

 	<p style="text-align: center;">Government of India भारत सरकार</p> <p style="text-align: center;">Government of India Office of the Principal Commissioner of Kolkata North CGST & CX Commissionerate 180, Shantipally, Rajdanga Main Road, GST Bhawan(1st floor), Kolkata – 700 107 Phone: - (033) 2441-7031; Fax :- (033) 2441-7800</p>
---	---

TENDER NOTICE No. 01/SYSTEMS/KOL NORTH CGST & CX/2017 DATED 06.10.2017

**PUBLIC NOTICE INVITING QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT (A.M.C.) OF
DESKTOP COMPUTERS, UPS AND PRINTERS**

Sealed quotations are invited for the Annual Maintenance Contract (hereinafter referred to as 'AMC') of the following items, installed in different formations of the office of the Principal Chief Commissioner, CGST & CX, Kolkata Zone and Kolkata North CGST & CX Commissionerate, Kolkata, situated at **(1) 180, Shantipally, Rajdanga Main Road, Kolkata-700107, (2) 4, Brabourne Road(3rd Floor), Kolkata-700001, (3) B-12/13(S)&14(S), Central Park, PO. Kalyani, Dist. Nadia, PIN-741235, (4) the premises of M/S New Tobacco Company Ltd. PO. Kamarhati, Dist. North 24 Parganas, (5) 7/1, Ghosh Lane, Roypara, Krishnanagar, Dist.-Nadia, PIN-741101, (6) 34/378, Harimohon Dalal Road, Basirhat, Dist. North 24 Parganas PIN-743411 and (7) Factory Premises of M/s. Kitchen Appliances Ltd., BP Block, Sector-V, Bidhannagar, PIN-700091, for a period of **01(one) year starting from 01/11/2017 to 31/10/2018.****

The eligibility criteria, scope of work and the terms and conditions governing the AMC are furnished below:-

Work specification:-

AMC in respect of

S.No.	Name of the items	Numbers (Approx)	Remarks
1.	Computers (including standard peripherals like Monitor, Mouse, Keyboard attached to each Computer)	326	Numbers which may increase or decrease in the event of warranty periods of computers/ printers/UPS ending during this tenure, will come under AMC. Computers/printers/UPS which will be found non functional will also be struck off from the list.
2.	Printers (including Printer with consolidated device like Scanner/Fax)	293	
3.	UPS	27	

The quotations of price of the above items should be given per unit per month as well as per annum. The quotations should be Comprehensive in nature for AMC which include the Operating Systems, all parts both of metal and plastic, all monitor parts like Picture Tube and parts thereof, all networking Hardware, protection with regularly upgrading installed Anti-Virus, proper functioning of the LAN connections wherever exists, among others. The AMC will not however, include computer stationeries like paper, ribbons, laser printer toners, inkjet cartridges, tapes, etc.

Terms & Conditions:-

The vendor for AMC shall ensure a fully functional system in respect of the items mentioned. It will be Vendor's obligations to provide on-site corrective and remedial maintenance services on call from respective sites and to set right the malfunctioning system within reasonable time.

Promptness in responding to snags, reported to vendor by user, is the essence of this agreement and the repair/restoration of the items and parts thereof shall be made in minimum possible time so that office work of the concerned section is not affected. The Vendor shall provide repair and maintenance service in response to the oral/telephonic information by the concerned formations of this office within 2 hours of being intimated. Vendor shall have satisfactory arrangement to receive complaints.

The maintenance service by the company shall include quarterly on-site preventive maintenance of all items to be placed under AMC. Special dust cleaning of the Monitor, Printer, Keyboard, Mouse etc., from outside with liquid cleaner should be done once in a month. A preventive maintenance report (quarterly) and monthly cleaning report of all the items installed in the aforesaid formations would be submitted along with the quarterly bill of AMC. The quarterly payment will be made strictly on the basis of satisfactory report of the users. The preventive maintenance shall include, among others:

- a) Regular cleaning of all components/parts.
- b) Checking of power supply source for proper running and safety of equipment.
- c) Ensuring that the covers, screws, switches etc. are firmly in place in respect of all equipment.

The vendor shall check all the items to be placed under AMC within 3 days of receipt of information from this office regarding acceptance of the quotation and submit a report showing the detailed configuration of the items to be placed under AMC and also about their present condition. On the basis of that report, and endorsed by the office, the firm will prepare separate logbook for the items placed under AMC.

The AMC shall include replacement and installation of the defective/damaged parts/components free of cost preferably with latest-version products of same make and configuration compatible with the existing machines. In case any particular brand/model is not available, the same shall be replaced with equivalent parts/components with existing or higher configuration. In case any of the items or parts thereof are required to be taken outside the office for repair from where they are installed, the same are also required to be done and reinstalled free of cost. The said items or parts thereof are required to be taken to the outside workshop for repair only with proper permission of the competent authority and would be at the company's own risk and expenses. In case, the said items are taken to the workshop, the firm should provide a stand-by for the same so that the office work remains unaffected till such time.

The replaced parts/components shall have the proper warranty period of at least one year.

1. The Vendors shall specify the details of the price i.e. actual cost, discount and taxes against each of the items/parts to be replaced under AMC as applicable. The rates should be given both in words and in figures. Rates should be given against each of the said items per month as well as for 01 (one) year (01/11/2017 to 31/10/2018). The total consolidated rate should also be reflected.

The vendors can inspect the items to be placed under AMC for ascertaining the nature of the machine at the above-quoted site where they are installed after having prior permission between **12.00 hrs. and 16:00 hrs.** on any working day, before **27.10.2017**. For this purpose, they are required to contact the Hqrs. Systems of CGST & CX Kolkata North Commissionerate at the above-quoted address.

The Company/Firm/Enterprise intending to submit the tender shall be of reputed organization in the field of Hardware and Software and have experience of the similar maintenance contract for the last 2 years and that the said contract has not been terminated before the expiry of the full term in any of the previous years or current year. Requisite documents in support of claim must be submitted.

The Vendor shall appoint one exclusive person at the site of **180, Shantipally, Rajdanga Main Road, Kolkata-700107**, for full time of office hours and one exclusive person for the sites as mentioned in **Sl. No. 2 to 7 of first para of page-1** who are technically proficient and have skilled expertise to tackle any hardware and software related problem, to attend calls from the concerned formations. In case the appointed person being absent or on leave, vendor has to ensure suitable substitute for those days. This is necessary to ensure that the problems and complaints are attended immediately. The person, so appointed, must also have knowledge in the local area network and internet-related problems. The presence of the persons may be required even on Govt. holidays in the event of any exigencies. The person should be equipped with mobile phones to ensure their availability round the clock.

The Vendors should provide their PAN and GSTN in respect of their firm alongwith their quotations. Requisite documents in support of claim must be submitted. The Firm must submit valid Income Tax Clearance Certificate>Returns for last 03 (three) years.

The vendors should provide the telephone Nos., fax nos., e-mail ID, mobile Nos. to ensure proper connectivity. The address of the workshop with telephone nos. and Fax nos. in Kolkata should also be furnished in detail.

Quotations should be signed and stamped by the authorised person of the bidding firm.

The charges will be paid quarterly after the satisfactory completion of the maintenance service, at the end of each quarter.

Whenever during the period of the maintenance contract, the service of the vendor is found to be not satisfactory or is found to be violating any of the conditions governing the Maintenance contract, this office shall have the right to terminate the contract immediately without any compensation. Being a comprehensive contract, all liabilities arising out of any fault/ replacement of any part will be borne by the vendor, even if not mentioned separately.

In case of Vendor backing out midway without any explicit consent of this office, the Vendor will be liable to recovery at higher rates than the rates of items contracted with and the expenses which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.

The contract can be renewed for further period on mutually agreeable terms subject to the year round outstanding performance as well as positive feedback from majority of office formations under the Commissionerate.

The appropriate authority will be empowered to impose penalty on the company for delay in restoration of the problem beyond reasonable time limit or for any loss/damage caused by the vendor.

Incomplete quotations are liable to be rejected.

The Vendors who do not qualify for the technical specification mentioned in the Notice are liable to be rejected irrespective of the price quoted.

Sealed quotations should be marked as **“Quotations for AMC of Computers and Peripherals”** and addressed to the Deputy Commissioner (Computer), CGST & CX Kolkata North Commissionerate at the above-quoted address.

The Quotations, complete in all respects, should reach this office by **17:30 hrs. of 20th October, 2017**. The sealed Quotations should be dropped in the Central Receipt section of the CGST & CX Kolkata North Commissionerate at the Ground floor of the captioned address.

Quotations received after the stipulated date and time shall not be entertained.

The tenders will be opened on **23rd October, 2017 at 15.00 hrs.** in the room (No. 106) of the Deputy Commissioner (Computer), CGST & CX Kolkata North Commissionerate at the above-quoted address in front of the bidders (maximum of 2 representations for each Bidder) who may like to be present.

This maintenance contract shall remain in force for one year from the **1st November, 2017 to 31st October, 2018**. The rates quoted will remain in force for the full period of the contract.

This office reserves the right to exclude some of the items listed above and to accept or reject any of the said quotations without assigning any reasons.

The tender notice can be seen and downloaded from the official website www.cbec.gov.in.

An undertaking in the enclosed format is required to be furnished by the interested vendor for the sake of authenticity of the items supplied as replacement.

In case of any dispute, the decision of the appropriate/competent authority of this office shall be final.

Acceptance of the quotation by the office will be communicated to the Vendor by post within reasonable time. The concerned Vendor is required to enter into a formal agreement on non-judicial stamp paper of the appropriate value in the prescribed format (to be communicated) within 03 (three) days of the receipt of acceptance.

The AMC will take effect from the date to be mentioned in the formal agreement.

(AJEET KUMAR)
DEPUTY COMMISSIONER(Computer)
KOLKATA NORTH CGST & CX
COMMISSIONERATE

C No.12/Comp.Cell/HQ/K-North/CGST/2017/

Date: 06/10/2017

Copy to:-

- 1) Notice Board of Kolkata North CGST & CX Commissionerate.
- 2) The Webmaster, www.cbec.gov.in. He/she is requested to take necessary action for the display of the above notice in the website of CBEC.
- 3) The Commissioner, Kolkata South, CGST & CX Commissionerate.
- 4) The Joint Commissioner, Office of the Principal Chief Commissioner, CGST & CX, Kolkata Zone.

(AJEET KUMAR)
DEPUTY COMMISSIONER(Computer)
KOLKATA NORTH CGST & CX
COMMISSIONERATE

To
The Deputy Commissioner (Comp)
Kolkata North CGST & CX Commissionerate
Kolkata.

Sir,

Sub: Undertaking of Authenticity for the IT Hardware Supplied.

Ref:- Tender Notice no:- 01/SYSTEMS/KOL NORTH CGST & CX/2017 DATED 06.10.2017

With reference to the items mentioned in the above-quoted Tender Notice, we hereby undertake that all the components/parts/assembly/software supplied shall be original new components/parts/ assembly /software only, from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software are being used or shall be used.

We hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and/or we are unable to comply with above at the time of delivery or during installation, for the IT Hardware already billed, we agree to take back the printers without demur, if already supplied and return the money, if any, paid to us by you in this regard.

We also take full responsibility of both Parts & Service as per the content even if there is any defect by our authorized Service Centre.

Yours faithfully,

Authorized Signatory

Name:

Designation

Place

Date