



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

GEXCOM/SYS/INFR/AMC/07/2022-SYS-O/o-Pr COMM-R-CGST-CHENNAI(N)

Date: 31.05.2022

Notice inviting E-Tender Document for Annual Maintenance Contract of Computers, Peripherals, Printers, network switches and Laptops at the Office of the Principal Commissioner of GST & Central Excise, Chennai – North and its Divisions and Ranges-Reg.

The Office of the Principal Commissioner of GST & Central Excise, Chennai – North, 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 available at the Headquarters Office, its Divisions and Ranges for nine months from the date of award of contract.

The tender is published on the <https://eprocure.gov.in/> on 31.05.2022.

Copy of the notice inviting e-tender is enclosed herewith with request to put on display on the Notice boards in your Division and Ranges.

Encl: Notice Inviting e-Tender.

R Hariharan
Joint Commissioner(ICT)
Chennai North Commissionerate

To

The Deputy/Assistant Commissioner,
Ambattur/Anna Nagar/ Egmore/Madhavaram/Mylapore/ Nungambakkam /Parrys/ Prasawalkam/
Royapuram/ Tiruvattiyur/Triplicane/Thiru Vi Ka Nagar Divisions

The Superintendent (Computers), FrCCO to publish on the official website.
The Superintendent (PRO), Chennai North, to publish on Notice Board.



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

F.NO.GEXCOM/SYS/INFR/AMC/7/2022-SYS

तारीख Date:30.05.2021

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The Office of the Principal Commissioner of GST & Central Excise, Chennai – North, 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 available at the Headquarters Office, its Divisions and Ranges mentioned in Annexure- I for nine months from the date of award of contract.

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

2.1 Scope of work: There are 241 nos -Desktop Computers of various brands viz. Lenovo/HP/HCL/ACER, 49 nos- All in One PC's of various brands viz. HP/Lenovo/Dell, 2 nos – laptops(HP/ASUS), 98 nos - Laser Jet printers of various brands viz –HP/ Canon/Samsung, 141 nos- MFD All in one Laserjet printers and 3 nos-HP/ Brother scanner . AMC will include installation of valid reputed Antivirus software (antivirus to be installed whenever required) and network maintenance and preventive maintenance.

Office locations	Desktop Computers	All in One PC's	Laptop	Laserjet Printers (Black)	MFD All in One Printers	Scanner
1. Office of the Pr Commissioner, Mylapore Div, Nungambakkam Div. & Triplicane Div. At GST Bhavan, Nungambakkam,	131	21	2 (Asus-1, HP-1)	78	54	03
2. Royapuram Div., Tiruvattiyur Div., At Anandha Office Centre, 459, Anna Salai, Teynampet, Chennai-18;	24	03	00	14	15	00
3. Annanagar Div., Egmore Div, Madhavaram Div., Parrys Div., Purushawalkam Div., Parrys Div., & Tiru Vi Ka Div. At Newry Towers, 2054, I Block, IInd Avenue, Anna Nagar, Chennai-600040.	66	25	00	13	58	00
4. Ambattur Div., At No. 4-40-A-1, 100 feet Road, Mogappair East, Chennai-600037.	17	00	00	09	06	00
Total	241	49	02	114	133	03

3. Document Download:

The tender/bid is invited in two bid system- 1) Technical/Qualifying Bid and 2) Financial Bid. The tender documents viz. 1) Technical/Qualifying Bid (Annexure –A, B, C, D and 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.

3.1 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	31/05/2022	02.00pm
2	Document download start date	31/05/2022	02.00 pm
3	Start date for seeking online clarification	31/05/2022	04.00 pm
4	Last date for seeking online clarification	07/06/2022	05.00pm
5	Bid submission start date	31/05/2022	02.00pm
6	Bid submission last date	18/06/2022	04.00pm
7	Tender opening date (Technical)	20/06/2022	11.00am

4. Bid submission:

Bids shall be submitted online at Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app>. Bidder/Tenderer/Contractor is advised to follow the instructions at "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.


(R HARIHARAN)
JOINT COMMISSIONER
CHENNAI NORTH

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), Pr CCO (for publication on the official website).

1. GENERAL TERMS & CONDITIONS:

The contract period will be for **Nine months from the date of award of contract** 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.

- 1.1 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.
- 1.2 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 Anandha Office Centre, 459, Anna Salai, Teynampet, Chennai-18 and one to assist the staff of 6 Divisions of Chennai North in Newry Towers, 2054, I Block, IInd Avenue, 12th Main Road, Anna Nagar, Chennai-600040 and at 4-40-A-1, 100 feet Road, Mogappair East, Chennai-600037.
- 1.3 The resident engineers 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. Such work timings / days of necessity shall be notified by this office in advance for which no extra charges will be made.
- 1.4 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.
- 1.5 The resident engineers 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.
- 1.6 Where the resident engineer becomes non-available due to reasons such as resignation etc., immediate replacement has to be provided by the contractor. 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.
- 1.7 The welfare of Resident engineers (e.g. Timely payment of salaries and other benefits like ESI/PF etc.) shall be ensured by the contractor.
- 1.8 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.
- 1.9 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 I.
- 1.10 The firm through the Resident engineers would put asset number on each of the system being maintained by them. These should correspond to the number of equipments to be maintained in a separate register along with the details of room/place where they are placed/located. If there is shifting of equipment under the AMC, the firm will have to make changes in records accordingly. Inspector (ICT) would assist the firm in this task and ensure this to be done under his/her supervision. A preventive maintenance report (quarterly) would be submitted along with the quarterly bill in the name of "The Principal Commissioner of GST & Central Excise, Chennai-North.". The quarterly payment will be made strictly on the basis of satisfactory report of the Superintendent (ICT) of this Commissionerate.
- 1.11 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.
- 1.12 A diagnosis report detailing the nature of the problem along with action taken to rectify the problems shall be provided to the ICT Section of Hqrs on a weekly basis in respect of all cases. Where the fault could not be rectified for any reason the diagnosis report shall be provided by the resident engineer on the same day itself with the possible solution along with reason for not restoring the system to order.
- 1.13 In case of any constrained situation during the above period, if system configuration changes, 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.
- 1.14 The AMC shall include installation of computers and printers, configuring all software including Operating System, antivirus software and installation of necessary drivers, networking maintenance and preventive maintenance.
 - 1.15 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.
 - 1.16 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.
 - 1.17 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.
 - 1.18 The firm shall be responsible for taking backup of data and program available in PC (in the device provided by this office) before attending the fault and shall also be responsible for reloading the same. The backup data are to be returned to the user under acknowledgement from the user. In case of lost, the firm shall be responsible for recovering the same at their cost.
 - 1.19 No components/spares/computer parts shall be removed/replaced without explicit concurrence from the Competent Authority.
 - 1.20 The AMC will not cover Computer consumables and is not transferable.
 - 1.21 No upward revision of rates will be entertained during the contract period.
 - 1.22 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.
 - 1.23 The AMC Service Bills shall be submitted on quarterly basis in Triplicate.
 - 1.24 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 for maintenance of the machines/hardware for the balance period of the contract.
 - 1.25 This office reserves the right to terminate the services of the firm at any time without giving any notice whatsoever.
 - 1.26 If the services of the firm are terminated due to deficiency in quality, the contract for the remaining period will be awarded to next bidder.
 - 1.27 Not following any of the tender process in any manner will lead to automatic disqualification of the tenders.
 - 1.28 At the expiry of the contract all the equipment under maintenance shall be handed over in working condition.
 - 1.29 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 is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.

2. SUBMISSION OF TENDER:

- 2.1 The tenders shall be UPLOADED in the Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> and no other mode is entertained.
- 2.2 The e-tenders will be uploaded in the above mentioned website on 30.05.2022 at 02.00 pm and the last date for submission of bid online will be 18.06.2022 at 04.00 pm.
- 2.3 Bidders, who do not upload **Annexure A to F along** with tender documents specified below, will be disqualified.
- 2.4 Any bid not accompanied by Bid security declaration form shall be rejected as non-responsive in accordance with provisions of the bidding document. Qualifying bids without Bid Security Declaration for not following the tender process and their tenders will not be considered.
- 2.5 Any bid not accompanied by the requisite declaration will be rejected.
- 2.6 **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.**

- 2.7 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 and will be liable to be blacklisted.
- 2.8 Any blacklisted firm/Agency would be automatically debarred from participating in the tender process.
- 2.9 **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 seriously and action will be taken accordingly based on the issue that might arise.**

3. TENDER OPENING, BIDDER PARTICIPATION, STAGES OF EVALUATION (TECHNICAL AND FINANCIAL)

- 3.1 Technical bids will be opened online at the Office of THE PRINCIPAL COMMISSIONER OF GST & CENTRAL EXCISE, CHENNAI NORTH, 26/1, MAHATMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI-600034, on 20.06.2022 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.
- 3.2 The information furnished by the bidder, Technical Bid in the prescribed format supplied by his department will form the basis for the evaluation. In exceptional cases, the Principal Commissioner of GST & Central Excise or his representative reserves the right to obtain the clarifications from any of the bidder without vitiating the tender process. If, in the opinion of the Principal Commissioner of GST & Central Excise, the information and documents supplied in support of the tender do not meet the requirement of the tender specification, the tender may be determined as non-responsive and may be rejected by the Principal Commissioner of GST & Central Excise.
- 3.3 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 Financial Bids will be fixed online and those bidder(s) who are qualified will be intimated about the same online.
- 3.4 After evaluating the financial bids received, 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 & Central Excise 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.
- 3.5 Any effort by a bidder to influence the buyer during the processing of tenders awarding of decision will result in the rejection of the bid offered.
- 3.6 The Tenderer shall quote the rates both in figures as well as words accurately.
- 3.7 The Principal Commissioner of GST & Central Excise, Chennai North, 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.
- 3.8 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.
- 3.9 This office reserves the right to postpone/and/or extend the date of receipt/opening of rates/quotations or to withdraw the same, without assigning any reason thereof.
- 3.10 **Performance Guarantee:** The successful tenderer shall submit a Performance Guarantee either by way of Bank Guarantee or Demand Draft @ 5% of the value of the Contract within three days from the day of obtaining the contract. It will remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.

4. ELIGIBILITY CRITERIA FOR TECHNICAL BIDS

- 4.1 The firm should be registered with Goods and Service Tax Department, GST Registration Certificate Copy (furnishing the GSTIN) to be uploaded.
- 4.2 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.

- 4.3 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- 2017-18, 2018-19, 2019-20, 2020-21, and 2021-22. 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.
- 4.4 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 2019-20, 2020-21 and 2021-22. Award of contract for AMC (at least three) to be uploaded.
- 4.5 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.
- 4.6 The firm must have expertise in onsite maintenance and repair of computers (Windows Vista/Windows7/Windows 8/Windows 10/11,/Linux), Laptops, LaserJet Printers, network components and other hardware parts and accessories.
- 4.7 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., 2018-2019, 2019-20 and 2020-2021, The same has to be uploaded for the three years.
- 4.8 The bidder should have a valid ISO Certificate.
- 4.9 The bidder should preferably have a branch and a servicing centre in Chennai. (Details to be uploaded in Company's letterhead signed by authorized signatory.
- 4.10 The bidder should furnish a Bid Security Declaration form.

5. QUALIFYING TECHNICAL BID (ANNEXUREs – A TO D);

5.1 The following information has to be uploaded in support of the technical eligibility criteria:

- a. **Annexure A:** Annual turnover for the last three years (2019-20, 2020-21 and 2021-22). 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.
- c. **Annexure C:** Tender Acceptance letter.
- d. **Annexure-D:** Bid Security Declaration form
- e. 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.

5.2 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 Personal Computers.
- 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 certificate for the assessment years viz. 2018-19, 2019-20 and 2020-21 to be uploaded.

6. FINANCIAL BID. ANNEXURE E&F TO BE UPLOADED ONLY IN THE FINANCIAL BID)

- a. **Annexure-E:** The financial bid should contain the quotation for maintenance charges item wise for one year from the date of award of contract.
- b. The financial bid should also mention the total maintenance charges for the whole period showing tax components separately.

- c. Price quoted shall separately mention all taxes and levies applicable as per the format in Annexure –E.
- d. No escalation of prices would be permitted on any ground during the AMC period.
- e. **Annexure F:** Price Bid Undertaking.
- f. 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 as per the GST rates applicable.
- g. The Technical and Financial Bid (**Annexure –E**) and Bill of Quantity (BOQ) should be uploaded separately.
- h. Only after conditions of the Technical/ Qualifying bid is fulfilled, the Financial bid of Qualified bidders will be opened under intimation to the successful bidders in the Technical bid.
- i. All the documents uploaded with the tender (including the tender) have to be compulsorily signed by the bidder/authorized signatory.

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

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



(R HARIHARAN)
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 PC's	Asus/HP Laptop	Laserjet Printers (Black)	MFD All in One Laserjet Printers	Scanner
1. Office of the Pr Commissioner, Mylapore Div, Nungambakkam Div. & Triplicane Div. At GST Bhavan, Nungambakkam,	131	21	2 (Asus-1, HP-1)	76	54	03
2. Royapuram Div., Tiruvattiyur Div., At Anandha Office Centre, 459, Anna Salai, Teynampet, Chennai-18;	24	03	00	14	15	00
3. Annanagar Div., Egmore Div, Madhavaram Div., Parrys Div., Purushawalkam Div., Parrys Div., & Tiru Vi Ka Div. At Newry Towers, 2054, I Block, IInd Avenue, Anna Nagar, Chennai-600040.	66	25	00	13	58	00
4. Ambattur Div., At No. 4-40-A-1, 100 feet Road, Mogappair East, Chennai-600037.	17	00	00	09	06	00
Total	241	49	02	114	133	03

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
2019- 2020		
2020-2021		
2021-2022		

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

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 Personat 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/ 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)

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

Date:

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 D

Bid Security Declaration Form

Date: _____

Tender No. _____

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

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)

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(Rs.) (Unit Rate + GST)
			Unit Rate	GST	
1	AMC of Desktop Computers	241			
2	All in one PC's	49			
3	AMC of HP/ASUS Laptops	2			
4	AMC for LaserJet printer (black)	114			
5	AMC for MFD All in one LaserJet printers	133			
6	Scanner HP/Brother	3			
	Total	542			
*The amount mentioned in the BOQ and the Annexure –E (Financial bid) should tally.					

Note:- Replacement of spares and repairs of the items under warranty period as detailed in Annexure I will be covered under manufacturers' warranty. This shall be taken into consideration while quoting the price for AMC, and the same cost should be mentioned in Annexure-E and BOQ.

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

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 upto 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 upto 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. 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.
4. 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.
5. 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.

6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. 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
8. Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. 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.
10. 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.
11. The Bids should be signed in all pages only by the 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.
12. Bidder should upload all the details in the prescribed Proforma and as per the requirements set out in the 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 to the relevant contact person as 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.

Signature Not Verified

Digitally signed by RAVI ARYA
Date: 2022.05.31 10:49:26 IST
Location: eProcure-EPROC