

OFFICE OF THE COMMISSIONER OF GST & CX, BHIWANDI COMMISSIONERATE
12TH FLOOR, LOTUS INFO CENTRE, STATION ROAD, PAREL (EAST), MUMBAI- 400012.

TENDER NOTICE : 02/2017-18 DATED :

**TENDER NOTICE FOR INVITING QUOTATION FOR COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, LAPTOPS,
PRINTERS, SCANNERS AND ITS PERIPHERALS**

The Commissioner of GST Cx. & Bhiwandi Commissionerate having office at 11th & 12th Floor, Lotus info Centre invites sealed tenders from reputed and experienced parties/agencies for annual maintenance of Computers, Printers, scanners and its peripherals of GST & Central Excise Bhiwandi Commissionerate for the period of one year commencing from the date of acceptance of the contract.

The following documents, giving full details, are enclosed as Annexure I to V.

1.	Eligible criteria for comprehensive Annual Maintenance Contract (AMC)	Annexure-I
2.	Terms & Conditions Governing Comprehensive Annual Maintenance Contract (AMC)	Annexure-II
3.	Scope of work	Annexure-III
4.	Technical Bid	Annexure- IV
5.	Financial Bid	Annexure- V

Interested parties/agencies willing to comply with the terms and conditions annexed to this notice, may submit their bid/tender. The sealed tender complete in all respects, addressed to **"The Commissioner, GST & CX., Bhiwandi Commissionerate, 12th Floor, Lotus Info Centre, Station Road, Parel (East), Mumbai-400012"** must be submitted latest by **03.10.2017** before 17:00 hrs. **"QUOTATION FOR AMC OF COMPUTER"** must be written on the top of the sealed envelope. The Technical bid will be opened on **04.10.2017** at 15:30 hrs. and the Financial bid will be opened on **05.10.2017** at 15:30 hrs. in Conference Hall located at 12th Floor, Lotus Info Centre. The tender document with details of specifications, terms and conditions is available on the departmental websites **www.cbec.gov.in**.

The Commissioner of Central GST & CX., Bhiwandi Commissionerate reserves the right to reject all or any part of the bids without assigning any reasons thereof. No further correspondence in this regard will be entertained.

Sd/- 22.9.2017

(HARESH KHEMCHANDANI)
ASSISTANT COMMISSIONER (COMPUTER)
BHIWANDI COMMISSIONERATE

Encl- As above

Copy for information and necessary action to :

1. The Superintendent (Computer), GST & CX., Bhiwandi Commissionerate. He is requested to upload the above Tender Notice on the departmental Website with facility for being downloaded.
2. Notice Board of GST & CX., Bhiwandi Commissionerate.

ANNEXURE- I

Eligibility criteria for Comprehensive Annual Maintenance Contract of Computers, Printers, scanners and antivirus and its peripherals

1. The Company/firm/enterprise intending to submit the tender (here-in after called the '**Company**') shall be a reputed organization in the field of Hardware and Software maintenance for the last **2 (two) years**.
2. The company should have under taken AMC for at least one Central Government Department / Public Sector Unit (PSU), for last **2 (two) years** and should have provided support from their local officers at the designated customer sites.
3. A satisfactory performance certificate in the proper letter-head and office seal of respective office for last consecutive 02 (two) years regarding AMC especially by mentioning the period of AMC from the Central Government Department/Public Sector Unit (PSU) shall have to be furnished.
4. The Company's contract should not have been terminated before the expiry of the full term, in any of the previous years or current year.
5. The Company will ensure to physically engage and station at office premises, at least two qualified Hardware – Software Service Engineer/Technician or skilled experts who should be knowledgeable enough to troubleshoot any Hardware or Software related problems in office timings, on every working day, regularly and to receive instructions about repair/maintenance tasks in hand.
6. Good knowledge in Ms-Office suite and Management of Local Area Network/ Internet mailing system and intercom service.
7. The Company should carry out preventive maintenance/system check-up at the beginning of each month. Such system check report, regular cleaning report and call attendance report should be verified/countersigned by the officer-in-charge of the respective Section or the proper user of the respective computer systems. The said reports (system check, cleaning and call attendance that should be duly verified & countersigned by the respective departmental officials) should be enclosed along with their bill.

ANNEXURE- II

Conditions Governing Comprehensive AMC

1. The office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed conditions are not fulfilled, are liable to be rejected.
2. The maintenance service by the company shall include monthly preventive service and breakdown maintenance of all computers and its peripheral items of this office with Departmental Laptops, scanners.
3. Atleast 2 (two) AMC personnel, for maintenance of Computers and its peripherals, should remain available at Headquarters office at Parel and its division/range offices situated at Kalyan, Bhiwandi and Badlapur on all working days.
4. Where the parts / Components have failed / been damaged or gone into disuse due to any reason, replacement of those parts / Components including hard disk, wires, cables, chords, cards, circuit, board, mouse and key board etc. shall be provided by the company within 24 hrs of attending to the call at actual cost. Where any items / parts / components need replacement, the same shall be replaced with the same make specification and brand of item / component /part. In case the brand / model has become obsolete, the same shall be replaced with equivalent of the items parts / components.
5. Where replacement of parts or support could not be obtained due to obsolescence, the entire spares of system shall be replaced by the company with a branded equivalent or higher system, with at least existing configuration of the failed system.
6. In case of failure of Windows OS based PCs due to any reason, the system shall be restored / rectified at the earliest so that failure does not exceed eight hours.
7. In case of failure of printers, the same shall be restored / rectified at the earliest so that the failure does not exceed 24 hours and also provide substitute.
8. In all cases of replacement of spares including hard disk replacement for items mentioned in Sl.No. 4 to 7 above, it must be done within 24 hours including the necessary software like operating system installation.
9. Penalty will be charged for downtime exceeding more than 72 hours in the individual case of PCs.
10. The firm should be registered with GST Department and should submit a copy of the GST Registration Number.
11. The firm must submit Income Tax Returns for the last two consecutive Financial Years and a photocopy of the PAN Card.
12. This maintenance contract shall remain in force for one year from the date of acceptance of contract.
13. Payment will be made on quarterly basis and after satisfactory completion of each quarter.
14. If any hardware is disposed off during the period of Maintenance contract for one or more reasons, the proportionate charges alone will be paid. If charges have been paid before the disposal of the system, then the proportionate amount is to be adjusted against the charges payable on remaining machines.
15. Cost shall be quoted for each type, brand and configuration of the hardware and aggregate of all the hardware put together based on list of machines, so that some items can be either included additionally during the period of contract or

withdrawn before its commencement. Further break-up like taxes etc. should also be shown, total aggregate amount should be given.

16. 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, in such case, this office has the right to terminate the contract immediately without any compensation.
17. All the Computers and its peripherals should also be checked & cleaned to keep their efficiency right and also provide Corporate version of Anti-virus (Quick heal Internet Total Security 2017).
18. Software should be checked in all computer systems and in case it is not installed in some PCS the same should be installed, once the contract is signed.
19. The '**Technical Bid**' will be opened first and only those firms / bidders, who fulfil the technical terms and conditions, will be eligible for participating in the '**Financial Bid**'.
20. This office reserves the right to exclude some of the items listed above and to accept or reject any of the said quotation without assigning any reason.
21. The address of the workshop with telephone/mobile nos. and Fax nos. should be furnished.

ANNEXURE-III

SCOPE OF WORK

Formation and location	Computer	Printer	Laptop
Headquarter (Parel, Mumbai)	48	20	3
Division-I (Kalyan)	10	7	-
Division-II (Kalyan & Badlapur)	7	10	-
Division-III (Kalyan)	12	9	-
Division-IV (Bhiwandi)	7	3	-
Division-V (Kalyan)	18	15	-
TOTAL	102	64	3

ANNEXURE-IV
Technical Bid

**Technical requirements for awarding of Comprehensive Annual Maintenance
Contract of Computers and its peripherals**

1	Name of Organization / firm	
2	Name(s) of the Proprietor/Partners/Directors	
3	Registered office address with telephone/mobile numbers and Fax numbers	
4	Other address, if having any branch with telephone/mobile numbers and Fax numbers	
5	Whether firm is registered under GST Act, if yes, copy of GST Registration to be attached	
6	Permanent Account No. (PAN) of the firm/company (copy of the PAN to be attached)	
7	Total number of Engineers/technicians working under the firm	
8	Total staff except above engineers/technicians working under the firm	
9	Name(s) of the Public Sector / Govt. Organization to whom similar services have been provided by the firm (please attach the service certificate from Govt. Office / Public Sector)	
10	Name of the firm's/company's website, email id etc., if any.	

Seal _____

Signature with date _____

Name of the firm _____

ANNEXURE-V

Financial Bid

1. Standard peripherals like Keyboard / mouse / CD Rom drive / USB are included in each and every computer.
2. Where ever the system is under warranty period, minor OS related problems should be attended in case of emergency. However, Department will log the call with respective vendors from whom the system is purchased.
3. Financial Bid should be separate and taxes/other charges should be mentioned clearly.
4. In case of rejection of Technical Bid, respective Financial Bid will not be opened.
5. Break up of charges should be provided itemwise.

Sl. No.	Description	Rate in Rs.
1	Computers	
2	Printers	
3	Laptop	

Total maintenance cost for 1 (one) year from the : _____
date of acceptance of contract

Tax : _____

Other charges, if any : _____

Total charges for 1(one) year : _____

Seal_____

Signature with date _____

Name of the firm _____