



Phone No.26142871

केन्द्रीय कर आयुक्त का कार्यालय ( II-अपील्स )

**OFFICE OF THE COMMISSIONER OF CENTRAL TAX (APPEALS-II)**

न्यू टावर्स I , 2054 प्लॉट सं , दूसरी मंजिल , ब्लॉक NEWRY TOWERS, 2<sup>ND</sup> FLOOR, PLOT NO.2054, I BLOCK,

II एवेन्यू 12 ,वां मैन रोड 040 600 - चेन्नई ,अण्णा नगर ,

II AVENUE, 12<sup>TH</sup> MAIN ROAD, ANNA NAGAR, CHENNAI – 600 040

C.No. IV/04/01/2020-Comp

Dated:08.05.2020

**LIMITED TENDER NO. 01/2020**

**Notice inviting Tender for Annual Maintenance Contract of Computers, Peripherals, Printers, network switches, UPS and Laptop**

The Office of the Commissioner of GST & Central Excise, Appeals-II Commissionerate, Chennai invites tender quotations from experienced, eligible, reputed, registered firms/companies engaged in the business of providing Annual Maintenance Contract Services of Computers mentioned in Annexure- E for a period from 01.06.2020 to 31.03.2021.

Tender documents may be downloaded from [www.centralexcisechennai.gov.in](http://www.centralexcisechennai.gov.in) as per the schedule given below.

Sl.No.	Particular	Date	Time
1	Bid submission last date	22.05.2020	14:00 hrs
2	Tender opening date (Technically)	22.05.2020	16:00 hrs

1. Bids shall be submitted to the Assistant Commissioner of Central Excise & GST, Appeals-II , Newry Towers, Anna Nagar, Chennai.
2. Not more than one tender shall be submitted by one or more service provider having business relationship. Under no circumstances will father and his son(s) or other close relatives who have business relationship with one another( i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable for rejection.

3. The rates shall be quoted in Indian Rupees only.
4. The rates will be inclusive of all taxes (except GST), fees, levies, etc. and any revision in the statutory taxes, fees, etc will be responsibility if the bidder.
5. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
6. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.
7. Terms and conditions in this aspect is given in Annexure-I.  
For further details, **Shri N.AJITH KUMAR**, Assistant Commissioner(Admin) may be contacted at 044-26142712.
8. The department reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons.

  
(N.AJITH KUMAR)  
ASSISTANT COMMISSIONER  
(APPEALS-II)

Copy to:

1. Notice Board.
2. The Superintendent of GST & Central Excise, Computers, Chennai North to upload in official website.



## **TENDER DOCUMENT**

### **GENERAL TERMS & CONDITIONS**

1. The contract period will be from 01.06.2020 to 31.03.2021 and the rates quoted will remain in force during the period of contract.
2. 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.
3. The contractor shall provide one qualified engineer on call basis to attend to any complaints in the Office of the Commissioner of GST and Central Excise, Appeals-II Commissionerate, Newry Towers No.2054-I, II Avenue, Anna Nagar, Chennai-40.
4. 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.
5. The service engineer will 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 service 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 service 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.
6. Where the service engineer becomes non-available due to reasons as resignation etc., an immediate replacement has to be provided by the contractor.

7. 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.
8. No revision of rates will be entertained during the contract period.
9. The maintenance service by the contractor shall include preventive and breakdown maintenance of all computer hardware items in the entire Commissionerate locations as mentioned in **Annexure E**.
10. 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.
11. 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.
12. The AMC Service Bills require to be submitted on **quarterly basis in Triplicate**.
13. In case of any constrained situation during the above period, if system configuration change, Up-gradation 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.
14. The AMC shall include installation, configuring all software including Operating System and antivirus software and installation of necessary drivers.
15. 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.
16. 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.
  17. The AMC will not cover Computer consumables and is not transferable.
  18. Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.
  - 19. The tenders will be uploaded in the above mentioned website on 08.05.2020 at 17.00 hrs and the last date for submission of bids either by hand or post will be 22.05.2020 at 14.00 hrs.**
  20. In case of 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
  21. 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.
  22. This office reserves the right to terminate the services of the firm at any time without giving any notice whatsoever.

23. If the services of the firm are terminated due to deficiency the contract for the remaining period will be awarded to next bidder.
24. Not following any of the tender process any manner will lead to automatic disqualification of the tenders.
25. No components/ spares/ computer parts shall be removed/replaced without explicit concurrence from the Competent Authority.
26. 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 Commissioner of GST & Central Excise, Appeals II Commissionerate Chennai is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.

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**ANNEXURE A**

**COMPANY'S TURNOVER DETAILS**

**To be submitted in Company letter head with seal and sign**

YEAR	COMPANY/FIRM OVERALL TURNOVER	TURNOVER UNDER COMPUTER SERVICE MAINTENANCE
2017-18		
2018-19		
2019-20		

**ANNEXURE B**

**LIST OF 2 QUALIFIED ENGINEERS IN THE PAYROLL OF THE COMPANY**

Sl.No.	Name of the qualified engineer	Employee code	Educational qualification	Technical qualification	Relevant experience in years

**ANNEXURE -C**

**LIST OF CLIENTS WHERE AMC HAS BEEN UNDERTAKEN**

Sl.no	Name of the Client	Address of the Client	Name of the Engineer	Value of the Contractor	State whether the client is Govt./PSU



**Annexure - D**  
**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 - E**

Details of Hardware in the office of Commissioner of GST & C.Ex

Appeals- II Chennai

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

<b>Items</b>	<b>Brand/make of system and model</b>	<b>Operating system (OS)</b>	<b>Quantity</b>
All in one PC's	Hp/Dell/Lenovo/I mac	Window 7	26
		Window 8	
		Window 10	
Desktop PCs	HP/Samsung/Lenovo/ compaq	Window 7	16
		Window 8	
		Window 10	
Laptops	APPLE MACBOOK		1
Printers	Hp/Samsung/Canon (B/W)		21
	Hp/Samsung (Colour )		3
UPS	APC, Foxin, Numeric		35

N.AJITH KUMAR

ASSISTANT COMMISSIONER