

**OFFICE OF THE COMMISSIONER**  
**CUSTOMS, CENTRAL EXCISE & SERVICE TAX – WARDHA COMMISSIONERATE**  
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**TENDER NOTICE FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEMS, NETWORK, PRINTERS AND SOFTWARE OS AND ANTIVIRUS ETC.**

C.No. I(16)7/Comp/2015/Wardha

Nagpur the 17<sup>th</sup> Feb 2016.

The sealed quotations are invited for a non-comprehensive Annual Maintenance Contract of Computer Systems, Network, Printers and software OS and antivirus etc. in the **Department of Customs, Central Excise and Service Tax Office, Civil Lines, Telangkhedi Road at Wardha Commissionerate and its subordinate field offices at Wardha, Amravati, Akola, Khamgaon, Chandrapur, Ballarpur, Awarpur.**

The interested firms should submit their tenders in two-bid system i.e. Technical bid and Financial bid separately inside the main envelope. The technical bid and the financial bid should be sealed by the bidder in separate envelopes duly super scribed with **“Technical bid for AMC of computers, printers, and peripherals”** and **“Financial bid for AMC of computers, printers, and peripherals”** respectively and both these sealed covers are to be put in a bigger envelope which should also be sealed and duly super scribed with **“Bids for AMC of Computer, Printers and peripherals”** for the Office of the Commissioner of Customs, Central Excise and Service Tax, Wardha Commissionerate and sent to the undersigned at the earliest, but not later than **11.00 Hrs on 04-03-2016**. The tender would be opened on **15:00 Hrs on 04-03-2016**.

The requirements and conditions needed to be fulfilled by the vendor are specified as follows:-

**(A) TECHNICAL TERMS & CONDITIONS**

1. The firm should be in the business of maintenance of Computers and its peripherals at least for the last 3 years. (Requisite documents to support this claim will have to be produced for verification).
2. The firm must have expertise and experience in LAN troubleshooting and must have executed AMC of at least three Central Government organizations (Ministries, Government department, PSUs etc) in the year during 2012-13, 2013-14, 2014-15
3. The firm must provide satisfactory service certificate from at least two Central Government organizations (Ministries, Government Department, PSUs etc.)

4. The firm must be willing to provide onsite support for PCs, Laptops, Printers, Scanner and UPS of different makes and models.
5. The firm should be registered with the Service Tax Department and should submit copy of Service Tax Registration Number.
6. The firm should submit the complete list of the Hardware & Network engineers on rolls of the firm with qualification & experience as well as list of engineers whom they will be provide to this office in case they are selected in the tender.
7. The address of the workshop with Telephone/Mobile No., Fax Nos. and email ids in Nagpur should be given.
8. A general undertaking that all terms and conditions of this Bid Document are acceptable in the format placed at Annexure-A to this document. This needs to be signed by an authorized person of the applying firm.

**Only the firms meeting the above technical terms and conditions should submit their quotation in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.**

**(B) FINANCIAL TERMS & CONDITIONS:-**

1. The rates may be quoted on non comprehensive basis for the computers, laptops, printers and UPS etc. in the proforma place at Annexure – C in sealed cover. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, and configuration of applications (client/server).
2. The amount of AMC should include Service Tax and other taxes to be borne by the vendor.
3. The quotations should be accompanied by an earnest money of **Rs. 10,000/- (Rupees Ten Thousands Only)** in the form of Bank Draft or Bank Guarantee in the name of the Assistant Chief Accounts Officer, Nagpur. Cash and cheque will not be accepted. **Quotations received without earnest money shall be summarily rejected without assigning any reason there of and applicant shall not have any right to represent against it, even if, his quotations happen to be lowest.** The earnest money shall be returned to the unsuccessful bidder after the finalization of the contract. The firm whose quotation is finally accepted, the earnest money deposited with the Tender Document will be adjusted towards Performance Security in the form of Bank Guarantee. The Bank Guarantee should be valid for a period of Sixty days beyond the date of completion of all contractual obligation of the successful bidder. The security deposit will be released after satisfactory completion of the contract.

**Only the firms meeting the above Financial terms and conditions should submit their quotation in sealed cover. The Firm fails to fulfill any of the above conditions will be disqualified.**

**(C) GENERAL TERMS AND CONDITIONS**

**1. Scope of work**

- 1.1 The scope of work covers maintenance of Hardware (such as Computers, Printers, Servers, Scanners, UPS, Networking Components etc. of different makes & models) and various Software installed in the Commissionerate of Customs & Central Excise Wardha
- 1.2 To provide regular on-site Preventive maintenance.
- 1.3 To suggest for replacement of parts in visit report if deemed necessary and to replace old & defective parts with new genuine parts, on being procured by the department or supplied by the AMC contractor an order being placed by the Department on approval of their rate.

**2. Deployment of Engineers**

- 2.1 The vendor will provide two Resident Engineers on all the days from 9.00 AM to 6.00 PM on all working days (Monday to Fridays). Out of two resident Engineers, one engineer will be exclusively for the Computer Hardware installed at Civil Lines Office. Another engineer will attend break down calls relating to other outside offices of Central Excise, Wardha.
- 2.2 The engineers should be qualified Diploma Engineer with an experience of not less than four years in Computer Hardware as well as Software maintenance. The Firm is required to provide evidence in dealing/maintenance of respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.
- 2.3 The resident service Engineer provided by the firm shall not be changed frequently. However, if found incompetent by the officers of Central Excise, Hqrs, Wardha Commissionerate, the Resident Service Engineer shall be changed by the vendor immediately
- 2.4 The engineer must be equipped with mobile phone provided by company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided.
- 2.5 The services of the engineer of the contractor may be required on non- working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

- 2.6 The Contractor shall ensure that full particulars of engineers should be furnished to Assistant Commissioner (Systems), Hqrs, Central Excise, Wardha Commissionerate before their deployment for the purpose of entry passes.

### **3. Service Assurance**

- 3.1 The Firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed/located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Superintendent (Systems) would assist the firm in this task and ensure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printer, key board, mouse etc, from outside with liquid cleaner should be done once in a month. A preventive Maintenance Report (quarterly) and monthly cleaning reports of all the items installed at different locations would be submitted along with the quarterly bill in the name of "Commissioner, Customs, Central Excise & Service Tax, Wardha Commissionerate", failing which an appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of satisfactory report of the user.
- 3.2 The schedule of preventive maintenance shall be as follows:-
- (a) Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
  - (b) Checking of power supply source for proper grounding and safety of equipment.
  - (c) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
  - (d) Scanning of all types of virus and elimination and vaccination of the same.
  - (e) Shifting of equipment within the building as and when required.
- 3.3 The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, HCL, IBM etc.) they will be required to arrange themselves from their sources.
- 3.4 The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
- 3.5 Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.

- 3.6 In case of failure of servers/computer due to any reason, the server/computer shall be made up and running immediately so that the downtime shall not exceed three hours.
- 3.7 The firm shall be responsible for taking back up data and program available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.
- 3.8 The contract will be valid for a period of One Year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period. It will be open to the Office of the Commissioner of Central Excise, Wardha to extend the term of the agreement on the same terms and conditions for a further one year, if necessary.
- 3.9 AMC exclude clause:- AMC will not include computer stationery like paper /ribbons / toners / inkjet cartridges/Cables/Teflon/Net working switches.
- 3.10 The vendor shall check all the computers / Printers/UPS within 3 days of signing the contract and submit report to the Superintendent (Systems). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.
- 3.11 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.
- 3.12 At the end of the AMC – contract period, both the user and AMC holder shall certify separately that the computer systems/electronic device are in satisfactory working condition and that no fault or complaints are pending.
- 3.13 It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- 3.14 The above act of backing out would automatically debar the firm from any further dealing with this Department.
- 3.15 This Commissionerate shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.

- 3.16 The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- 3.17 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- 3.18 At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in nonworking condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

#### **4. Penalty**

- 4.1 If the firm does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registered.
- 4.2 If the company fails to repair/replace the system for one week, the system may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- 4.3 If the company fails to clean the equipments under AMC on monthly basis, a penalty of Rs. 1,000/- each month shall be levied.
- 4.4 The Service Engineers will have to make attendance in the attendance sheet placed at system section of this office. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @500/- for each day of absence, from the contracted amount.
- 4.5 Penalty shall be deducted from the running payments.

#### **5. Payment**

- 5.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- 5.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

6. The interested firms should submit their tenders in two-bid system i.e. Technical bid and Financial bid separately. The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed with **“Technical bid for AMC of computers, printers, and peripherals”** and **“Financial bid for AMC of computers, printers, and peripherals”** respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed with **“Bids for AMC of Computer, Printers and peripherals”** for the Office of the Commissioner of Central Excise, Wardha and sent to the undersigned at the earliest, but not later than **11:00 Hrs on 04-03-2016**. Technical Bid will be opened first and “Financial Bid” will be opened only of those firms, who fulfill the Technical terms & conditions.
7. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than number as per the Annexure, than proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.
8. The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.
9. The tender notice is also available at the official website: [www.cbec.gov.in](http://www.cbec.gov.in) and [www.cenexcisenagpur.nic.in](http://www.cenexcisenagpur.nic.in)

**(Rakesh Deepak)**  
**Joint Commissioner (Systems)**  
**Customs, Central Excise & Service Tax,**  
**Wardha Commissionerate**

Copy to

1. The Commissioner, Customs, Central Excise and Service Tax, Wardha Commissionerate
2. The Superintendent (Systems), Customs, Central Excise and Service Tax, Wardha Commissionerate for uploading the tender in the website
3. The Webmaster, CBEC, New Delhi for uploading the tender in the website
4. Notice Board

**ANNEXURE-A**

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN THE  
TENDER DOCUMENT**

To  
The Commissioner,  
Customs, Central Excise & Service Tax,  
Wardha Commissionerate  
Telangkhedi Road, Civil Lines,  
Nagpur – 440001

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_ regarding on site Non Comprehensive Annual Maintenance Contract of Computers and Peripherals in the Headquarter Offices/Branches under jurisdiction of the Commissioner of Central Excise, Wardha situated at various locations as mentioned in Annexure-C of the Tender Notice

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for Non Comprehensive Annual Maintenance Contract. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Very Truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:



### Technical Bid

**(To be filled by the authorized signatory of the firm & this is to be put in sealed Envelope super scribed with Technical Bid for AMC of Computer & peripherals)**

1.	Name of the Organization/Firm alongwith Registered Address, Telephone, email id & Fax No.	
2.	Name(s) of the Proprietors/Partners/director	
3.	Address of local branch (Nagpur) with their telephone No. and Faxes	
4.	VAT/ Sales Tax Registration Number (copy to be attached)	
5.	Services Tax Registration Number (Copy to be attached)	
6.	Permanent Account Number of the firm. (Copy of Pan Card to be attached)	
7.	Provident Fund Number allotted by Regional Provident Fund Office. (Copy of the same to be attached)	
8.	Total Engineer working under this firm.	
9.	Whether the firm is in business of maintenance of Computers and Peripherals since last three years?	
10.	Name(s) of the Public Sector/Govt Organization to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector) in last three years. (i.e. in 2013-14, 2012-13, 2011-12)	
11.	Whether the firm is willing to provide onsite support for PCs, Laptops, Printers, Scanner and UPS of different makes and models?	
12.	Whether undertaking as per Annexure A duly filled and signed by authorized person of the firm?	

**Signature of authorized signatory with date:**

**Name:**

**Designation:**

**Name of firm:**

**Address:**

## Financial Bid

**(To be filled & signed by the authorized signatory of the firm & this is to be put in separate sealed cover super scribed with Financial Bid for AMC of Computer & peripherals)**

For Financial Bid, Standard Peripherals like KBD/Optical Mouse/CD ROM/UPS etc. are included in each and every computer.

1. 15"/17"/other CRT/LCD are included.
2. Laser- TEFLON Part of AMC only.
3. Where ever HP/HCL/Dell under warranty, minor SO related problems should be attended in case of emergency. However department will log the call with HP/HCL.
4. Financial Bid should be separate and taxes/other charges should be mentioned clearly.
5. For rejected Technical Bids, respective financial Bid will not be opened.

**Approx. Total Nos. 60 Personal Computers and 28 printers. (Only taken for AMC)**

Certain PCs & printer which are under warranty not included.

Addresses where computers are installed:

1. Headquarter Office/Branches, Civil Lines, Nagpur,
2. Wardha
3. Amravati
4. Akola
5. Khamgaon
6. Chandrapur
7. Ballarpur
8. Awarpur

**Please note that:-**

- If any of the office/branches under this Commissionerate shifts into another building/location at Nagpur or outside from above mentioned building, the party should be agree to continue the service in the new location with no extra cost and term and conditions.

Total AMC cost (inclusive all taxes and charges)	In digits Rs.....
For One year from the date of Contract	In Words
	Rupees(.....)

Signature of authorized signatory with date:

Name:

Designation:

Company:

Address: