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GOVERNMENT OF INDIA
Ministry Of Finance , Department Of Revenue
O/o THE PRINCIPAL COMMISSIONER OF GST& CENTRAL EXCISE, CHENNAI -NORTH
COMMISSIONERATE 26/1, Mahatma Gandhi Road, Chennai-- 600 034

C.NO.IV/16/04/2015-Comp

Dated: /08/2017

**Notice inviting E-Tender Document for Annual Maintenance Contract Of
Computers, Peripherals, Printers, network switches and Laptops for
Chennai –North Commissionerate**

The Office of the Principal Commissioner of Central Excise, Chennai – North Commissionerate, invites e-tender quotations from experienced, eligible, reputed, registered firms/companies engaged in the business of providing Annual Maintenance Contract Services of Computers and its Peripherals in the Headquarters Office, its Divisions and Ranges mentioned in Annexure- I for a period of one year from 11.09.2017 to 10.09.2018.

The tender documents viz., Qualifying Technical Bid (Annexure – A,B,C & D) and Financial Bid (Annexure – E) along with Scope of work, eligibility criteria, terms and conditions, Tender Acceptance letter (Annexure F), Price Bid Undertaking (Annexure G) can be downloaded from Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app>. Duly filled in documents complete in all respects should be uploaded by the bidders having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. Of India. The Time Schedule of the e-tender process is furnished as under.

TIME SCHEDULE OF TENDER

S.No	Particulars	Date	Time
1	Tender e-publish date	23/08/2017	4.00pm
2	Document download start date	23/08/2017	5.00pm
3	Bid submission start date	24/08/2017	11.00am
4	Bid submission last date	06/09/2017	11.00am
5	Tender opening date (Technical)	07/09/2017	11.00am

Bids shall be submitted online **only** at Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app>, Bidder/Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for online Bid submission" for online submission of Bids. Intending tenderers are advised to visit Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/amendment.

(RAJESH KUMAR)
ADDITIONAL COMMISSIONER
CHENNAI – NORTH COMMISSIONERATE

Copy to:

1. Chennai South/Outer/Puducherry Commissionerate (For display in the notice board).
2. The Deputy/Asst. Commissioner (12) Divisions, Chennai-North Commissionerate, for Display on Notice Board.
3. The Superintendent (Computers), Chennai-North (for publication on the official website).

The signed and scanned copies of the following Documents must be mandatorily uploaded in the Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> . :

(i) **Qualifying Technical Bid (Annexure – A to D):**

- a. **Annexure A:** Annual turnover for the last three years. Turnover under Computer Service Maintenance to be shown separately.
- b. **Annexure B:** List of at least five qualified engineers in the payrolls of the firm/company with details of qualification (BCA/BE (Computer Science)/B.Tech. (IT) etc) and more than three years of experience in the relevant field.
- c. **Annexure C:** List of all clients with name and complete address, contact person with telephone number where the firm is currently maintaining 100 or more computers in a single location.
- d. **Annexure D:** Details of hardware under AMC along with no. of resident engineers to be provided (minimum 4 engineers) .

(ii) **Annexure E:** Financial Bid

(iii) **Annexure F :**Tender Acceptance letter

(iv) **Annexure G :** Price Bid Undertaking

(v) Letter of Authorization to submit Bid Undertaking to the effect that the Bidder has not been blacklisted on any issues/services by Central Govt./State Govt / PSUs/Banks

1. SCOPE OF ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND ITS PERIPHERALS

Scope of work: There are around (1) 324 -Desktop Computers of various brands viz. :- (a). Lenovo, (b). HP ,HP Compaq(c) HCL(d) ACER .(2) 40- All in One PC's –HP , Lenovo (3) - 3 ACER laptops (4) 207 - Laser Jet printers of various brands viz - (a). HP, (b). Canon(c) Samsung (5) 4- HP color printers(6)35- MFD All in one Laserjet printers (7) 4- Dot matrix printers to be covered under AMC .AMC will include installation of valid reputed Antivirus software (antivirus to be provided and installed whenever required) and network maintenance.

2. GENERAL TERMS & CONDITIONS

- The contract period will be for one year from 11.9.2017 to 10.09.2018 and the rates quoted will remain in force during the period of contract.
- The AMC shall be a comprehensive contract for all the parts of the machines/accessories/peripherals including parts such as Printer Heads/Teflon sheets/key boards/mouse etc.
The contractor shall provide **four qualified engineers** (hereinafter called 'the resident engineers') who will be stationed permanently in the premises of the client's office, Office of the Principal Commissioner of GST &Central Excise, **26/1, Mahatma Gandhi Road, Chennai - 600 034**
- He shall attend the client's office on all working days from 09.15 a.m. to 06.00 p.m. normally, and in case of necessity, beyond this period and also on holidays, whenever the Commissionerate Headquarters Computer Section functions / requires so. Such work timings / days of necessity shall be notified by this office in advance for which no extra charges will be made.
- It is the responsibility of the firm to provide standby resident engineers whenever the resident engineer is not available for any reason such as leave etc.
- The service engineers shall rectify or resolve any complaint within 24 hours. All repairs have to be carried out on site itself except in respect of items covered under warranty.
- The resident engineer shall not be assigned any new or additional work by the contractor without the explicit concurrence of the head of the Computers Section of this Commissionerate.
- . The resident engineer once provided shall not be withdrawn /removed or replaced with another engineer or disturbed from attending to the calls in this office, by the contractor, without proper, prior explicit concurrence of this office.
- Where the resident engineer becomes non-available due to reasons as resignation etc., an immediate replacement has to be provided by the contractor.
- In case of necessity / any emergency, if this office so requires, the contractor shall additionally deploy one or more qualified service engineers to quickly set-right any demanding situation that has arisen unforeseen.
- No revision of rates will be entertained during the contract period.
- The maintenance service by the contractor shall include preventive and breakdown maintenance of all computer hardware items in the entire Commissionerate locations as mentioned above in Annexure I.
- The resident service engineer shall maintain Log Registers of all calls attended /

- Pending issues / Preventive maintenance records and details of all replacement of spares and any such items.
- No advance payment in any case will be made. However, quarterly payment on pro rata basis will be made on satisfactory completion of the contract.
 - The AMC Service Bills require to be submitted on quarterly basis in Triplicate.
 - In case of any constrained situation during the above period, if system configuration change, Upgradation and the number of computers/printers/other related parts / peripherals have to be increased / reduced by the client, then the contractor would be intimated and the AMC amount would be reworked accordingly on pro-rata basis and payments would be made based on the reworked amount, for the remaining period.
 - The AMC shall include installation, configuring all softwares including Operating System and antivirus softwares and installation of necessary drivers.
 - In case any equipment is taken outside the office premises for the purpose of repairs, if any PC/printer is not attended/repared within forty eight hours, the firm shall provide a standby for the same immediately.
 - Where the parts/components have failed/damaged or gone out of use by any reason, replacement of those parts/components including hard disk, wires, cables, chords, circuit boards, mouse & keyboards etc., have to be provided by the contractor within 24 hours of attending to the call, including the software installation, if necessary.
 - Where the replacement of parts or support could not be obtained due to obsolescence, the entire system (such as Server, Printer, Scanner etc.) must be replaced by the contractor with a new system with at least the existing configuration of the same make and brand from the same manufacturer of the defective system.
 - Where replacement of the old system with a new one of the existing configuration of the same make and brand of the failed system could not be provided, a system with higher configuration of the same make and brand from the same manufacturer shall be provided by the contractor.
 - In case of replacement of any hardware parts such as Hard Disk, etc, the replacement should be of the same make and brand and either of the same configuration or higher.
 - The AMC will not cover Computer consumables and is not transferable.
 - The list of Hardware items and all the office locations of Chennai-North Commissionerate to be covered under the contract is shown in Annexure - I.
 - **The tenders shall be UPLOADED in the Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> and no other mode is entertained.**
 - Bidders who do not upload Annexures A to G along with tender documents specified below, will be disqualified for not following the tender process and their tenders will not be considered.
 - **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.**
- The e-tenders will be uploaded in the above mentioned website by **23.08.2017 at 4.00pm and the last date for submission of bid online will be 06.09.2017 at 11.00am .**
- In case of the firm backing out any time during the period of AMC without any explicit consent of this office, the firm will be liable to recovery at the rates that will have to be incurred by this office on maintenance of the machines/hardware for the balance period of the contract through alternative means.

- If the firm fails to carry out repairs/provide any standby PC/printer within 3 days to the satisfaction of this office, a penalty of Rs 100/- per day will be charged for delay beyond three working days till such time the PC/printers are repaired.
- This office reserves the right to terminate the services of the firm at any time without giving any notice whatsoever.
- If the services of the firm are terminated due to deficiency the contract for the remaining period will be awarded to next bidder.
- Not following any of the tender process in any manner will lead to automatic disqualification of the tenders.
- No components/spares/computer parts shall be removed/replaced without explicit concurrence from the Competent Authority.
- Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to arbitration by a group of 3 members committee, 2 from Commissionerate side and 1 from party side, failing which the dispute will be subject to Chennai jurisdiction only. The Office of the Principal Commissioner of GST & Central Excise, Chennai North Commissionerate is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.

3. ELIGIBILITY CRITERIA FOR TECHNICAL BIDS

- a) The firm should be registered with Goods and Service Tax Department, GST Registration Certificate Copy (furnishing the GSTIN) to be enclosed.
- b) The firm should be a registered company with the Registrar of Companies.
- c) The firm should be in existence for a minimum of three years in the field of Computer Service Maintenance, with a turnover of **more than 10 lakhs** during each of the last two years ending March 2017. Company's annual report for the last three years to be enclosed.
- d) The firm should have executed three AMC's satisfactorily for Government Department or PSU of 100 or more computers connected in LAN in the last five Years. Copies of AMC contract with Other government Departments where AMC had been undertaken in respect of desktop PCs of 100 nos. or more to be enclosed.
- e) The firm should be in possession of at least one AMC in respect of a Central Government Department or Central Government PSU during the financial year 2016-17/ 2017-18
- f) The firm's AMC should not have been terminated due to deficiency of service in the last five years. The bidder should not have been disqualified /debarred/blacklisted by any Government office/Semi-Government office/PSU/Bank for any default for such services in the past; An undertaking on his/her letter head declaring as follows should be given :

"We have not been disqualified/debarred/blacklisted by any Government office/Semi-Government Office/PSUs/Banks for any default for such services in the past."
- g) The firm must have expertise in onsite maintenance and repair of computers (Windows Vista/Windows7/Windows 8/Windows 10/Linux), Laptops, LaserJet Printers, network components and other hardware parts and accessories.

- h) The bidder must have permanent Account Number (PAN) under Income Tax Act, 1961 and should furnish and provide Income Tax Assessment certificates for the three years viz., 2014-2015, 2015-2016 and 2016-2017.
- i) The bidder should have valid ISO Certificate.

viii. The following information has to be uploaded in support of the technical eligibility criteria.

- a. **Annexure A: Annual turnover for the last three years. Turnover under Computer Service Maintenance to be shown separately.**
 - b. **Annexure B: List of at least five qualified engineers in the payrolls of the firm/company with details of qualification and more than three years of experience in the relevant field as per the following proforma.**
 - c. **Annexure C: List of all clients with name and complete address, contact person with telephone number where the firm is currently maintaining 100 or more computers in a single location.**
 - d. **Annexure D: Details of hardware under AMC along with no. of resident engineers provided.**
 - e. **Annexure F: Tender acceptance letter.**
 - f. **Letter of authorization to submit bid.**
- ii. **In addition to the above the following documents should be uploaded.**
- (a) **Goods and Service Tax Registration Certificate Copy**
 - (b) **Company's Annual Report for the last three years**
 - (c) **Copies of AMC contract with other government Departments where AMC involves more than 100 desktop PC's**
 - (d) **The bidder should not have been disqualified /debarred/blacklisted by any Government office/Semi-Government office/PSU/Bank for any default for such services in the past; An undertaking on his/her letter head declaring as follows should be given "We have not been disqualified/debarred/blacklisted by any Government office/Semi-Government Office/PSUs/Banks for any default for such services in the past."**

5. **FINANCIAL BID.**

1. The financial bid should contain the quotation for maintenance charges item wise in terms of yearly basis only.
2. The financial bid should also mention the total maintenance charges for the whole year showing tax components separately.
3. Price quoted shall separately mention all taxes and levies applicable.
4. No escalation of prices would be permitted on any ground during the AMC period.
5. The Technical and Financial Bid should be uploaded separately.
6. Only the **technical bid** will be opened on **07.09.2017**
7. Only after conditions of the Technical/Qualifying bid is fulfilled, Financial bid of qualified bidders will be opened under intimation to the successful bidders in the Technical /Financial bid.


(RAJEEV KUMAR)
ADDITIONAL COMMISSIONER

ANNEXURE A

(To be uploaded in the Company's letter head with seal and signature) Company's Turnover Details

Year	Company / firm's overall turnover	Turnover under Computer Service Maintenance
2014-2015		
2015-2016		
2016-2017		

ANNEXURE B

(To be uploaded in the Company's letter head with seal and signature)

LIST OF 5 QUALIFIED ENGINEERS IN THE PAYROLL OF THE COMPANY

Sl No	Name of the Qualified Engineer	Employee Code	Educational Qualification	Technical Qualification	Relevant Experience in yrs

ANNEXURE C

(To be uploaded in the Company's letter head with seal and signature)

LIST OF CLIENTS WITH MORE THAN 100 SYSTEMS WHERE AMC HAS BEEN UNDERTAKEN

Sl No	Name of the Client	Address of the Client	Name of the manager/Contact person in Client's place	Contact no of Manager/Contact Person at Client Location		Name of the Resident Engineer with contact no	Details of Hardware under AMC				Value of the Contract	State whether the client is Govt/P SU
				Mobile	Land Line		No of Servers	No of Desktop PCS	No of Laptops	No of Printers		

ANNEXURE D

(To be uploaded in the Company's letter head with seal and signature)

Items	Brand/make of system and model	Operating system (OS)	No. of PC's	No. of Resident Engineers	
All in one PC's	HP/Lenovo	Windows 7	40	4	
		Windows 8			
		Windows 10			
Desktop Pcs	HP/Lenovo/HCL/Compaq	XP	324		
	-do-	Vista			
	-do-	Windows 7			
	-do-	Windows 8			
	-do-	Windows 10			
Laptops	ACER	Windows 7	3		
	-do-	Windows 8			
	-do-	Windows 10			
Printers	HP	Laserjet (black)	207		
	Samsung				
	Canon				
	HP Pro Color (MFD)			Laserjet(colour)	4
	MFD all in one Laserjet			Laserjet (black)	35
	Deskjet & dot matrix	Ink and Dot matrix	4		

ANNEXURE-E - FINANCIAL BID
(To be uploaded in the Company's letter head with seal and signature)

AMC WORK FOR INSTALLATIONS OF IT HARDWARE
IN CHENNAI NORTH COMMISSIONERATE

S.No.	ITEM OF WORK	Nos	Unit Rate (Taxes to be shown separately)	Total(Rs.)
1	AMC of Desktop Computers	324		BoQ enclosed
2	AMC of ACER Laptops	3		
3	AMC for Laserjet printer (black)	207		
4	AMC for HP Pro color printer (MFD)	4		
5	AMC for MFD All in one Laserjet printers	35		
6	AMC for Deskjet (i) and dot matrix printer	4		
7	All in one PC's	40		
	Total AMC Amount	617		

ANNEXURE – F

(To be uploaded in the Company's letter head with seal and signature)

TENDER ACCEPTANCE LETTER (To be given on Company's Letter Head)

Date:

To, _____

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____
Name of _____ Tender / _____ Work: _____

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

_____ as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE – G
(To be uploaded in the Company's letter head with seal and signature)

PRICE BID UNDERTAKING

From (Full name and address of the Bidder)

To

Dear Sir/madam,

I submit the price Bid for _____ and related activities as envisaged in the Bid Document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid Document, and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid inclusive of all applicable taxes.

SIGNATURE OF THE BIDDER WITH OFFICIAL SEAL

LETTER OF AUTHORISATION TO SUBMIT BID
(To be uploaded in the Company's letter head with seal and signature)

AN UNDERTAKING (SELF-CERTIFICATE) THAT THE BIDDER HAS NOT BEEN
BLACKLISTED BY A CENTRAL /STATE/UT GOVERNMENT INSTITUTION AND
THERE HAS BEEN NO LITIGATION WITH ANY GOVERNMENT DEPARTMENT
ON ACCOUNT OF ANY ISSUES/SERVICES

(To be uploaded in the Company's letter head with seal and signature)