



**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
DIRECTORATE GENERAL OF GST INTELLIGENCE
ZONAL UNIT : AHMEDABAD
1ST FLOOR, PREEMA CHAMBERS, ABOVE CENTRAL BANK OF INDIA
MITHAKHALI SIX ROAD, NAVRANGPURA, AHMEDABAD - 380 006.
PHONE NO.: 079-26425154/FAX-079-26406453**

F.No. DGCEI/AZU/D-19016/01/2015/Admn

Dated 04.10.2017

**TENDER NOTICE FOR AMC OF COMPUTERS, PRINTERS &
PERIPHERALS**

This office invites tenders/quotations Technical Bid in annexure -A and Financial Bid in annexure -B, for Annual contract for non-comprehensive maintenance of Computers, Printers and Net Switches/Ports at the office Premises of the Additional Director General, DGCEI, Zonal Unit Ahmedabad, 1st& 2nd Floor, Preema Chambers, Mithakhali Six Road, Navrangpura, Ahmedabad-380006 (GUJARAT) for a period of one year..

The last date for the submission of tender/quotation is 23.10.2017 at 1700Hrs.

The approximate number of Computers, Printers and Net switches are as per Financial Bid proforma in Annexure-B. The proforma of Technical Bid in Annexure-A, Financial Bid in Annexure-B and The terms & conditions applicable for this contract are annexed.

Encl: As above

-Sd/-
(Mansi Trivedi)
Deputy Director

Copy to:

1. Notice Board of DGCEI, AZU, Ahmedabad.
2. webmaster.cbec@icegate.gov.in for uploading in cbec website.

TERMS & CONDITION

(A) TECHNICAL

- (i) The firm should be registered with GST (Goods & Services Tax) Department and should submit a copy of GST Registration Number.
- (ii) The firm must have expertise and experience in LAN troubleshooting and must have executed AMC of at least one Central Government organizations (Ministries, Government department, PSUs etc).
- (iii) The firm must be willing to provide onsite support for PCs, Laptops, Printers, scanner and UPS of different make and models.
- (iv) The firm should submit the complete list of the Hardware & Network engineers on the rolls of the firm with qualifications & experience as well as list of engineers whom they will be able to provide to this office in case they are selected in the tender.
- (v) The address of the workshop with telephone No. and Fax Nos. in Ahmedabad should be furnished.
- (vi) Only the firms meeting the above technical terms & conditions should submit their quotations in sealed cover. Technical bid (Annexure-A) shall include documentary proof in respect of each of the above points of Technical Terms & conditions. Financial bids (Annexure-B) of firms, who fail to fulfill any of the above conditions, will not be considered.

(B) FINANCIAL

- (i) The rates may be quoted on non comprehensive basis for the computers, laptops, printers in the proforma placed at Annexure-A, in sealed cover.
- (ii) The amount of AMC should exclude GST and other taxes.

(C) GENERAL TERMS AND CONDITIONS

1. Scope of work

- 1.1 The scope of work covers Non comprehensive annual maintenance of Hardware (such as Computers , Printers, Servers, Scanners, UPS, Networking Components Net switeches etc. of Different make & model) and various Software installed in this office.
- 1.2 To provide regular on-site Preventive maintenance immediately as and when required by this office.

2. Deployment of Engineers

- 2.1 The vendor will provide service from 9.30 AM to 6.30 PM on all working days (Monday to Friday) and if necessary the engineer will have to remain present on any Saturday every month.
- 2.2 The engineers should be qualified Diploma Engineer with an experience of not less than four years in Computer Hardware as well as Software maintenance. The Firm is required to provide evidence in dealing/maintenance in respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.
- 2.3 The engineers should be equipped with mobile phones to ensure their availability.

- 2.4 The services of the engineer of the contractor may be required on non- working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.
- 2.5 The Contractor shall ensure that full particulars of engineers should be furnished to Administration Section before their deployment for the purpose of entry passes.

3. Service Assurance

- 3.1 The Firm would put a set number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed / located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Admin Section would assist the firm in this task and insure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printer, key board, mouse etc, from outside with liquid cleaner should be done once in a month. A preventive Maintenance Report (quarterly) and monthly cleaning reports of all the items installed at different locations would be submitted along with the quarterly bill of Non CAMC in the name of "Pr. ADG, DGGSTI, Ahmedabad Zonal Unit, Ahmedabad", failing which an appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of satisfactory report of the user.
- 3.2 The schedule of preventive maintenance shall be as follows:-
 - (a) Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
 - (b) Checking of power supply source for proper grounding and safety of equipment.
 - (c) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - (d) Scanning of all types of virus and elimination and vaccination of the same.
 - (e) Shifting of equipment within the building as and when required.
- 3.3 The service engineers would take up any reported fault within 24 hours. 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. In case of non-availability of drivers of the machine (branded one like HP, HCL, IBM etc.) they will be required to arrange themselves from their sources.
- 3.4 The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
- 3.5 Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system. The rate charged for such replacement should not be more than the price of the manufacturer and submit the invoice of the manufacturer in support of price charged.
- 3.6 In case of failure of servers due to any reason, the server shall be made up and running Immediately so that the downtime shall not exceed three hours.

- 3.7 The firm shall be responsible for taking back up data and programme available in PC before attending the fault and shall also be responsible for reloading the same. The back up copies is to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.
- 3.8 The contract will be valid for a period of **one year** and the period of AMC will be informed after finalization of the 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.
- 3.9 The vendor shall check all the computers / Printers/UPS within 3 days of signing the contract and submit report to this office. In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.
- 3.10 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components, will be withdrawn from the maintenance contract. The decision of competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- 3.11 At the end of the AMC – contract period, both the user and AMC holder shall certify separately that the computer systems/electronic device are in satisfactory working condition and that no fault or complaints are pending.
- 3.12 It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- 3.13 The above act of backing out would automatically debar the firm from any further dealing with this Department.
- 3.14 This office shall have the right to inspect company's site to assess infrastructure before awarding the Non Comprehensive AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- 3.15 The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the period of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- 3.18 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- 3.19 At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

4. Penalty

- 4.1 If the company does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by

the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registered.

- 4.2 If the company fails to repair/replace the system for one week, the system may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- 4.3 If the company fails to clean the equipments under AMC on monthly basis, a penalty of Rs.1,000/- each month shall be levied.
- 4.4 Penalty shall be deducted from the running payments.

5. Payment

- 5.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- 5.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.
- 6. The interested firms should submit their tenders in two-bid system i.e. Technical bid and financial bid separately. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed with **“Technical bid for Non Comprehensive AMC of computers, printers, and peripherals”** and **“Financial bid for Non Comprehensive AMC of computers, printers, and peripherals ”** respectively and both these sealed covers are to be put in a Bigger cover which should also be sealed and duly superscribed with **“Bids for Non Comprehensive AMC of Computer, Printers and peripherals”** for the Office of the Pr. ADG, DGGSTI, Zonal Unit, Ahmedabad and sent to this office. Technical Bid will be opened on 24.10.2017 and ‘Financial Bid’ will be opened only of those firms, who fulfill the Technical terms & condition.
- 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 for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than number as per the Annexure, than proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.

We agree to the all above terms and conditions.

Signature with Date -----

Name of the Firm -----

Seal -----

Annexure-A

Technical Bid

(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope super scribed with Technical Bid for AMC of Computer & peripherals)

1.	Name of the Organisation/Firm	
2.	Name(s) of the Proprietors/Partners/director	
3.	Registered Address, Telephone & Fax No.	
4.	Whether firm is registered under GST (Goods & Services Tax)	
5.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
6.	Total Engineer working under this firm.	
7.	Name(s) of the Public Sector/Govt Organisation to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector)	
8.	Name of the website, email ID etc, if available	

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Annexure-B

Financial bid

(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope super scribed with Financial Bid for AMC of Computer & peripherals)

Name of item	Number of items	AMC rate per item (Rs)	Total rate (Rs)
Computers	30		
Laptops	02		
Printers	27		
Internet Switch	02		
	Grand Total (Rs)		
	Goods & Service Tax		As applicable

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address: