



GOVERNMENT OF INDIA
OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE
KOLKATA -VII COMMISSIONERATE, BAMBOOVILLA, 5TH FLOOR
169, A.J.C.BOSE ROAD, KOLKATA-700 014.
COMPUTER CELL: TEL: 2284 - 5577/8001

TENDER NOTICE

Sealed Quotations are hereby invited by the undersigned on behalf of the President of India, from the reputed firm(s) for “**Annual Maintenance Contract for Computers and its peripherals working in LAN atmosphere**” (operating under **UNIXWARE 7.1** and **ORACLE 8i**) installed in the 1) Different Branches/Sections of Head Quarter of Kolkata-VII Commissionerate and Divisional Offices at 5th Floor, Bamboovilla, 169, A.J.C. Bose Road, Kolkata-700 014, 2) Divisional Offices at 54, N.S.C. Bose Road, Kolkata -700040 and 3) Office of the Commissioner of Appeals-IV, at Raja Chamber, 4,K.S. Roy Road, Kolkata – 700 001. The period of **AMC** shall be from the date of entering in to an agreement for a period of 12 months from that date.

Last date of submission of tender is 16-00 hrs of 28/07-2008, to be addressed to the **Commissioner of Central Excise, Kolkata-VII Commissionerate, Kolkata.** Quotations received after the due date & time will not be considered.

The description of the servers/computers/printers is as follows: -

1. *Total Number of PCs* : **41 (Forty –One)** (Details given in Annex-A)
2. *Total Number of Servers* : **5 (Five)**
3. *Total No. of Laser Printers* : **24 (Twenty Four)**
4. *Total no of Inkjet Printers* : **7 (Seven)**
5. *Total No. of UPS* : **4 (Four)**

The exact location and configuration of the hardware are detailed in **SCHEDULE-A**.

Tenders are to be submitted in 2 bid system – (a) Techno-Commercial, (b) Financial/Price Bids. The vendors must fulfill the criteria described in **SCHEDULE-“B” (Techno-Commercial)**. Vendors not qualifying for technical bid will not be considered for evaluation for financial/price bid.

Scope of work and other terms and conditions detailed in **SCHEDULE-“C”**. The offer for the AMC should be done for the machines in “as is where is” basis.

The tenders will be opened on **29-07-2008** at **15.00** hrs in the office of the Commissioner of Central Excise, Kolkata-VII Commissionerate, Bamboo-Villa (5th Floor), 169, A.J.C. Bose Road, Kolkata-700014.

All sealed cover should be marked “**QUOTATION FOR AMC OF COMPUTERS ETC, KOLKATA-VII COMM’TE**”

[S.Nanda]
Assistant Commissioner (Systems)
Central Excise,
Kolkata-VII Commissionerate.

Copy to

- 1) Notice Board for display.
- 2) CBEC for posting in the official website i.e. www.cbec.gov.in (Through E-Mail).

SCHEDULE – A

DISTRIBUTION OF HARDWARE IN KOLKATA-VII COMMISSIONERATE

Sl No	Comm'te/ Division	Place of Installation	No. of					Remarks
			Servers	Computer s	Laser Printers	Inkjet Printers	UPSs	
1	Kolkata-VII HQ	Commr Room	---	1	1	---	---	Office at 169, AJC Bose Road, Bamboo Villa (5 th Floor)
2	-do-	PS to Commr	---	1	1	---	---	-do-
3	-do-	Audit	---	2	2	---	---	
4	-do-	Addl Commr (P&A)	---	1	---	---	---	-do-
5	-do-	Anti evasion Br	---	2	1	---	---	-do-
6	-do-	ET Br	---	1	1	---	---	-do-
7	-do-	T&A Br	---	1	1	---	---	-do-
8	-do-	D.C(AE)	---	1	---	---	---	-do-
9	-do-	Adjudication Br	---	1	1	---	---	-do-
10	-do-	Revenue Recon Cell	---	1	---	---	---	-do-
11		Co-ordination Cell	---	1	---	1	---	
12	-do-	Inspection Cell	---	1	---	1	---	-do-
13	-do-	Computer Cell	2	4	2	1	2(2.5K VA-1 & 3 KVA-1	-do-
14	Kolkata-VII	Budge Budge -I Division	---	3	1	1	---	-do-
15	-do-	D.C (BB-I)	---	1	1	---	---	-do-
16	-do-	Divisional Computer cell	3	14	2	---	2(Both 3 KVA)	Office at 54,NSC Bose Road,Kolkata-700040
17	-do-	AC,SNP Divn	---	1	---	1	---	-do-
18	-do-	BB-II Tech	---	1	---	1	---	-do-
19	-do-	BNP Divn Tech Br	---	1	1	---	---	-do-
20	Commr Appeal	4, K.S Roy Road. (Raja Chamber)	---	2	1	1	---	4, K.S Roy Road. (Raja Chamber)
21	Kolkata-VII HQ		---	---	8	---	---	These printers have been installed at vigilance, Tech, Stat, Accounts, Law, Co- ordination cell A.C(Audit) & AO(HDQRS)
Total			5	41	24	7	4	

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SCHEDULE – B

CREDENTIALS REQUIRED AT THE TIME OF SUBMISSION OF QUOTATION

1. TRADE LICENSE.
2. PAN from the Income Tax Department.
3. Minimum 3 (three) years of experience in Government Organization in rendering AMC of hardware operating under UNIXWARE 7.1/ORACLE 8i including SERVER, Networking.
4. SERVICE TAX Registration Certificate.
5. Any other credentials.

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SCHEDULE – C

SCOPE AND SERVICES

1. It will be preferable that the applicant firm will have at least 3 (three) years' experiences of running this sort of AMC with other Govt. Offices/PSUs etc.
2. The applicant firm has to attend all calls for servicing of computers & software therein, as and when required from 10.00 hrs to 18.00 hrs on any working day, within 24 hrs from the time/date of such call. This does not normally include Holidays, Saturdays and Sundays. If the applicant firm fails to perform any of its obligations as per provisions, then a penalty at the following rate will be applicable.
“The applicant firm will maintain a minimum 90% uptime annually. For each percentage drop in uptime, penalty @ 1% of the AMC Rate of the equipment as shown in “Schedule-A” will be deducted.”
Any negligence/non-response in case of necessity will be regarded as dereliction of the term of this AMC and the AMC in such cases is liable to be terminated with proper notice.
3. Either party can terminate the contract at any time by giving 3 (three) months' notice in writing.
4. Pre-Budget and Post-Budget day will be included as regular working days. Apart from this, such holidays (e.g. Sunday/Govt. Holiday/Other Holiday) may be utilized for attending arrear/urgent work as will be notified by the Commissionerate in future occasion.
5. The AMC shall include services and replacement of defective parts. The hardware maintenance support includes OS support, corrective and preventive maintenance, repairs or replacement of defective parts. (Details of replacement should be provided to the undersigned.)
6. Initially this AMC will be valid for one year only, which may be renewed/extended for further period on the basis of mutual agreeable terms and conditions.
7. The rate of AMC may be proportionately enhanced/reduced subject to increase/reduction in numbers of PCS as well as peripherals in future occasion respectively.
8. In case of delay in repair/procurement of spares, standby should be provided for operation (compulsory) that can be taken back once the faulty system is put back into operation.
9. A detailed estimation report (other than the rate of AMC quoted) for the non-functioning/defective parts in respect of computers (as mentioned in Schedule-A) must be attached with the AMC, which may be replaced/repared after due consideration.
10. Once the AMC will be settled, the firm will be required to undertake the said work irrespective of the installation place of a particular PC.
11. The detailed terms & conditions will be settled/finalized after the acceptance of this AMC quotation.
12. The Vendor shall have to execute a Contract with the Department on a Non-Judicial Stamp Paper incorporating the terms and conditions.
13. For any clarification, please contact the Assistant Commissioner (Systems), Central Excise, Kolkata-VII Comm'te, Bamboo-Villa (5th Floor); 169, A.J.C. Bose Rd., Kolkata-700014 between (1-4) p.m. on any working day.
14. As soon the project 'One India' – comprising LAN & WAN projects would be in operation, the AMC will be terminated with one month notice.

[S.Nanda]
Assistant Commissioner (Systems)
Central Excise,
Kolkata-VII Commissionerate.