



केंद्रीय वस्तु एवं सेवा कर और उत्पाद शुल्क के प्रधान आयुक्त कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL GST & CENTRAL EXCISE,
चेन्नई उत्तर आयुक्तालय
CHENNAI NORTH COMMISSIONERATE
26/1, महात्मा गांधी रोड, नुंगमबक्कम, चेन्नई – 600 034
26/1, MAHATHMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI - 600 034.

सी. नं. IV/16/81/2019 -Comp

तारीख: .02.2020

Tender No. 1 /2020

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 01.04.2020 to 31.03.2021 as specified in the Scope of AMC mentioned below.

SCOPE OF ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND ITS PERIPHERALS

Scope of work: There are around (1) **283** -Desktop Computers of various brands viz. :- (a). Lenovo, (b). HP ,(c) HCL(d) ACER .(2) **52**- All in One PC's –HP , Lenovo , Dell (3) – **2**-HP/ASUS laptops (4) **142** - Laser Jet printers of various brands viz - (a). HP, (b). Canon(c) Samsung (5) **57** - MFD All in one Laserjet printers (6) **2**- HP/ Brother scanner. AMC will include installation of valid reputed Antivirus software , network maintenance and preventive maintenance.

It may be noted that out of the total items 538 mentioned below, 122 items are within the warranty period as detailed in the Annexure-C, and replacement of spares and repairs if any for these items will be covered under manufacturer's warranty. This may be taken into consideration while quoting the price for AMC.

S No.	ITEM OF WORK	Total Nos. of items	Out of the total items, no. of items within the warranty period	Balance No. of Items
1	AMC of Desktop Computers	283	104	179
2	All in one PC's	52	12	40
3	AMC of HP/ASUS Laptops	2	1	1
4	AMC for LaserJet printer (black)	142	3	139
5	AMC for MFD All in one LaserJet printers	57	2	55
6	Brother Scanner	2	0	2
	Total	538	122	416

Document Download:-

The tender/bid is invited in two bid system- **1).** Technical/Qualifying Bid **2).** Financial Bid. The tender documents viz., **(1).** Technical/Qualifying Bid (Annexure – A,B,C , D &G) along with Scope of work, eligibility criteria, terms and conditions, and **(2).** Financial Bid (Annexure – E) including BOQ, and Price Bid Undertaking (Annexure F) 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.

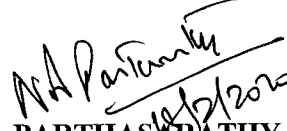
The Time Schedule of the e-tender process is furnished as under.

TIME SCHEDULE OF TENDER

S. No	Particulars	Date	Time
1	Tender e-publish date	19.02.2020	04.00pm
2	Document download start date	19 .02.2020	05.00pm
3	Start date for seeking online clarification	19.02.2020	05.00pm
4	Last date for seeking online clarification	28.02.2020	06.00pm
5	Bid submission start date	20.02.2020	11.00am
6	Bid submission last date	11.03.2020	11.00am
7	Tender opening date (Technical)	12.03.2020	11.00am

Bid Submission:-

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.


N.S. PARTHASARATHY
(JOINT COMMISSIONER)
CHENNAI NORTH COMMISSIONERATE

Copy to:

1. PRO, 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).

1. GENERAL TERMS & CONDITION

As per the delegation of Financial powers issued vide Boards letter F.No.15/6/2008-IFU III dated 15-09-2011, under the head 'Computer I.T. the Head of the Department has been delegated with Financial powers to the extent of **Rs.10 Lakhs per annum, for AMC of computers –(hardware) excluding sites (Non -PSU) and full powers in cases of PSU. Hence the AMC costs cannot exceed Rs. 10 lakhs (Inclusive of all taxes.)**

- The contract period will be for one year from 01.04.2020 to 31.03.2021 and the rates quoted will remain in force during the period of contract. The contract will be maintained with the Annual Maintenance Service provider only.
- The AMC shall be a comprehensive contract for servicing/maintaining all the parts of the machines/accessories/peripherals including parts such as Printer Heads/Teflon sheets/key boards/mouse etc.
- The contractor shall provide **Three (3)** qualified engineers of which **two** (hereinafter called 'the resident engineers') 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 and to assist the staff of 2 divisions in Ananda Office, Teynampet and **one** to assist the staff of 6 Divisions of Chennai North in Newry Towers /Ambattur division.
- 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.
- 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.
- **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. and pay the salaries of the Resident engineers on time. The welfare of the Resident engineers (e.g. Timely payment of salaries and other benefits like ESI/PF etc.) may be ensured so that it does not affect the AMC services to this department adversely.**

As per Section 5 of the Code on Wages, 2019, the vendor shall ensure that the wages are not less than the minimum rate of wages notified by the appropriate government. As in this case, the Central Govt. is the appropriate govt. as defined in Clause (d) of Section 2 of the code on Wages, 2019, **the vendor shall ensure that the minimum wages shall not be less than @ Rs. 645/day+ESI@3.5% +PF@13%+Rs. 7000/- bonus per year per employee** as per notification No. S.O. 188(E) dated 17.03.2017 and Govt. of India's Order dated 27.03.2019 of the Ministry of Labour and Employment. The employer/vendor shall pay the engineers the wages as per the revised rate if the appropriate govt. revises so in future during the period of the contract. In this regard, **the vendor shall have to provide**

the breakup of the expenses (salary/ESI/PF etc.) to be incurred towards the salaries of the 3 engineers for the period of AMC, in Annexure –G signed by the authorized signatory and the same may be uploaded compulsorily.

- 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.
- 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.
- In case of any constrained situation during the above period, if system configuration changes, 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 of Computers and printers, configuring all softwares including Operating System ,antivirus softwares and installation of necessary drivers, networking maintenance and preventive maintenance.
- In case any equipment is taken outside the office premises for the purpose of repairs, if any PC/printer is not attended/ repaired within forty eight hours, the firm shall provide a standby for the same immediately.
- Where the parts/components have failed/damaged due to the negligence or fault of the Service Provider, the 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.
- 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.
- No components/spares/computer parts shall be removed/replaced without explicit concurrence from the Competent Authority.
- The AMC will not cover Computer consumables and is not transferable.
- **No upward revision of rates will be entertained during the contract period.**
- 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.**

- **The Hardware items of all the office locations of Chennai North Commissionerate to be covered under the contract is mentioned 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.**
- **Any bid not accompanied by the requisite bid security(EMD) shall be rejected as non-responsive in accordance with provisions of the bidding document. Qualifying bids without Earnest Money Deposit(EMD) will be rejected. No exemption from payment of EMD is available to any bidder for any reason whatsoever, except MSME's as defined in the MSME Procurement Policy issued in Department of MSME (or) are registered with the Central Purchase Organization or with the Finance Ministry or this department. Details of exemption (if any) regarding EMD payment has to be uploaded in the Technical Bid.**

EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit. No other form of deposit towards Earnest Money shall be accepted.
- **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.**
- **The e-tender will be uploaded in the above mentioned website on 19.02.2020 at 04.00 pm and the last date for submission of bid online will be 11.03.2020 at 11.00 am.**
- **In case the firm is 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.**
- **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.**
- **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.**
- **In case the firm is not able to accept the contract after it is awarded or if it is not able to do the work after accepting the contract ,it will be liable to pay the damage to the department . The above act of backing out would automatically debar the contractor from any further dealing with this Department , the EMD amount would be forfeited and will be liable to be blacklisted.**

- Any Black listed Firm/Agency would be automatically debarred from participating in the tender process.
- **The successful bidder shall nominate an officer from their office as a Single Point of Contact (SPC) for all the official communication from this office. The Contact Number, Email ID and address of the SPC shall be given to this office without fail. Change in any of the details of the Single point of Contact shall be intimated to this office immediately. Further, not responding to calls, emails and letters from this office will be viewed very seriously and action will be taken accordingly based on the issue that might arise.**

Tender Opening, Bidder Participation, Stages of Evaluation (Technical and Financial)

- **Technical bids** will be opened online at the **Office of THE PRINCIPAL COMMISSIONER OF GST & CX, CHENNAI NORTH, 26/1, MAHATMA GANDHI ROAD NUNGAMBAKKAM, CHENNAI - 600034**, on **12/03/2020 at 11.00 am**. Bidders may observe the tender opening online. In the event of the specified date of tender opening being declared as a holiday for the department, the tender shall be opened at the specified time on the next working day.

The information furnished by the bidder **in Cover –I , i.e Technical Bid** in the prescribed format supplied by this department will form the basis for the evaluation. In exceptional cases The Principal Commissioner of GST & CX or his representative reserves the right to obtain the clarifications from any of the bidder without vitiating the tendering process. **If, in the opinion of the Principal Commissioner of GST & CX, information and documents supplied in support of the tender do not meet the requirements of the tender specifications, the tender may be determined as non-responsive and may be rejected by the Principal Commissioner of GST & CX.**

- After ensuring that all or some of the bidders have attained the minimum qualifying criteria as detailed above, a suitable date and time for opening of the **Cover II – Financial Bids** will be fixed and those bidder(s) who are qualified will be intimated about the same.

After evaluating the financial bids received under Cover II, the bidder who ranked the lowest (L-1) price will be awarded the work. In case the financial bid of more than one agency is same as L-1, then the Principal Commissioner of GST & CX will be assigning marks to various eligibility parameters like turnover, number of years of relevant experience etc. of such L-1 bidders and work will be awarded to the bidder who score highest marks, among the L-1 bidders.

- **Any effort by a bidder to influence the buyer during the processing of tenders or awarding of decision will result in the rejection of the bid offered.**
- **The Tenderer shall quote the rates both in figures as well as words accurately .**
- The Principal Commissioner of GST & CX reserves the right to accept any tender and to reject any or all tenders and to annul the tendering process, at any time prior to the award of contract, without thereby incurring any liability to the Affected bidder or bidder or any obligation to inform the affected bidder or bidder of the grounds for the action.
- This tender with such modifications as agreed upon prior to the date of acceptance of tender together with the written acceptance shall form a binding contract between the buyer and the Bidder.

2. 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 uploaded.
- b) The firm should be a registered company with the Registrar of Companies. Relevant document to be uploaded.
- c) List of three (3) 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 along with integrity certificate to be uploaded with documentary proofs.
- d) 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 25 lakhs** during each of the last two years ending March 2019. Company's annual report for the last three years to be uploaded.
- e) 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- 2014-15, 2015-16, 2016-17, 2017-18 and 2018-19. 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 uploaded.
- f) The firm should be in possession of at least **three** AMC in respect of a Central Government Department or Central Government PSU during the financial years 2018-19/ 2019-20. Award of contract for AMC(at least three) to be uploaded.
- g) 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.**" The letter of **undertaking to be uploaded.**
- h) 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.
- i) The bidder must have permanent Account Number (PAN) under Income Tax Act, 1961 and should furnish and provide Income Tax Assessment certificates for the assessment years viz., 2016-2017, 2017-2018 and 2018-2019. The same has to be uploaded for the three years.
- j) The bidder should have valid ISO Certificate which is to be uploaded.
- k) The bidder should have preferably a branch and a servicing centre in Chennai . (Details to be uploaded in Company's letterhead signed by authorized signatory) .
- l) **Earnest Money Deposit (EMD) Each tender/Bid should be accompanied by an Earnest Money Deposit (EMD) amounting to Rs. 40,000/-(Forty thousand Rupees Only) which shall be in the form of Demand draft from any Nationalized Bank / Scheduled Bank drawn in favour of "PAY AND ACCOUNTS OFFICER, CENTRAL EXCISE, CHENNAI."** Payable at Chennai and shall be submitted in person to the **Joint Commissioner (Computers), Chennai North Commissionerate on or before 10.03.2020.**

Instructions regarding documents to be uploaded in respect of Technical and Financial bids:-

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>.

3. **Qualifying/Technical Bid(Annexure-A to D &G):**

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

- a. **Annexure A:** Annual turnover for the last three years(2016-17, 2017-18 and 2018-19) to be furnished. Turnover under Computer Service Maintenance to be shown separately.
- b. **Annexure B:** 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 to be furnished.
- c. **Annexure C:** Details of hardware under AMC along with no. of resident engineers(three) to be provided.
- d. **Annexure D:** Tender acceptance letter.
- e. **Annexure –G : Salary Structure of the vendor. (the minimum wages shall not be less than @ Rs. 645/day+ESI@3.5% +PF@13%+Rs. 7000/- bonus per year per employee as per notification No. S.O. 188(E) dated 17.03.2017 and Govt. of India’s Order dated 27.03.2019 of the Ministry of Labour and Employment.)Undertaking to be given by the vendor that he will adhere to the Minimum wages .**
- f. 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./PSU/Banks.
- g. Scanned copy of Earnest Money Deposit (EMD).
- h. Details of exemption regarding EMD in case of MSME has to be uploaded(MSME exemption certificate)

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.”
- (e) Income Tax Assessment certificates for the assessment years viz., 2016-2017, 2017-2018 and 2018-2019 to be uploaded.

4. **FINANCIAL BID: Annexures E & F To be uploaded only in the Financial Bid**

The financial bid (Annexure-E) should contain the **quotation for maintenance charges item wise in terms of yearly basis only.**

1. The financial bid should also mention the **total maintenance charges for the whole year showing tax components separately.**
2. Price quoted shall separately mention all taxes and levies applicable **as per the Annexure –E format**
3. No escalation of prices would be permitted on any ground during the AMC period.
4. **Annexure F : Price Bid Undertaking.**
5. Even though breakup has been called for, the AMC will be awarded based on the total cost quoted, and not on individual items, inclusive of GST(18%) as per the GST rates applicable.

- **The Technical and Financial Bid (Annexure –E) and Bill of Quantity (BOQ) should be uploaded separately.**
- **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 bid.**
- **Checklist has been enclosed to ensure that all the necessary information called for has been uploaded vide the requisite documents.**
- **All the documents uploaded with the tender(including the tender)have to be compulsorily signed by the bidder /authorized signatory.**


(N.S. PARTHASARATHY)

**JOINT COMMISSIONER
CHENNAI NORTH COMMISSIONERATE**

ANNEXURE - I

Details of IT Hardware Installed in Chennai-North Commissionerate-Divisions and Ranges

Office Locations	Desktop Computers	All In One PC's	ASUS/HP Laptop	LaserJet Printers (Black)	MFD All in one LaserJet Printers	Scanner
26/1 Mahatma Gandhi Road, GST Bhawan Nungambakkam, Chennai-600034; Anandha Office Centre, 459 Anna Salai, Teynampet Chennai-18; Newry Towers ,2054 , I Block, II Avenue ,12th Main Road, Anna Nagar , Chennai-600040.; R-40-A-1 ,100 Feet Road, Mogappair East, Chennai - 600037	Total-283 (Under warranty-104; Balance-179)	Total-52 (Under warranty- 12; Balance-40)	Total-2 (Under warranty-1; Balance-1)	Total-142 (Under warranty -3; Balance-139)	Total-57 (Under warranty -2; Balance-55)	2

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
2016- 2017		
2017- 2018		
2018- 2019		

ANNEXURE B

(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

SI 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 three Engineers with contact no	Details of Hardware under AMC				Value of the Contract	State whether the client is Govt/ PSU
				Mobile	Land Line		No of Servers	No of Desktop PCS	No of Laptops	No of Printers		

ANNEXURE- C

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

Items	Brand/make of system and model	Operating system (OS)	Total No. of Items	Out of the Total No. of Items within warranty period	Purchase Invoice dated	Warranty Period Ending Dated	Balance No. of PC's	No. of Resident Engineers
Desktop Pcs	HP/Lenovo/HCL/Acer/Dell	XP	283	5	12/10/2017	Oct-2020	179	3
		Vista		6	23/11/2017	Nov-2020		
		Windows 7		6	25/01/2018	Jan-2021		
		Windows 8		6	19/02/2018	Feb-2021		
		Windows 10		4	4/6/2018	Jun-2021		
				20	4/9/2018	Sep-2021		
				6	19/11/2018	Nov-2021		
				6	19/12/2018	Dec-2021		
				35	2/3/2019	Mar-2022		
				10	7/8/2019	Aug-2022		
All in one PC's	HP/Lenovo/Dell	Windows 7	52	1	23/01/2018	Jan-2021	40	
		Windows 8		1	13/05/2019	May-2022		
		Windows 10		10	23/12/2019	Dec-2022		
Laptops	HP	Windows 10	2				1	
	ASUS	Windows 10		1	1/7/2019	Jul-2022		
Printers	HP	Laserjet (black)	142	3	22/01/2019	Jan-2022	139	
	Samsung							
	Canon							
	MFD all in one Laserjet Printers	Laserjet (black/color)	57	2			55	
	Brother Scanner		2				2	
	Total		538	122			416	

ANNEXURE - D

(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. Undertaking to pay the three engineers as per the Minimum Wages Act and Central Govt. notification, taking into consideration any revision in wages. ESI/PF and other welfare measures where ever applicable may be strictly adhered to.

7. 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)

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)

Scanned copy of Earnest Money Deposit (EMD) to be uploaded If exemption availed Exemption certificate from concerned authorities specified as mentioned in the EMD Rules

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	No.s	Unit Rate (Taxes to be shown separately)		Total(in Rs.) (3=1+2)
			Unit Rate(1)	GST(2)	
1	AMC of Desktop Computers	283			
2	AMC of HP/ASUS Laptops	2			
3	AMC for LaserJet printer (black)	142			
4	AMC for MFD All in one LaserJet printers	57			
5	All in one PC's	52			
6	Brother Scanner	2			
	Total	538			
*The Amount mentioned in the BOQ and the Annexure E(Financial Bid) should tally exactly.					

Note:-

- Replacement of spares and repairs of the items under warranty period as detailed in Annexure-C will be covered under manufacturers' warranty. This may be taken into consideration while quoting the price for AMC, and the same cost should be mentioned in Annexure-E and BOQ.
- Total Cost quoted(inclusive of GST) should not exceed the Principal Commissioner's financial powers of Rs. 10 lakhs as per financial powers issued by the Board as mentioned in general terms and conditions of the tender document.

ANNEXURE - F

(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

**Annexure-G: Minimum Wage Structure (vide Ministry of Labour
& Employment Order dated. 27.03.2019)**

Salary(Wages rate - Rs. 645/day)	ESI(@3 .5%)	PF(@13%)	Bonus(Rs. 7000/per year)

Note:- Vendor has to compulsorily give an undertaking in the above format (Annexure –G,) signed by the authorized signatory that he will pay the minimum wages as prescribed vide Ministry of Labour and Employment Order dated 27.03.2019. However, he may pay wages higher than the prescribed minimum wages according to the experience/qualification of the AMC engineers.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 3) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 4) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 5) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk. A bidder requiring any clarification regarding the tender documents may seek the same online within the time schedule prescribed. The GST & CX department will respond online to any such request for clarification, received.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids. At any time up to two days prior to the last date specified for submission of the bids, Principal Commissioner, GST & CX Chennai North Commissionerate may, for any reason, suo motu or in response to a clarification by a prospective bidder, modify the tender documents by issuing amendments (addenda/corrigenda etc.). Any amendments (addenda/corrigenda) thus issued will be hosted on the website up to two days prior to the last date specified for submission of the bids. All the bidders who have downloaded the Bid Document shall verify if any such amendments have been issued by this department, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder. No separate notice / intimation of amendments will be sent to the bidders.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent,

should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid
- 10) Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 12) The Technical Bid Uploaded will be evaluated based on the details uploaded under Technical Bid/Cover I in the prescribed formats to ascertain whether the bidders qualify. After evaluation of technical bid, all bidders will get information regarding their eligibility/qualification on website. Thereafter a system generated mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal. The Cover II (Financial Bid) of only those firms who technically qualify under Cover I will be decrypted and opened online.

- 13) The Bids should be signed in all pages only by the duly authorized signatory (ies) of the entity. The person(s) authorized to sign the tender shall sign all the pages of the tender and other documents including those which are required to be submitted.

- 14) Bidder should upload all the details in the prescribed Proforma and as per the requirements set out in the tender documents under Cover I/Technical bid. Bids and Tender documents should be complete in all respects and any incomplete Bids/tender will be rejected.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.