



सत्यमेव जयते

**OFFICE OF THE PRINCIPAL COMMISSIONER OF CGST, CUSTOMS & CENTRAL EXCISE
48, ADMINISTRATIVE AREA, ARERA HILLS, HOSHANGABAD ROAD, BHOPAL- 462 011**

F.No.I(07)AMC-COMP/Hq/15-16/

Dated: 11.10.2017

OPEN TENDER ENQUIRY

Sealed tenders are invited from firms for the award of Annual Maintenance Contract (Comprehensive) of Desktop Computers, Printers, Network Switches and the Local Area Networks, for the **Office of the Chief Commissioner, Office of the Principal Commissioner, Office of the Appeals Commissioner, Office of the Asst. Commissioner (Dn I, II, III, IV & Customs), Bhopal** for a period from **01.11.2017 to 31.03.2019**.

2. The interested parties with experience of having provided AMC to Government offices/Semi Government Offices and Public Sector Undertaking may submit their bids. Further, the interested bidders may download the contents along with terms and conditions and other particulars from the Departmental website www.cbec.gov.in/ www.cexbhopal.gov.in or obtain the same from the ET-II Section located at the above-mentioned address.
3. The bids to be submitted at the address indicated supra either in person or through Registered Post.
4. Last date for submission of bids is **31-10-2017**.
5. Bid opening date is : **01.11.2017**

Sd/-
(Vaishali Naik Lanjewar)
Additional Commissioner (P & V)

Copy to:

1. Web master, Central Excise, Hqrs. Bhopal for uploading on the department web site i.e. www.cexbhopal.gov.in.
2. Notice board, Central Excise, Bhopal.
3. Webmaster, CBEC, Newdelhi for uploading on the web site.

(Vaishali Naik Lanjewar)
Additional Commissioner (P & V)

1 SCHEDULE FOR INVITATION TO BID

1.1 Name:

The President of India acting through the CGST, CUSTOMS & CENTRAL EXCISE
48, ADMINISTRATIVE AREA, ARERA HILLS, HOSHANGABAD ROAD, BHOPAL.

1.2. Bids should be submitted to

The Additional Commissioner (P & V),
CGST, CUSTOMS & CENTRAL EXCISE
48, ADMINISTRATIVE AREA, ARERA HILLS,
HOSHANGABAD ROAD, BHOPAL- 462 011

1.3. Last date for submission of bid:

Up to 1800 Hours on 31th October, 2017. Any bid received at the address mentioned after the aforesaid date, shall be considered as a late bid and shall be returned unopened to the firm.

1.4 Place, time and date of opening the bid:

1100 Hours on 01th November, 2017 at CGST, CUSTOMS & CENTRAL EXCISE
48, ADMINISTRATIVE AREA, ARERA HILLS, HOSHANGABAD ROAD, BHOPAL- 462
011

The office reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed conditions are not fulfilled are liable to be rejected.

2. TECHNICAL BID

2.1 The firm should have a good reputation in the field. The firm should have a presence in the Bhopal City.

2.2 The firm should have been successfully providing AMC to Central/State Govt. Departments /PSU for at least 3 years. List of such offices alongwith contact details should be enclosed;

2.3 The firm should have GST registration/ Firm Registration.

2.4 The firm's earlier company contracts should not have been terminated before the expiry of the full term, in any of the previous years or current year.

2.5 The firm should submit the copies of PAN card;

2.6 The firm should have well trained service engineers.

The firms meeting the above technical terms & conditions only should submit their quotations in sealed covers. Technical bid shall include documentary proof in respect of each of the above 5 points of technical terms and conditions.

3 FINANCIAL BIDS

3.1 The rates should be quoted against each item separately in prescribed format given at Annexure-II to this notice.

3.2 The rates quoted should also cover the maintenance of hardware and software of Computers, Printers .

3.3 Firms which meet these stipulations and accept the below said General Terms & Conditions, may submit their quotations in sealed envelopes superscripting “**AMC for**

Computers/ Printers so as to reach this office prior to **1800 hrs on 31th October, 2017.**

The Technical and Financial bid should be placed in separate envelopes, clearly mentioning on the envelopes “Technical Bid” and “Financial Bid”.

Quotations received thereafter will be summarily rejected. First Technical bids will be opened and financial bids of these tenders will be opened who fulfill the eligibility/conditions mentioned in Technical bid.

GENERAL TERMS & CONDITIONS

4. Scope of Work

4.1 The scope of work covers comprehensive annual maintenance of hardware (such as computers, printers of different make & models) and various software’s installed in our Offices as per **Annexure-I.**

4.1.1 It is possible that there is certain equipment, which is similar to the equipment covered under the present tender, but is not included in the inventory list enclosed to the present tender for reasons such as it is newly procured or was under warrantee/maintenance at the time the requirements under this tender were being consolidated. If in such cases this office chooses to cover it at a later date under the contract the firm shall be required to provide maintenance service for the same. The rate of maintenance service charges for such equipment shall be equal to the rate of similar equipment at the location.

4.2 Service Assurance

4.2.1 The maintenance service by the company shall include monthly Preventive Maintenance and breakdown maintenance of all computer hardware items in our office, as listed in Annexure I.

4.2.2 The Service Engineer will be responsible for maintaining a log of complaints attended by him. All the complaints received along with the status of resolution will be entered in log book maintained The same will be presented to the Administrative Officer for perusal on day to day basis.

4.2.3 During the execution, the vendor shall maintain the equipment and other gadgets and devices and shall ensure that they are in perfect working condition. For this purpose, the vendor shall provide correction and preventive maintenance service. The vendor shall appoint two Engineers on regular basis during the office timing i.e. from 9.30 AM to 6.00 PM.

4.2.5 The vendor shall rectify defects, faults and failures in the equipment and gadgets/devices and shall repair/replace such parts if the condition of the equip demands. In case where unserviceable parts of the equipment need replacement, the vendor shall replace such parts without charging any additional sum from the department.

4.2.6 The Service Engineer shall attend to the complaints immediately to restore computer Systems/Printers in working condition. In case of failure to respond, a penalty of Rs. 500/-per day shall be imposed which shall be deducted from the payment of AMC Contractor. However, penalty clause will not be applicable if standby system is provided by the contractor firm.

5. **Payment for the services**

5.1 No advance payment will be made in any case. The payment will be made quarterly after the satisfactory completion of AMC during the period at the end of each quarter, upon presenting the bill and report of satisfactory maintenance done as per the contract.

5.2 In case there is any delay in the start of the contract of maintenance resulting from this tender, the payments shall be made on pro-rata basis to the vendor for the actual period during which services were rendered.

5.3 Whenever during the period of the Maintenance Contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office reserves the right to terminate the contract immediately without any compensation.

6. Security Deposit: The successful bidder will have to deposit Rs. 15,000/- (Rs fifteen thousand only) as security deposit, security deposit will be refunded after one month of completion of the contract period after recovery of dues if any from the agency and no interest shall accrue on it.

7 **General Provision:**

Any disputes arising out of the contract are to be solved mutually by both the parties considering the interest of both the parties at the concerned time.

Sd/-
(Vaishali Naik Lanjewar)
Additional Commissioner (P & V)

Annexure-I

Location/Sites

S.No.	Section/Office	No. of Computers	No. of Printer
01	Office of the Chief Commissioner/ Principal Commissioner, Bhopal	99	71
02	Office of the Appeals Commissioner, Bhopal	06	04
03	Office of the Asst. Commissioner (Dn-I,II,III,IV & Customs), Bhopal	71	44
	Total	176	119

Annexure-II

**FINANCIAL BID FOR MAINTENANCE OF COMPUTER, PRINTERS IN
CGST, CUSTOMS & CENTRAL EXCISE 48, ADMINISTRATIVE AREA,
ARERA HILLS, HOSHANGABAD ROAD, BHOPAL- 462 011**

(This text to be printed on plain paper with office address stamped on it printed on the letter head of the firm)

Financial Bid Format

Sr.No.	Particulars	Amount (in Rs.) (Inclusive of all taxes)

I agree with all terms and conditions

Sign & Stamp