



GOVERNMENT OF INDIA :MINISTRY OF FINANCE  
OFFICE OF THE PRINCIPAL COMMISSIONER OF SERVICE TAX-I  
No.2054-I, II Avenue, Newry Towers (formerly called as 'Sonex Towers'),  
ANNA NAGAR, CHENNAI- 600 040.

C.No IV/16/32/2016-STC (Comp)

Dated: 21/2/2017

**Tender Invitation**

Sealed tenders in Two Bid System, i.e two sealed covers one cover containing Technical and another containing Commercial bids separately are invited from eligible parties who satisfy the conditions mentioned in **Annexure I** to this invitation, for the maintenance of Computer Hardware items and printers for the period 1/4/2017 to 31/3/2018. **Annexure II** contains the conditions governing the contract. The Technical bid shall contain, in addition to other information, a checklist on the eligibility criteria mentioned above and proof for the same. The Commercial bid shall contain **only the rate quoted**. The rate quoted should be per desktop computer / laptop computer / Laserjet / Inkjet Printer. The sealed tenders have to be submitted on or before **10/03/17 - 1500 hrs** addressed to The Deputy Commissioner (Systems), Office of the Principal Commissioner of Service Tax-I Commissionerate, Chennai, NEWRY TOWERS (formerly called as 'SONEX TOWERS'), No.2054-I, II AVENUE, ANNA NAGAR, CHENNAI-600 040 during office hours.

Encl: Annexure-I & II

*Nd Parvathy*  
*21/2/17*  
DEPUTY COMMISSIONER  
(Systems)

To  
The PRO for displaying in the Notice Board.  
Notice Board  
Chennai- I/II/III/IV Commissionerate through PRO concerned.  
Website of Service Tax Commissionerate.  
Website of CBEC

## Annexure I

### Eligibility Criteria for Maintenance Contract of Hardware items

1. The company / firm / enterprise intending to submit the tender (hereinafter called the company) should be a reputed organization in the field of Hardware & Software maintenance for the last 10 years.
2. **The company should be registered with the Registrar of Companies/Sales Tax/Central Excise & Service Tax Department. (Copies of Registration Certificates are to be enclosed)**
3. The company should have undertaken AMC (direct support) for at least one large Govt / Public sector Unit in each of the last five years in Tamil Nadu. (preferably in Chennai)
4. The Company should have undertaken AMC (direct support) for at least one large Central Government Department / Public Sector Unit (PSU) in Tamil Nadu (preferably in Chennai) currently.
5. The company should have consistent track record of having given excellent direct support in all cases of AMC for the last 5 years.
6. The company's contract should not have been terminated before the expiry of the full term, in any of the last six years.
7. The annual turnover of the company must be at least Rs.50 lakhs (Not including group companies/sister companies/franchises etc) in each of the last five years **(To be supported with copies of Balance Sheet, IT Returns, etc for the last three years).**
8. The company should have trained experts in its payrolls in the field of system administration of Windows. They should be in a position to attend any problem in these areas within 24 hours.
9. The company should have qualified and experienced (3 years or more) engineers in its payroll for managing Local Area Network and Intranet administration.
10. Due to any reason if the number of Personal Computers, laptops and printers are discarded during the Year 2016-17, to that extent the AMC Cost will be deducted in the ensuing corresponding quarter, with due notice.

**Adequate evidence should be submitted in respect of the above conditions.**

  
एन. एस. पार्थसारथी  
N.S. PARTHASARATHY  
उप आयुक्त  
Deputy Commissioner



## Annexure II

### Conditions governing Maintenance Contract

1. The maintenance service would be for **193 Desktop Computers** (having varying versions of Windows OS), **9 Laptop Computers** and **129 printers** (inkjet and laserjet) **pertaining to Service Tax – I / II / III Commissionerates.**
2. The maintenance service by the company shall be to keep all the PCs, Laptops & Printers in working condition and shall include preventive and breakdown maintenance of all computer hardware items.
3. Where the parts/components have failed/damaged or gone into disuse by any reason, replacement of those parts/components including hard disk, wires, cables, chords, cards, circuit boards, mouse & keyboard etc., all plastic components/parts of the printers, Teflon sheet, rollers, ribbon mask and Head of Dot Matrix printers have to be provided by the company within 24 hours of attending to the call.
4. Where replacement of parts or support could not be obtained due to obsolescence, the entire system (such as PC, Laptop, printer, etc.) must be replaced by the company with a new system with at least the existing configuration of the same make and brand from the same manufacturer of the failed system.
5. Where replacement of the old system with a new system with 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.
6. Where the replacement of the entire system with a new one has been necessitated, the replacement of the entire system with the new one must be provided, within one week or 5 working days whichever is earlier, from the date of ascertaining the fact of unavailability of the parts/components and in any case not later than 10 working days from the date of the failure of the old system.
7. In case of failure of windows OS based PCs due to any reason, the downtime should not exceed five hours.
8. For printers the downtime should not exceed three hours.
9. In all cases of replacement of spares including hard disk replacement for items mentioned above, it must be done within 24 hours including the necessary software installation.
10. The Maintenance contract charges will be paid quarterly at the end of each quarter.
11. Three qualified expert engineers (hereinafter called resident engineers) must be stationed permanently in the premises of Head Quarters Computer Center, NEWRY TOWERS (formerly called as 'SONEX TOWERS'), No.2054-I, II AVENUE, ANNA NAGAR, CHENNAI-600 040 . They shall attend to all the calls during the day and shall attend office on all working days of this office. They shall also make themselves available on all days the Commissionerate/Hqrs Computer centre functions and also for other reasons such as the visit of

  
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- dignitaries, Union Budget, etc regardless of the holidays. These days shall be notified by this office to the resident engineers in advance.
12. The resident engineers shall not be assigned any new or additional work by the company without explicit concurrence of this office.
  13. The resident engineers once provided shall not be removed or replaced by another engineers or disturbed from attending to the calls in this office by the company without explicit concurrence of this office.
  14. Where the resident engineers become non available by such reasons as resignation etc., an immediate replacement have to be provided within 24 hours **otherwise a penalty of 1% of the total AMC charges will be deducted per day from agreed payment.**
  15. Whenever during the period of Maintenance Contract, the services of the company in respective of Maintenance Contract is found to be not satisfactory or if the company is found violating any of the conditions governing the contract, this office has the right to terminate the contract immediately, without any compensation
  16. In all the cases of replacement of spares including logic cord, SMPS, motherboard, hard disk, etc., for items mentioned above, replacements must be done within 24 hours including the necessary software re-installation.
  17. Penalty will be charged for downtime of more than 72 hours in the individual case of PCs, 24 hours in the case of printers and 48 hours in the case of breakdown of servers, provided that no penalty will be chargeable for the first 24 hours from the time of call/complaints and wherever an equivalent standby system has been provided.
  18. In cases of downtime beyond those stipulated above, the said penalty at the following rates per day will be automatically deducted from the quarterly payable amount.
    - a) Rs.250/- per day for PC
    - b) Rs.250/- per day for Laserjet/Inkjet Printer
    - c) Rs.200/- per day for Net work Printer
    - d) Rs.500/- per day for Switch/Hub/Other network component
    - e) Rs.150/- per day for any other hardware where the system or printer is in workable condition.
  19. This maintenance contract shall remain in force from 1/4/2017 to 31/3/2018 or for one year from the date of acceptance of contract.

*N.S. Parthasarathy*  
21/2/17

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