of non-availability of drivers of them a chine (branded one like HP, HCL, IBM etc, they will be required to arrange themselves from their sources.

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- 3.4 The equipment to be taken out to the repair with proper permission of the competent officer would at the company's own risk and expenses.
- 3.5 In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.
- 3.6 Being a comprehensive contract, all liabilities arising out of any fault/replacement of any part, will be borne by the vendor, if not mentioned separately otherwise.
- 3.7 The contract will be valid for period up to 31.03.2019 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. To demands for revision of rate on any account shall be entertained during the contract period. It will be open to the Commissioner to extend the term of the agreement on the same terms and conditions for a further one year, if necessary.
- 3.8 The Commissioner shall have the have to inspect company's site to assess infrastructure before awarding the AMC and it may reject the contract in the event of Department's dissatisfaction about company's infrastructures or otherwise.
- 3.9 The contract can be terminated by the Department at any time without giving any notion 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 Commissioner shall be final and binding on the firm.
- 3.10 This quotation is not transferable and under no circumstances shall the successful bidder be allowed sub-contract with any other person/ party.
- 3.11 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 non-working 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. Payment
- 4.1 No advance payment would be made in any case. However, quarterly payment after Satisfactory completion of each quarter would be made.
5. Quotations received without sealed cover or without qualifying documents as asked for will not be accepted, the undersigned also reserves the right to reject any quotation without assigning any reason.
6. The rates quoted should be net and Inclusive of all applicable taxes.
7. The notice available at the official website: www.cbec.gov.in & cgst.hyderabadzone.gov.in