



GOVERNMENT OF INDIA  
OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE  
SILIGURI COMMISSIONERATE  
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C. No. I (22)3/SLG/COMP/2008/

Dated: 11.08.2008

### **INVITATION FOR TENDER**

Sealed tenders under two bids system {(I) Technical bid containing information relating to all aspects other than the price quoted and (II) Financial bid containing the price quoted, both bids to be provided separately in sealed cover} are invited from eligible vendors, for the maintenance of computer system hardware items installed at various offices/ locations of this Commissionerate. The eligibility criteria and the conditions governing the Maintenance contract are given in the Annexure I & Annexure II respectively. The list of computer hardware items & any other details can be obtained from computer section of this office on any working day during normal office working hours till the closure of this tender.

The tender applications of only those vendors who satisfy the eligibility criteria (in Annexure –I) will alone be considered. The covers containing the sealed tenders shall be super scribed as “TECHNICAL”, “FINANCIAL” and addressed to the Commissioner of Central Excise, Siliguri Commissionerate, Siliguri. If the Technical bid cover does not contain all the details relating to acceptance of the conditions, eligibility documents etc. no further processing will be undertaken. Hence, the financial bid shall contain only the rates quoted and their break-up.

Tenders received after the last date will not be entertained and also the Department reserves the right to accept or reject the quotation without assigning any reasons there for.

**The last date for submission of Tender shall be within 15 days calculated from the date of publication in News papers and C.B.E.C Website.**

Sd/-  
(JAI PRAKASH)  
COMMISSIONER

## **Annexure I**

Eligibility criteria for AMC of Hardware items

1. The company/firm/enterprise intending to submit the tender (hereinafter called the Company vendor) shall be a reputed organization in the field of Hardware & software maintenance for the last 5 years.
2. The Company should have undertaken AMC for at least one Central Government Department / Public Sector Unit (PSU), in any of the previous 3 years in West Bengal and should provide support from their local offices at the designated customer sites.
3. The company's contract should not have been terminated before the expiry of the full term, in any of the previous years or current year.
4. The company must have qualified and skilled expertise in the following fields and its service engineer must be knowledgeable enough to trouble shoot any problems in these areas.
  - a. Maintenance of PC/Peripherals installed at Hq., Central Excise, Siliguri Commissionerate , & its different Division Offices located at Siliguri ( Sarat Chandra Bose Road, Hakimpara , Siliguri), Malda (Maheshmati, Malda), Coochbehar ( Suniti Road,near Sagardighi ) , Jalpaiguri ( Naya Basti, Jalpaiguri) and different ranges under these Divisions located at the places mentioned above and some Ranges which are located at the places such as Alipurduar, Dinhata, Malbazar, Balurghat, Raiganj,Kalichak, Kalimpong, Kurseong, Darjeeling, Rangpo, Gangtok.
  - b. Management of Local Area network and Internet
5. Vendors having the facility of on-line/ Call Center posting, for registering / receiving the service calls and to know their status will be preferable.

## **Annexure II**

### **Conditions governing AMC**

1. The tender documents, soon after completion of the application period, will be opened in the presence of competent Authority. Only those whose 'technical' bids conform to the terms of the annexure I and II alone will be considered against their 'financial' bids. In case where 'technical' bid fails, the 'financial' bids will not be opened. Financial bids of only those Company / firm will be considered, whose Technical Bid Conform to the terms of the Annexure I and II.
2. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect of the prescribed conditions or counter conditions are filed, are liable to be rejected at any time.
3. The maintenance service by the company shall include quarterly preventive service and breakdown maintenance of all computer hardware items in this Commissionerate&

its Division & Range Offices and all the calls shall be attended on the same day of complaints made.

4. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components including monitor, smps, motherboard, processor, hard disk, wires, cables, chords, cards, circuit boards, mouse & keyboard etc. shall be provided free of cost by the company within 24 hours of attending to the call.

5. Where any items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item / component / part. In case the brand / model have become obsolete, the same shall be replaced with equivalent of the items/parts/components.

6. Where replacement of parts or support could not be obtained due to obsolescence, the entire parts or system (such as PC, server, printer, scanner etc) shall be replaced by the company with a branded equivalent or higher system, with at least the existing configuration of the failed system.

7. Where the replacement of the entire system with a new one has been necessitated, the replacement of the entire system shall be provided within one week and in any case not later than 10 working days from the date of the failure of the old system.

8. In case of failure of windows-OS-based PCs due to any reason, the system shall be restored/rectified so that the downtime shall not exceed six hours.

9. In case of failure of printers, the same shall be restored/rectified so that the downtime shall not exceed 24 hours.

10. This office or the customer site will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situations of the nature beyond its control that may cause the computer systems to malfunction.

11. In all the cases of replacement of spares including logic card, smps, motherboard, hard disk, etc., for items mentioned in Sl.No4 to 8 above, replacements must be done within 24 hours including the necessary software re-installation.

12. Penalty will be charged for downtime of more than 72hours in the individual case of PCs and 48 hours in the case of breakdown of servers, provided that no penalty will be chargeable for the first 24 hours from the time of call/complaints and wherever an equivalent standby system has been provided.

13. In cases of downtime beyond those stipulated above, the said penalty at the following rates per day will be automatically deducted from the quarterly payable amount

- Rs.250/- per day for PC
- Rs.250/- per day for Laserjet/Inkjet printer
- Rs.200/- per day for Dot matrix printer
- Rs.500 per day for Switch/hub/other network component
- Rs.150/- per day for any other hardware where the system or printer is in workable condition.

14. This Maintenance Contract shall remain in force from 1<sup>st</sup> \_\_\_\_\_ to \_\_\_\_\_ or for one year from the date of acceptance of contract.

15. The charges will be paid quarterly, after satisfactory completion of each quarter.

16. Qualified and expert resident engineer must be stationed permanently in Commissionerate Office at Siliguri. The engineer shall attend to all the calls during the day from all the offices/formations at Siliguri. For other locations including the offices at Jalpaiguri, Coochbehar, Malda, qualified engineers of the vendor from local stations will attend and resolve the calls. The engineer shall also make himself/herself available on all days at any of the formations of this office for such reasons like the visit of dignitaries, Union Budget Presentation in the Parliament, etc, regardless of the holidays. These days shall be notified by this office from time to time in advance. If during the period of contract any holidays of the vendor's company falls on the working day of the customer, the engineer will remain with the customer's site to attend the calls.

17. If any hardware is disposed off during the period of Maintenance Contract for one or more reason, the proportionate charges will be deducted from the quarterly amount, if charges have been paid before the disposal of the system, then the proportionate amount is to be adjusted against the charges payable on remaining machines.

18. Cost shall be quoted for each type, brand and configuration of the hardware and also as aggregate of all the hardware put together based on the list of machines, so that some items can be either included additionally during the period of contract or withdrawn before its commencement. Further break up of like taxes, etc should also be shown.

19. Whenever during the period of the Maintenance Contract, the service of the company is found to be not satisfactory or if the company is found violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.

20. Penalty clause is not invocable, if the company provides a standby of the branded equivalent or higher system, restoring the original working environment within 24 hours after the complaints is made.

21. The vendor shall, at the time of applying for the tender, provide suitable records in proof of their eligibility vide Annexure-1 and will also declare that any of their contracts had not been terminated by any customer before the contracts expire of its full term in any of the preciously years or current year.