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OFFICE OF THE PRINCIPAL
COMMISSIONER OF GST
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C.No. IV/16/04/2017 Comp.

Date: 09.10.2017

LIMITED TENDER ENQUIRY

Sealed tenders are invited from firms for the award of Annual Maintenance Contract (Comprehensive) of Desktop Computers, Laptops, Scanners, Printers, UPS, Network Switches and Local Area Networks of this offices located at Mysore, Mandya, Hunsur, Nanjangud, Hassan, Chikkamagalur, Shimoga & proposed offices at Virajpet, Madikeri, Chamarajanagar, Bhadravathi & Sagar for a period of one year from the date of award of contract and also updating of Office Website and upkeep of devices at Hqrs. Office.

2. The interested parties with experience of having provided AMC to Government offices / Semi Government Offices and Public Sector Undertaking are to submit their bids. Further, the interested bidders may download the contents along with terms and conditions and other particulars from the Departmental website www.centralexcisemysore.gov.in, www.cbec.gov.in or obtain the same from the Administration Section located at the above mentioned address.
3. The bids will be submitted at the address indicated supra either in person or through Registered Post.
4. Last date for submission of bids is: **11:00 AM, Monday, 16th October 2017.**
5. Bid opening date is **03:00 PM, Monday, 16th October 2017.**

(DEVASISH PAUL)
Assistant Commissioner (Systems)

GENERAL INSTRUCTIONS TO TENDERERS

1. TECHNICAL:

- 1.1. The firm should be a Company registered under the Companies Act, 1956 and should have been in existence for not less than FOUR years in the trade with the maintenance business.
- 1.2. The firm should be a profit (profit after tax) making Company in the previous Financial Year
- 1.3. The Bidder should not be currently blacklisted by any Government/ Government agency/ Bank/ institution in India or abroad. The firm must have previous experience of maintaining Hardware and Network systems in Government organizations/ PSUs. Performance certificates from existing Govt. clients (Central / State Govt. organizations) must be attached with the quotation as brought out in Annexure "A"
- 1.4. The firm must have expertise in preventive on-site maintenance and repair of Desktop Computers, Laptops, Projectors, Laser / Inkjet / Desk Jet / Multi-Functional Printers / Printer Network Components, Scanners, peripherals and other hardware parts and accessories.
- 1.5. The firm should have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily a minimum of three AMCs consisting of more than 50 computers each.
- 1.6. The firm must be registered with local authorities for Works Contract Tax. The Income tax clearance certificate for the last three years must be attached. Further, Annual Turnover for the last three years should also be furnished in a separate paper duly supported by the Audited Balance sheet. If no Audited Balance sheet is available till the date of submission of tender, a certificate from the Chartered Accountant may be submitted, along with unaudited accounts.
- 1.7. The systems average uptime should not be less than 98%. Maximum allowable down time of any system is 3 Hours in case of minor problems and 24 Hours for major problems.
- 1.8. If the firm meets the above technical requirements, they may apply in the proforma prescribed in Annexure, in a sealed cover.
- 1.9. The bids will be opened in presence of Bidder's representative who chooses to be present on the date, time and address mentioned. The representative of the Bidders have to produce an authorization letter from the Bidder to represent them at the time of opening of Technical bids. Only one representative will be allowed to represent each Bidder. In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of this department. Incomplete bids will be out-rightly rejected.

2. FINANCIAL:

- 2.1. The rates may be quoted on comprehensive basis, for the Desktop Computers, Laptops, Scanners, Printers, UPS, Network Switches and the Local Area Networks, of this offices located at Mysore, Mandya, Hunsur, Nanjangud, Hassan, Chikkamagalur, Shimoga & *proposed offices at Virajpet, Madikeri, Chamaraajanagar, Bhadravathi & Sagar* in the proforma at Annexure "B" in a sealed cover.
- 2.2. The other terms and conditions governing the AMC shall be as follows:-
 - 2.2.1. **The vendor will provide two Resident Engineers from 9.30 AM to 6.00 PM on all working days (on holidays - whenever required/called).** The engineers must have minimum of three years' experience in this filed with sound technical background. The engineers would be equipped with mobile phones to ensure their availability. In the event of Service Engineers remains absent/on leave, without substitute thereof, deduction will be made on pro-rata basis for each day of absence, from the contracted amount.
 - 2.2.2. The vendor should have a good presence in the districts of Mysore, Mandya, Chamaraajanagar, Kodagu, Hassan, Shimoga and Chikkamagalur and should provide direct support from its own offices' or through the authorised agents (whose name and address should be furnished in the Annexure) in the above districts.
 - 2.2.3. Sub-contracting of AMC services / outsourcing are not allowed.
 - 2.2.4. The contract will be valid for a period of one year from the date of agreement. 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.
 - 2.2.5. After the expiry of initial period of one year, if satisfied, the department may extend the period of contract for further period of twelve months on the same terms and conditions.
 - 2.2.6. The awardee has to provide services at the locations where the equipments are housed.
 - 2.2.7. The firm will prepare separate log Sheets for each of the machine to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Key Board, Mouse etc., from outside with liquid cleaner and inside will be carried out on quarterly basis. This includes tacking of backup on external data storage device (provided by the Department) and updating of OS and other installed software. A preventive Maintenance Report from the user would be submitted to the Systems In-charge in the Computer Section of the Commissionerate by 5th of subsequent quarter mandatorily and the same shall be taken into consideration while making the quarterly payments failing which an appropriate penalty would be imposed.
 - 2.2.8. The quarterly payment will strictly be made on the basis of satisfactory report received from the Departmental users.
 - 2.2.9. The Service Engineers stationed in the office would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM, Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency
 - 2.2.10. The vendor must respond to any breakdown / maintenance call of the Department and within 24 hours of call outside Mysore city falling under jurisdiction of this Office. In case of non-availability of Drivers of the machine (branded one like HP, HCL, IBM etc.), they will arrange from their sources. In case the service provider fails to respond to the break down call of the Department as mentioned above, the Department is liable to deduct a penalty of Rs. 200/- per day per call from the bill due to the service provider during the following quarter. Penalty clause is not invokable, if the company provides a standby of the branded equivalent or higher System, and restores the original

equipment in working condition within the time frame as at Sl. No. 2.2.9 above, of the complaint.

2.2.11. The firm will be responsible for data recovery and data security in case of system failure and crashing of HDD of any computer system under AMC.

2.2.12. Licensed Software support for Operating System (Unixware, Windows & Linux) and for MS-Office including anti-virus is compulsory wherever in the case of software failure.

2.2.13. Preventive maintenance service should be carried out as per Sl. No. 2.2.7 during the period of contract by the service provider regularly and at such frequency as may be required to keep all Systems and peripherals detailed in the Annexure in a trouble free manner irrespective of whether the equipment has suffered a breakdown or not, with a minimum of and it would include:-

- Scanning the Hard Disk drives for bad sectors or anything;
- Checking and cleaning of Mouse / Keyboard for proper operation;
- Servicing and cleaning of Systems, Printers & UPS;
- Cleaning of CD Drive;
- Checking the input and output voltage of the UPS.

2.2.14. If any PC/accessory is not likely to be repaired within 24 hours, the firm will provide a stand by PC/accessory before taking up such PC/accessory for repair/maintenance.

2.2.15. The repair/maintenance of items under AMC shall be done within two days of taking over for repair or maintenance failing which a penalty of Rs.200/- (Rupees Two Hundred only) per day or part thereof shall be levied till such time the item is repaired. **In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.** The replacement also includes batteries for applicable devices / equipment (UPS, Laptop etc).

2.2.16. The necessary support for maintaining virus free computer environment in the Office and help in upgrading the Software/Virus Detection mechanism would be provided by the firm.

2.2.17. The vendor is required to update the departmental website as per the data provided by this department. The vendor is also required to upkeep the biometric devices installed at the office premises.

2.2.18. It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Office, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Office on maintenance of machines for the remaining period of contract by alternative means.

2.2.19. The above act of backing out would automatically debar the firm from any further dealing with this office and the Performance Security amount would also be forfeited.

2.2.20. No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.

2.2.21. The Department reserves the right to cancel the vendor bid/AMC services, if any information provided by the vendor is found unverifiable during the selection procedure, or the AMC period. This Office also does not bind itself to accept the lowest tender and it reserves the right to reject any or all the tenders without assigning any reason whatsoever.

2.3. The successful tenderer / firm shall be required to furnish Bank Guarantee to the Principal Commissioner of Central Tax, GST Commissionerate, Mysuru, for an amount equivalent to 10% of the bid amount (AMC total amount) which will be released to the contractor on completion of the contract. The “Auto renewal” clause must be mentioned in the Bank Guarantee.

2.4. The earnest money of Rs.15,000/- (Rupees Fifteen thousand only) through a Demands Draft on any scheduled bank drawn in the name of Commissioner of GST, Mysore Commissionerate, Mysore, must accompany the “Technical

Bidding" Quotation letter. Quotations received without earnest money shall not be considered. Earnest Money received from the unsuccessful bidder/tenderer will be returned without interest immediately after the process of selection of tender/quotation is over.

- 2.5. The earnest money received from the successful bidder shall be retained by the office as cash surety and will be returned only after the execution of Performance Security. The other requisite documents mentioned above should also accompany the quotation letters. The prize bid/quotation will be considered only after fulfilment of technical bid as stated above.
- 2.6. Documents satisfying the technical bid requirements in a sealed cover, superscribed with "**Quotation for AMC of Computers, Printers and Peripherals for the GST Commissionerate, Mysore**" and sent to the Administrative Officer (Hqrs.), at the above address at Mysore, by due date and time.
- 2.7. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered to maintenance contract during the current AMC, on pro-rata basis. The undersigned also reserves the right to reject any quotation without assigning any reason.
- 2.8. The rates quoted should be net and no discount, free services / offers quoted the amount will be considered.
- 2.9. All disputes arising out of this contract shall be referred to the sole arbitration of a person selected by both the contractor and this Department.
- 2.10. All tendered rates shall be inclusive of all taxes and levies payable. However, pursuant to the Constitution (46th Amendment Act, 1982), if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender including extensions, if any, and the company/firm thereupon necessarily and properly pays such taxes/levies, the Company/firm shall be reimbursed the amount so paid.
- 2.11. The Earnest Money Deposit submitted by the bidder will be forfeited if:
 - 2.11.1. The bidder withdraws his tender before processing of the same.
 - 2.11.2. The bidder violates any of the provisions of the terms and conditions of this tender specification.
- 2.12. Tender offer submitted without EMD, sent by Fax or e-mail will not be considered for evaluation.
- 2.13. To assist in scrutiny, evaluation and comparison of offer, the Service Receiver i.e., this Department may, at its discretion, ask some or all Tenderers for technical/financial clarification of their offer. The request for such clarification and the response shall be in writing. To speed up the response process, the Service Receiver, at its discretion, may ask for any technical/financial clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical/financial clarification must be sent to the Service Receiver by means of courier/in person.
- 2.14. The successful bidder/firm shall submit quarterly Pre-Receipt bills duly supported with necessary service reports and maintenance reports rendered

during the period along with the proof of deposit of ESI, PF and Goods & Services Tax etc., this office will make the payment to the firm after the receipt of the bills after deduction of applicable taxes.

- 2.15. If the service reports and the maintenance reports do not show proper compliance of works to be done by the firm as per the Schedule, this office will make suitable deduction from the Firm's bills.
- 2.16. Levy/Taxes payable by the firm viz., Goods & Services Tax or any other tax on materials in respect of this contract shall be payable by the contractor and this office will not entertain any claim whatsoever in this respect.
- 2.17. If any of the accessories attached to the Computer System is "Down", the complete Computer System shall be treated as "DOWN".

3. APPLICABLE LAW:

- 3.1. The contract shall be interpreted in accordance with the Laws of the Union of India. Company/firm shall be solely responsible for compliance of all labour laws, payment of fair salaries and allowances to his personnel that might become applicable under any new act, law or order of Government of State/Centre. The Service Receiver shall have no liability whatsoever in any manner. The Company/firm have to show the proof of payment of fair salaries to his workers as and when asked for the same by the Service Receiver.
- 3.2. Minimum wages act of State where Central laws are not framed are to be complied with. In case, where both State and Central laws are in vogue, the minimum wages prescribed under Central Government shall be applicable.

4. OTHER PART OF CONTRACT

- 4.1. The contractor shall be responsible for proper maintenance of decorum, punctuality, discipline and work output.
- 4.2. This office deserves the right to include/exclude any new Computer System/s and/or Peripheral/s to the AMC during the period of contract. Such addition of the new Computer System/s and/or Peripheral/s to the AMC during the period of contract shall be on the terms and conditions of the AMC and the rate shall be as applicable to the nearest/equivalent Computer System/s and/or Peripheral/s already covered by the AMC. The payment for such addition/deletion shall be on pro-rata basis.
- 4.3. The Resident Engineers should maintain a "LOG REGISTER" of all calls received, attended, pending issues, preventive maintenance records and the details of all replaced spare parts.
- 4.4. The technical details of all the Computer systems and Peripherals to be covered under AMC has been enumerated vide Annexure "C".

(DEVASISH PAUL)
Assistant Commissioner (Systems)

ANNEXURE- "A"

DETAILS OF PAST PERFORMANCE/ CONTRACT

Sl.No.	Name & Address of the client with Telephone No.	Contact person and contact Number	Nature of job	Total value of contract	Penalty imposed by clients if any

Signature of Authorised signatory

ANNEXURE "B"

Sl.No.	Name of the item	Quantity	Unit Price (Rs.)	Total amount without tax	Taxes if any	Total amount with taxes

Signature & Name in capital letter below signature

Firm's Seal

Annexure C

Desktop	Qty
Acer	18
AMD	17
P4	1
Compaq	5
P4	5
Dell	5
Core 2 Duo	2
Core i3	2
Core i7	1
Frontech	7
P4	7
HCL	1
P4	1
HP	81
AMD	25
Celeron	9
Core 2 Duo	7
Core i3	8
Core i5	2
P4	29
Pentium D	1
HP AIO	2
Core i3	1
Core i5	1
IBM	1
P4	1
Wipro	3
Celeron	3
Grand Total	123

Printers	Qty
Canon 3010	1
HP 1005	1
HP 1020	15
HP 1160	5
HP 1319 mfp	1
HP 2055DN	1
HP 2420dn	1
HP 3015dn	1
Hp Djet 2131	1
HP LJ 1536	1
HP LJ 400MFP	1
Hp M 1319F	1
HP M1319	1
HP m202Dw	2
HP P1005	26
HP P1007	2
HP P1606 dn	7
HP P2055dn	3
Hp Pro400Colour	1
Grand Total	72

Laptops	Qty
HP Aspire 5745	4
Core i5	4
HP Compaq	1
Celeron	1
Total	5

UPS	Qty
1.1 KVA	53
500 VA	42
600 VA	5
Total	100

Switch	Qty
16 Port	6
24 port	3
8 Port	6
Total	15