



भारत सरकार

GOVERNMENT OF INDIA

केंद्रीय कर आयुक्त का कार्यालय

OFFICE OF THE COMMISSIONER OF CENTRAL TAX

कोलकाता लेखा परीक्षा-I आयुक्तालय: कोलकाता

KOLKATA AUDIT-I COMMISSIONERATE: KOLKATA

केंद्रीय जीएसटी भवन: 180, राजडंगा मेन रोड, 6ठा तल, शांतिपल्ली: कोलकाता- 700107

CENTRAL GST BHAWAN: 180, RAJDANGA MAIN ROAD, 6TH & 7TH

FLOOR,SHANTIPALLY: KOLKATA-700107

TENDER NOTICE No. 01/SYSTEMS/KOLKATA AUDIT-I CGST & CX/2017 DATED 06.12.2017

Sub:-Sealed tenders/quotations are invited for Annual Maintenance Contract (AMC) of Desktop Computers, Printers and UPS –Reg.

Sealed Tenders/quotations are invited for the Annual Maintenance Contract (hereinafter referred to as 'AMC') for the following items, installed at different formations of the office of the Commissioner, CGST & CX, Kolkata Audit-I Commissionerate, Kolkata, situated at (1) 6th & 7th Floor, 180, Shantipally, Rajdanga Main Road, Kolkata-700107, (2) Chamber of the Commissioner, and Room allocated to P.S to Commissioner, CGST & CX at 1st floor Kolkata Audit-I Commissionerate. The eligibility criteria, scope of work and the terms and conditions governing the AMC are furnished below:-

Work specification:-

AMC in respect of

S.No.	Name of the items	Numbers (Approx)	Remarks
1.	Computers (including standard peripherals like Monitor, Mouse, Keyboard attached to each Computer)	81	Numbers which may increase or decrease in the event of warranty periods of computers/ Printers/UPS ending during this tenure will come under AMC. Computers/printers/UPS which will be found non-functional will also be struck off from the list.
2.	Printers (including Printer with consolidated device like Scanner/Fax)	69	
3.	UPS	0	

The Financial bid of the above items should be given per unit per month as well as per annum. The quotation should be Comprehensive in nature for AMC which include the Operating Systems, all parts both of metal and plastic, all monitor parts like Picture Tube and parts thereof, all networking Hardware, protection with regularly upgrading installed Anti-Virus, proper functioning of the LAN connections wherever exists, among others. The AMC will not however, include computer stationeries like paper, ribbons, laser printer toners, inkjet cartridges, tapes, etc.

Terms & Conditions:-

1. Interested agencies/firms are requested to submit their tender/ quotation in two parts and in separate sealed covers, one containing "Technical Bid" as per Annexure-"A" and other containing "Financial Bid" as per Annexure "B". Both these bids should be kept together in another sealed cover/envelope superscripted as "**Quotation for AMC of Computers and Peripherals**". The format of the Technical Bid and Financial Bid is enclosed as Annexure:- "A"& "B".
2. Your bid/quotation should be addressed to the Assistant Commissioner (Systems), Office of the Commissioner, Central GST & CX, Kolkata Audit-I Commissionerate, 180,Rajdanga Main Raod,6th floor, Shantipally,Kolkata-700107.
3. The last date of receipt of the Tender is **27th December, 2017 at 16.00 hrs.**
4. Tenders/ quotations which are received incomplete and received after due date and time, due to any reason whatsoever including postal delays shall not be considered.
5. The Vendors who do not qualify for the technical specification mentioned in the Notice are liable to be rejected irrespective of the price quoted.
6. This office reserves the right to accept or reject any or all tenders without assigning any reason.
7. The bids will be opened on **2nd January, 2018** at 15.00 hrs. in the room (No. 609) of the Assistant Commissioner (Systems), **Kolkata Audit-I Commissionerate, CGST & CX , Kolkata** at the above-quoted address in presence of the bidders or their representative (maximum 2 representative of each Bidder) who may like to be present.
8. The financial bid should be quoted both in figures and in words. Any overwriting in the figures shall not be considered for acceptance of the rate offered by the bidder.
9. This office is not liable to pay any other charges in addition to the above (AMC charges plus GST).No advance payment would be made in any case. However, payment will be made on quarterly basis after the satisfactory completion of the maintenance service, at the end of each quarter.
10. The contract shall be valid for an initial period on one year from the date of award of contract. The rate 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.
11. The vendor for AMC shall ensure a fully functional system in respect of the items mentioned. It will be Vendor's obligations to provide on-site corrective and remedial maintenance services on call from respective sites and to set right the malfunctioning system within reasonable time.
12. Promptness in responding to snags, reported to vendor by user, is the essence of this agreement and the repair/restoration of the items and parts thereof shall be made in minimum possible time so that office work of the concerned section is not affected. The Vendor shall provide repair and maintenance service in response to the oral/telephonic information by the concerned formations of this office within 2

hours of being intimated. Vendor shall have satisfactory arrangement to receive complaints.

13. The maintenance service by the company shall include quarterly on-site preventive maintenance of all items to be placed under AMC. Special dust cleaning of the Monitor, Printer, Keyboard, Mouse etc., from outside with liquid cleaner should be done once in a month. A preventive maintenance report (quarterly) and monthly cleaning report of all the items installed in the aforesaid formations would be submitted along with the quarterly bill of AMC. The quarterly payment will be made strictly on the basis of satisfactory report of the users. The preventive maintenance shall include, among others:
 - a) Regular cleaning of all components/parts.
 - b) Checking of power supply source for proper running and safety of equipment.
 - c) Ensuring that the covers, screws, switches etc. are firmly in place in respect of all equipment.
 - d) Shifting of equipment (including wires/cables) within the building as and when required with prior permission of the competent authority.
14. The vendor shall check all the items to be placed under AMC within 3 days of receipt of information from this office regarding acceptance of the quotation and submit a report showing the detailed configuration of the items to be placed under AMC and also about their present condition. On the basis of that report, and endorsed by the office, the firm will prepare separate logbook for the items placed under AMC.
15. The AMC shall include replacement and installation of the defective/damaged parts/ components free of cost preferably with latest-version products of same make and configuration compatible with the existing machines. In case any particular brand/model is not available, the same shall be replaced with equivalent parts/components with existing or higher configuration. In case any of the items or parts thereof are required to be taken outside the office for repair from where they are installed, the same are also required to be done and reinstalled free of cost. The said items or parts thereof are required to be taken to the outside workshop for repair only with proper permission of the competent authority and would be at the company's own risk and expenses. In case, the said items are taken to the workshop, the firm should provide a stand-by for the same so that the office work remains unaffected till such time.
16. The replaced parts/components shall have the proper warranty period of at least one year.
17. The Vendors shall specify the details of the price i.e. actual cost, discount and taxes against each of the items/parts to be replaced under AMC as applicable.
18. The vendors can inspect the items to be placed under AMC for ascertaining the nature of the machine at the above-quoted site where they are installed after having prior permission on working day, between **20.12.2017 to 22.12.2017** from 14.00 hrs. to 16:00 hrs. For this purpose, they are required to contact the Superintendent Systems (Hdqrs.) at Room No. 716 of **Kolkata Audit-I Commissionerate, CGST & CX , Kolkata** at the above-quoted address.

19. The Company/Firm/Enterprise intending to submit the tender shall be of reputed organization in the field of Hardware and Software and have experience of the similar maintenance contract for the last 2 years and that the said contract has not been terminated before the expiry of the full term in any of the previous years or current year. Requisite documents in support of claim must be submitted.
20. The Vendor shall appoint one exclusive person at the site of 6th & 7th floor,180, Shantipally, Rajdanga Main Road, Kolkata-700107, for full time of office hours who are technically proficient and have skilled expertise to tackle any hardware and software related problem, to attend calls from the concerned formations. In case the appointed person being absent or on leave, vendor has to ensure suitable substitute for those days. This is necessary to ensure that the problems and complaints are attended immediately. The person, so appointed, must also have knowledge in the local area network and internet-related problems. The presence of the persons may be required even on Govt. holidays in the event of any exigencies. The person should be equipped with mobile phones to ensure their availability round the clock.
21. The Vendors should provide their PAN and GSTN in respect of their firm alongwith their quotations. Requisite documents in support of claim must be submitted. The Firm must submit valid Income Tax Clearance Certificate>Returns for last 03 (three) years.
22. The vendors should provide the telephone Nos., fax nos., e-mail ID, mobile Nos. to ensure proper connectivity. The address of the workshop with telephone nos. and Fax nos. in Kolkata should also be furnished in detail.
23. Quotations should be signed and stamped by the authorised person of the bidding firm.
24. Whenever during the period of the maintenance contract, the service of the vendor is found to be not satisfactory or is found to be violating any of the conditions governing the Maintenance contract, this office shall have the right to terminate the contract immediately without any compensation. Being a comprehensive contract, all liabilities arising out of any fault/ replacement of any part will be borne by the vendor, even if not mentioned separately.
25. In case of Vendor backing out midway without any explicit consent of this office, the Vendor will be liable to recovery at higher rates than the rates of items contracted with and the expenses which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
26. The contract can be renewed for further period on mutually agreeable terms subject to the year round outstanding performance as well as positive feedback from majority of office formations under the Commissionerate.
27. The appropriate authority will be empowered to impose penalty on the company for delay in restoration of the problem beyond reasonable time limit or for any loss/damage caused by the vendor.
28. This office reserves the right to exclude some of the items listed above and to accept or reject any of the said quotations without assigning any reasons.

29. The tender notice can be seen and downloaded from the official website www.cbec.gov.in.
30. In case of any dispute, the decision of the appropriate/competent authority of this office shall be final.
31. A general undertaking/declaration for acceptance of terms and conditions contained in the tender document shall be given in the format placed at Annexure-“C” to this document.
32. Acceptance of the quotation by the office will be communicated to the Vendor by post within reasonable time. The concerned Vendor is required to enter into a formal agreement on non-judicial stamp paper of the appropriate value in the prescribed format (to be communicated) within 03 (three) days of the receipt of acceptance.
33. The AMC will take effect from the date to be mentioned in the formal agreement.

(NGAHANYUI ZIMIK)

ASSISTANT COMMISSIONER (SYSTEMS)
KOLKATA AUDIT-I CGST & CX
COMMISSIONERATE

C.No.V(30)13/CGST/Kolkata Audit-I/AMC/tender/2017/

Date: /12/2017

Copy to:-

- 1) The Deputy/Assistant Commissioner (HQ),CGST &CX, Kolkata North/Kolkata South/Howrah/Haldia/Appeal-I/Appeal-II/Audit-II, with a request to arrange for display of the notice to their respective office Notice Board.
- 2) The Superintendent(HQ), CGST & CX, Kolkata Audit-I Commissionerate, with a request to arrange for display of the Notice on the office Notice Board.
- 3) The Webmaster, www.cbec.gov.in. He/she is requested to take necessary action for the display of the above notice in the website of CBEC.

(NGAHANYUI ZIMIK)

ASSISTANT COMMISSIONER (SYSTEMS)
KOLKATA AUDIT-I CGST & CX
COMMISSIONERATE

(TECHNICAL BID)

1. Name of the Organisation/Firm:
2. Name(s) of the Proprietor/Partners/Director:
3. Registered Address, Telephone (Landline/Mobile) & Fax No.:
4. Other Address of any branches with their telephone No. & Faxes:
5. Address and Contact Number of the Workshop:
6. Whether firm is registered under GST:
7. GST Registration No. (Copy to be enclosed):
8. Permanent Account Number of the firm. (Copy of PAN Card to be attached)
9. Total Engineers working under this firm:
10. Name(s) of the Public Sector/Govt. Organisation to whom similar services have been provided by the firm (Please attached the service Certificate from Govt. Office/Public Sector):
11. Name of the website, e-mail ID etc., if available:

Signature of authorised signatory with date

Name:-

Designation:-

Name of firm:-

Address:-

Office Seal:-

(FINANCIAL BID)

Total AMC Cost (inclusive of all taxes and charges) for:-	For one month(In digits) Rs.	/-
	(in words) Rupees	
1. Each Computer	For one year (In digits) Rs.	/-
	(in words) Rupees	
2. Each Printer	For one month (In digits) Rs.	/-
	(in words) Rupees	
	For one year (In digits) Rs.	/-
	(in words) Rupees	

Signature of authorised signatory with date

Name:

Designation:

Company:

Address:

DECLARATION

1. I,-----Son/Daughter/Wife of Shri-----
Proprietor/Director/Authorised signatory of the agency/firm-----
Address-----am competent to sign this declaration and execute
this tender document,
2. I have carefully read and understood all the terms and conditions of the tender Notice
and undertake to abide by them,
3. The information/documents furnished along with the application are true and authentic
to the best of my knowledge and belief. I/we,/ am /are well aware of the fact that
furnishing of any false /misleading information/fabricated document would lead to
rejection of my tender at any stage.

Date:

Place:

Signature of authorised signatory

Name:

Designation:

Company:

Address:

Office Seal: