



**OFFICE OF THE COMMISSIONER
GST & CENTRAL EXCISE
BHUBANESWAR COMMISSIONERATE
CR BUILDING, RAJASWA VIHAR, BHUBANESWAR, PIN- 751007**

**Tender Notice for Comprehensive Annual Maintenance Contract of
Computers & Printers**

C.No. II(12)6/COMP/AMC/BBSR/2017/

Dated: 05.12.2017

Sealed quotations are invited from service providers/firms/companies having experience in repair and maintenance of Computer Hardware for Annual Maintenance Contract (AMC) of Computers & Printers in Headquarters' office of GST & Central Excise, Bhubaneswar Commissionerate, Bhubaneswar.

PREQUALIFICATION CONDITION:

1. The Service Provider must have a turnover of not less than Rs. 10 lakhs in each of the last three financial years.
2. The firm should have been successfully providing AMC to Central/State Govt. Departments /PSU for at least 3 years. List of such offices along with contact details should be enclosed;
3. The firm should submit the copies of PAN card;
4. GST Registration (copy of the proof should be submitted).
5. The Service Provider having ISO 9001 certification may be given preference.
6. The Service Provider should have sound technical support staff and latest equipments for attending to the complaints.
7. The Service Provider should not be black listed by any PSU banks/Govt.organizations. Self declaration should be submitted by the authorized official of the company.

The general scope of work includes

The Maintenance work will comprise of maintenance of Computers, Printers, installed Software & Internet connectivity/installation related work. The software maintenance includes operationalizing, loading/reformatting of software / discs with software like operating systems software, Microsoft Office, Browsers like Internet Explorer, Chrome, Mozilla etc. Antivirus software, e-book related software & other softwares. Software shall be provided by the department.

a) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all computers and printers enlisted in **Annexure- I**, by the Contractor. If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the contractor must replace it immediately with a new original part.

b) The contract will be on comprehensive basis and the maintenance includes replacement of each and every malfunctioning part of Desktop PCs, printers and related items like Hard Disk, CD/DVD Reader/Writer, Mother Board, SMPS, processor, Keyboard, Mouse, Printer Heads, Fuser assembly, display card, all types of cable, chords etc. and all the plastic parts except consumables are under this AMC by the Contractor.

c) The contract will be initially for one year from the date of issue of letter awarding the contract extendable by another one year at the discretion of competent authority.

d) All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality and a register should be maintain by the contractor/vendor the details regarding the part number and serial number (if any) must be brought out clearly whenever any part of the computer/printer of **Annexure-I**, is replaced/changed by the contractor/vendor.

The technical and financial terms & conditions of the AMC for PCs & Printers **enlisted in Annexure-I**, shall be as under. Interested parties are requested to quote their quotation for the AMC before 17:00 hours on **26th Dec, 2017** and should be addressed to the Joint Commissioner (Systems), GST & Central Excise, Bhubaneswar Commissionerate, CR Building, Rajaswa Vihar, Bhubaneswar, PIN- 751007. Quotations will not be received thereafter. Any quotation received without adhering to the conditions or incorporation of any condition contrary to any of the conditions given in the Tender Notice will be liable to be rejected summarily. The same will opened on **27th, Dec, 2017** at **15:00 hours**.

The interested service providers should submit their tenders in two parts as under :-

(a) **Technical Bid** consisting of all terms and conditions in a sealed envelope, duly super-scribed with — ‘Technical Bid for Annual Maintenance Contract (AMC) of Computers & Printers’;

1. Name of the Organization/firm:
2. Name of the proprietor/partners with Telephone No:
3. Address of the Proprietor/partners:
4. Registration Certificate No.: [Copy of proof be attached]
5. Name of Public sector/Govt. Organizations to whom similar services have been provided during last 3 years: [Please attach the job order/service certificate]
6. GST Registration No.: [Copy of proof be attached]
7. Permanent Account Number: [Copy of proof be attached]
8. Proof of Company PF & ESI registration: [Copy of proof be attached]
9. Any other information the tenderer may like to furnish:

And

(b) **Financial Bid** indicating item-wise price for the items mentioned in the technical bid in a sealed envelope, duly super-scribed with — ‘Financial Bid for Annual Maintenance Contract (AMC) of Computers & Printers’.

The sealed envelopes of both the Technical Bid and Financial Bid should be submitted in a bigger envelop which should also be sealed and duly super-scribed with — ‘Bids (Technical & Financial) for

Annual Maintenance Contract (AMC) of Computers & Printers' to the Office of the Commissioner, GST & Central Excise, Bhubaneswar Commissionerate, CR Building, Rajaswa Vihar, Bhubaneswar, PIN- 751007.

Financial bids of only the technically acceptable offers will be opened for further evaluation and ranking, before awarding the contract.

An undertaking(**Annex-II**) has to be submit by the bidder regarding all terms and conditions of this Tender Notice are acceptable by the bidder. This needs to be signed by an authorized person of the applying service provider. Technical bid shall include documentary proof in respect of each of the points of Technical Terms & conditions. The bidder may submit documentary proof in respect of each of the point of Technical Terms & conditions. The department may call for original documentary proof against mentioned point in his technical document at any point of time and the bidder have to provide. Further, either the bidder(s) should submit the satisfactory performance certificate for earlier jobs or else this department reserve the right to cause inquiry from earlier organisation about the quality of service rendered by the bidder(s). Only the service providers meeting the above technical terms & conditions should submit their quotations in sealed cover. Financial bids of service providers, who fail to fulfil any of the above conditions, will not be considered. This office reserves the right to reject any or all the offers received in response, without assigning any reason thereto.

Tenders are invited from only those service providers/firms/companies which fulfil the following conditions:–

(i) **General Requirements:–**

- (a) The service provider must be willing to provide onsite support for enlisted Computers & Printers.
- (b) The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside the said office, it is mandatory to have a valid pass for such equipment and making proper entries with coordinators.
- (c) The service provider should be registered with Service Tax Department and should submit a copy of Service Tax Registration Certificate.
- (d) The address of the workshop with telephone No. and Fax Nos. in Bhubaneswar should be furnished.
- (e) The vendor shall attend the complaints immediately to rectify the computers systems and machines.
- (f) The rates quoted **should be inclusive all taxes**, net and no discount, free services/offers quoted in the quotation will be considered. Quoted grand total amount should be specifically mentioned in your Financial Bid.
- (g) 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.
- (h) 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.

- (i) The above act of backing out would automatically debar the service provider from any further dealing with this Department.
- (j) AMC will not include computer stationery like paper /ribbons/ laser printer toners/ inkjet cartridges.
- (k) All liabilities arising out of any fault / replacement of any part etc. will be borne by the vendor, if not mentioned separately otherwise.
- (l) In case the service is not found satisfactory, this office will terminate the contract on its own and inform the vendor accordingly.
- (m) No replacement and repairing charges for the parts covered under the AMC shall be made.
- (n) Virus protection (Software) will be supplied by the department and maintained by the vendor.
- (o) The amount of AMC includes Service Tax and other taxes by the Vendor.

- (p) The vendor shall check all the Computers & Printers within 5 working days of signing the contract and submit report to the Superintendent (Systems). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions and it will be responsibility of the vendor to maintain the Computers & Printers.
- (q) Quotation received without sealed cover or without quoting rates in the specified Performa will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than number mentioned in the tender document, than proportionate amount of contract will be increased, if number is reduced proportionate amount 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.
- (r) 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.
- (s) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- (t) Maintenance contract will be effective from the date of signing the contract and will remain effective for 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.
- (u) 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 service provider.
- (v) In case of any dispute between the vendor and this office, the decision of the Commissioner, Central Excise, Customs & Service Tax, Bhubaneswar –II Commissionerate, will be final.

(w) For proper evaluations, Technical bid and Financial bid may be given separately with documents in support of claim for experience etc. No Financial Bids will be entertained, if the Technical conditions required are not fulfilled by the vendor.

(ii) **Deployment of Technicians:–**

- (a) The vendor will provide at least (1) One conversant Resident Technician on all working days from 0930 hrs to 1800 hrs (Monday to Fridays, except for Gazetted Holidays), who will attend Office of the Commissioner, GST & Central Excise, Bhubaneswar Commissionerate, CR Building, Rajaswa Vihar, Bhubaneswar, PIN- 751007 and will respond to all the calls in respect of the enlisted Computers & Printers under Annual Maintenance Contract (AMC), under the overall supervision of an officer designated by the Commissioner, GST & Central Excise, Bhubaneswar Commissionerate.
- (b) The Resident Technician should be qualified and have an experience in Computer Hardware as well as Software maintenance.
- (c) The Resident Technician provided by the service provider shall not be changed frequently. However, in case the office finds the service of the Resident Technician unsatisfactory, the service provider shall change the Resident Technician within a span of 3(three) working days.
- (d) The Resident Technician should be equipped with mobile phones to ensure their availability.
- (e) The services of the Resident Technician 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.
- (f) Apart from the Hardware / Software failures of various types, the calls will also include non-working of Printer in Networked environment, failure of LAN connectivity, Internet connectivity etc.
- (g) In case it is absolutely essential to format the Hard Disk of a PC, the Resident Technician should take proper backup of the data and only after the user is satisfied, the Resident Technician should proceed with formatting the hard disk.

(iii) **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.

(iv) **Service Assurance:–**

- (a) The service provider would put asset number on each of the system being maintained by them.
- (b) A separate Register along with details of rooms/place where equipments under Annual Maintenance Contract (AMC) are placed / located is to be maintained, under the supervision of Superintendent (Systems).
- (c) Call registration procedure, follow- up etc. and provide traceability of all complaints from registration to call clearance; vendor shall issue a customer service slip after every

service visit, clearly indicating the time of call by the user Department, time of attendance of the fault by the AMC holder, nature of fault observed and whether cleared or not, if under further observation, then whether normal usages can be continued and details of subsequent inspection/visit after 2 days of observation, closure of call, clearance of fault and any other relevant information.

- (d) If there is shifting of the equipment/s under this AMC, the service provider will have to make changes in record accordingly.
- (e) 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) and monthly cleaning reports of all the items installed at different locations would be submitted along with the quarterly bill Annual Maintenance Contract (AMC), failing which an appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of the satisfactory report of the user.
- (f) The entire above task will be done under the supervision of Superintendent (Systems). He will also ensure the assistance from the department and coordinate.

(v) **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 of the same.
- (e) Shifting of equipment within the building as and when required.

(vi) **Penalty:–**

- (a) Penalty will be imposed on the service provider in case of absence of Resident Technician, however no penalty will be imposed in case a replacement Resident Technician attends the office. Such replacement Resident Technician must report to the Superintendent (Systems) immediately.
- (b) Reasonable time of a call-response should be within 24 hours and in case of failure to respond within the stipulated time, a penalty (as per details given below) shall be imposed, which will be deducted from the payment of the quarter. However the penalty clause will not be applicable, if a standby computers /peripherals is provided by the vendor

Penalty Amount:-

S.No.	In Case of	Suggested penalty for absence/downtime
1.	Service Technician remaining absent/on leave, without substitute thereof	Rs. 500/- for each day of absence, from the contracted amount.
2.	If replacement Resident Technician immediately reports to the Superintendent (Systems) and attends the office	NIL penalties.
3.	Computer	Rs. 100/- per day.
4.	Printer	Rs. 100/- per day.
5.	Failure of Parts of Computer/Printer will be treated as Computer failure	Same as Computer/Printer.
6.	If equivalent standby is given on the same day, downtime is NIL	NIL penalties.

Last date of Submission of bids for the AMC is **26th, Dec, 2017** (before 17:00 hours). Late bids will not be accepted in any circumstance. For further details, interested parties may contact the undersigned or Superintendent (Systems), Office of the Commissioner, GST & Central Excise, Bhubaneswar Commissionerate, CR Building, RajaswaVihar, Bhubaneswar, PIN- 751007, during office hours.

Joint Commissioner(Systems)
GST & Central Excise
Bhubaneswar Commissionerate, Bhubaneswar

Copy to: —

1. Notice Board of Central Revenue Building, Bhubaneswar.
2. ***webmaster.cbec@icegate.gov.in*** through email, for web based publicity.

Annexure-I

Desktop PCs for AMC		
Make	Processor	Nos.
HCL/HP	P-IV	80 Nos.
	Dual core	
	Core-2 duo	
	Core-i3	
	Core-i5	
Total = 80 nos.		

Laser Printers for AMC		
Make	Model	Nos.
HP	1020	84 nos.
HP	1022	
HP	P1007	
HP	1020+	
HP	P 1108	
HP	P2015dn	
HP	1200	
	M1136	
Total		

Annexure - II

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

To
The Joint Commissioner (Systems),
Office of the Commissioner
GST & Central Excise,
Bhubaneswar Commissionerate,
CR Building, Rajaswa Vihar, Bhubaneswar, PIN- 751007

Sir,

I have carefully gone through the terms and conditions contained in the Tender Notice- **dated 05.12.2017** regarding Annual Maintenance Contract (CAMC) of Computers and Printers in the Hdqrs. Office of The Office of the Commissioner, GST & Central Excise, Bhubaneswar Commissionerate, CR Building, Rajaswa Vihar, Bhubaneswar, PIN- 751007. I declare that all the terms and conditions of the above said tender notice are acceptable to my company. My company does not have any terms and conditions of its own on respect of the quotation being submitted for CAMC. 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 with date:

Name:

Designation:

Name of service provider:

Address: