



भारत सरकार / GOVERNMENT OF INDIA

वित्तीय मंत्रालय / MIN. OF FINANCE : : राजस्व विभाग / DEPT. OF REVENUE

केंद्रीय जीएसटी और केंद्रीय उत्पाद शुल्क / Central GST & Central Excise

लेखा परीक्षा आयुक्तालय/AUDIT COMMISSIONERATE

C.R. BUILDING, RAJASWA VIHAR, BHUBANESWAR-751007, ODISHA

(Commissioner) 0674-2589631 Fax 0674-2589612

F. No.:I(20)2/GL/Audit/BBSR/2017/

Date : 27.09.2017

SUB: NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT (COMPREHENSIVE) OF CANON PHOTOCOPIER MACHINE IN THE OFFICE OF THE AUDIT COMMISSIONERATE, GST & CENTRAL EXCISE, BHUBANESWAR FOR THE PERIOD OF ONE YEAR.

The details and specification of Canon Photocopier Machine installed in the office of the Commissioner, Audit Commissionerate, GST & Central Excise, Bhubaneswar is as under:

Sl. No.	Type of Machines	No. of Machines
1	Canon IR 4225 photocopier	3 Nos.

The detailed Terms and Conditions are enclosed herewith in **Annexure "A"** to this Tender notice.

The interested service providers are requested to submit their Tender documents in the prescribed Quotation form duly signed and stamped, in a sealed cover to the Commissioner, Audit Commissionerate, GST & Central Excise, Central Revenue Building, Rajaswa Vihar, Bhubaneswar-751007. The quotations may be sent by post or delivered at reception at this office premises. The last date of receipt of the Tender is **13.10.2017** at **16.00 hrs.** The bids will be opened in the Chamber of the Assistant Commissioner (Admn.) in the presence of the bidders or their representative, if any, on 16.10.2017 at 11.00 Hrs. and the lowest bidder/supplier shall be chosen based on the figures quoted.

Sd/-

(C.R.DAS)

ASST. COMMISSIONER (ADMN)

ANNEXURE-'A'

Notice Inviting Tenders

Terms and Conditions:-

1. Interested agencies are requested to submit their quotation/tender in two parts in two separate sealed covers, one containing “**Technical Bid**” as per **Annexure-“B”** and the other containing “**Financial Bid**” as per **Annexure-“C”**. Both these bids should be kept together in another sealed cover superscripted as “**Quotation for AMC of Photocopier Machine**”. The format of the Technical Bid and Financial Bid is enclosed as Annexure-“B” & “C”.
2. The Tenders/Quotations which are received incomplete and /or filed after the due date shall be summarily rejected.
3. The parties who wish to be present at the time of opening of Tenders/Quotations may represent themselves or authorize their representatives with an authority letter. If the awardees of the tender cannot fulfil the terms and conditions of the tender to the satisfaction of the office of the Commissioner, Audit Commissionerate, GST & Central Excise, Bhubaneswar on the day appointed, then the tender will be awarded to the next lowest bidder who has fulfilled the conditions of the technical bid.
4. This office reserves the right to accept or reject any or all tenders without assigning any reason.
5. The AMC shall include the spare parts fitted for maintenance of the equipments and the AMC holder will attend the call immediately (within 1—3 hours).
6. The firm will prepare separate log books for each of the machines to be taken under the AMC. Preventive maintenance will be carried out on monthly basis. The reported fault would be taken up on the same day. As far as possible, the repairs shall be carried out on-site itself. The firm will take satisfactory report of the user of Photocopier machine on monthly basis.
7. The contract shall be valid for an initial period of One Year from the date of award of contract. 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.

8. The vendor shall check all the Photocopier machines within three days of signing of contract and submit report to the Drawing and Disbursement Officer. In case no report is submitted within stipulated time, it will be assumed that all the machines are in working conditions.
9. The Tenderer should be duly registered with the concerned State/Central authorities and should be well established to provide Comprehensive annual maintenance contract of Photocopier Machines.
10. The agency/firm shall have sufficient numbers of Technicians and Engineers with them. List of Service engineers / support staff along with their contact no. has to be provided along with their qualifications. The firm should submit the list of Service Engineers along with their contact numbers, whom they will be able to provide to this office in case they are selected in the tender. The service provider must have 24 hours working telephone system so that he can be contacted over phone at short notice and at odd hours and on holidays. In case of requirement of any Service Engineer it would also be essential for each Service Engineer to have a mobile number so that they can be contacted in emergency.
11. The agency/ firm should have good financial viability and can cushion credit up to three months.
12. The contract between the Commissioner, Audit Commissionerate, GST & Central Excise, Bhubaneswar and the service provider can be terminated after a prior notice of one month from either side in the instance of poor service or violation of any of the condition stipulated.
13. The firm should have been in business of maintenance of Photocopier machines for a period of not less than 2 years. (Requisite documents to support this claim will have to be produced for verification).
14. The firm intending to submit the tender should be a reputed organization in the field of maintenance and must have provided AMC to at least two Central Government Organizations for at least 2 years.
15. A satisfactory performance certificate regarding AMC from at least 2 government Departments shall have to be furnished.
16. A general undertaking shall be given in the format placed at **Annexure "D"** to this document, that all terms and conditions of the Bid Document are acceptable. This needs to be signed by an authorized person of the applying firm. Only the firms meeting the above technical terms & conditions should submit their quotations in sealed covers. Technical Bid shall include documentary proof in

respect of each of the above points of Technical terms and conditions and filled up format as mentioned in the Annexure-D. Financial bids of Firms who fail to fulfil any of the above conditions will not be considered.

17. Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by this office whose decision shall be final and conclusive.
18. In case of any dispute of any kind and in any respect whatsoever, the decision of this office shall be final and binding.
19. This office has the right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons.
20. The service provider should have GST Registration.
21. The department is not liable to pay any other charges in addition to the above (AMC charges Plus GST).
22. No advance payment would be made in any case. However, payment will be made on quarterly basis.
23. TDS will be deducted as per rules.
24. The contract can be terminated by this office at any time without assigning any notice/reason or without giving any reason. If the work of the Service Provider is found unsatisfactory during the period of this contract, decision of the Competent Authority of this office shall be final and binding on the firm/vendor on contract.
25. Service assurance. Preventive maintenance will be carried out on monthly basis. A preventive Maintenance report (Quarterly) and monthly cleaning reports of all the items installed in this office would be submitted along with the quarterly bill of comprehensive AMC, failing which an appropriate penalty would be imposed. The payment on quarterly basis will be made strictly on the basis of the satisfactory report of the user.
26. Shifting of equipment (including wires) within the building as and when required.
27. This tender is not transferable and under no circumstance shall the successful bidder be allowed to sub-contract to any other person/party.

28. Vendor should have a proper procedure for complaint registration, follow up etc. and provide traceability of all complaints from registration to call clearance, which will be kept in the Administrative section. The Engineer should report to Intelligence Officer (Hqrs.), who will supervise the maintenance service of the vendor.
29. At the end of the contract period, both the user and the AMC holder shall certify separately that the computer system / electronic device is in satisfactory working condition and that no fault or complaint is pending.
30. It may also be noted that in case the Service Provider backs out of the AMC midway, without any explicit consent of the department, he will be liable for recovery at higher rates visa-vis those contracted with, which may have to be incurred by this department on maintenance of machines for the balance period of the contract by alternate means.
31. In case the service is not found to be satisfactory, this office will terminate the contract on its own and inform the vendor accordingly.
32. The tender notice is also available on the office website www.cbec.gov.in.

Sd/-

(C.R.DAS)
ASST. COMMISSIONER (ADMN)
AUDIT COMMISSIONERATE
GST & CENTRAL EXCISE
BHUBANESWAR.

Copy for information:-

1. Notice Board, Audit Commissionerate, Central Excise & Service Tax, Bhubaneswar.
2. The Superintendent (Systems), Audit Commissionerate, GST & Central Excise, Bhubaneswar for web-page publicity.

(TECHNICAL BID)

1. Name of the Organisation/Firm
2. Name(s) of the Proprietors/ Partners/Director
3. Registered Address, Telephone (Landline/Mobile) & Fax No.
4. Other Address of any branches with their telephone No. & Faxes
5. Address and Contact Number of the Workshop
6. Whether firm is registered under GST
7. GST Registration No. (Copy to be enclosed)
8. Permanent Account Number of the firm. (Copy of PAN Card to be attached)
9. Total Engineers working under this firm
10. Name(s) of the Public Sector/Govt. Organisation to whom similar services have been provided by the firm (Please attaché the service Certificate from Govt Office/ Public Sector)
11. Name of the website, email ID etc, if available

Signature of authorized signatory with date:-

Name:-

Designation:-

Name of firm:-

Address:-

Office Seal:

ANNEXURE-‘C’

(FINANCIAL BID)

Rate:- Total AMC Cost (inclusive of all taxes, charges) for 1 year from date of order:	In digits Rs. _____/- Rupees _____ (in words)
---	---

Signature of authorized signatory with date:

Name:

Designation:

Company:

Address:

Office Seal :

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE TENDER DOCUMENT**

To
The Commissioner,
Audit Commissionerate,
GST & Central Excise,
Central Revenue Building,
Rajaswa Vihar, Bhubaneswar-751007

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice issued under F. No. _____ dated _____ regarding on site Annual Maintenance Contract (AMC) of three nos. of Photocopier machine (Model : IR 4225) installed in the office of the Commissioner, Audit Commissionerate, GST & Central Excise, Bhubaneswar.

I declare that all the Terms and Conditions of this Tender Notice are acceptable to me/my Company/firm. My Company/firm does not have any terms and conditions of its own in respect of quotation being submitted for AMC. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Very Truly,

Signature of authorized signatory with date

Name:

Designation:

Name of firm:

Address: