OFFICE OF THE COMMISSIONER,  
CENTRAL GOODS & SERVICES TAX,  
“GST BHAVAN”  
PLOT NO. 67-76/B-1,  
“SIDDHI SADAN” BUILDING,  
NARAYAN UPADHYAY MARG,  
BHAVNAGAR - 364 001.  

Phone: - (0278) 2523625 Fax: - (0278) 2513086 E-mail :- admhqbhavnagar@gmail.com

TENDER NOTICE FOR INVITING QUOTATION FOR AMC OF COMPUTERS & IT’s PERIPHERALS

Sealed Quotations are invited from experienced Service Providers having vast experience in the field of repairs & Maintenance of Laptops, Computer Hardware & its Peripherals, maintenance of Anti-virus network and LAN connection for “Non Comprehensive Annual Maintenance Contract” of Computers and its peripherals for the Central GST, HQ, Bhavnagar for the period of 12 (twelve) months from 09.02.2021 to 08.02.2022.

The Annual Maintenance work will comprise maintenance of Personal computers, Printers & its peripherals, LAN connections & maintenance of Anti-virus network at Central GST, HQ, Bhavnagar. The “terms & conditions” of AMC are enclosed as Annexure-A. The Tender Notice may be downloaded from our departmental website i.e. cenexbhavnagar.nic.in.

Interested parties while submitting quotations, must submit the proforma duly filled in and signed for having accepted the general terms and conditions as per Annexure-I in one envelope as Technical Bid and submit Financial bid (Annexure-II) in another envelope. Both the sealed envelope should be placed in another sealed cover super scribning it “Quotation for AMC of Computers & its Peripherals” and addressed to the Superintendent (Adm), Central GST, HQ, Bhavnagar on or before 02.02.2021 up to 17:00 hrs.

The bids will be opened at 12:30pm Hrs. on 03.02.2021 before the tender opening committee in the office of the Commissioner of Central GST, HQ, Bhavnagar.

The Commissioner of Central GST Commissionerate, Bhavnagar, reserves the right to reject any or all of the quotations without assigning any reasons.

This issues with the approval of the Commissioner, Central GST, Bhavnagar.

(Virendra Shankar Ranawat)  
Assistant Commissioner (Adm.)  
Dt.-12.01.2021

F. No. I/07-04/2012-13/Adm

Copy To:-

1. Supdt. (Systems), GST, HQ, Bhavnagar, for displaying the said notice on the our Commissionerate’s website as well as CBIC’s website on 10.01.2020.

2. Notice Board.
Annexure - I

The terms and Conditions of the Contract:

1. The rates/Quotation should be quoted on item basis or giving the aggregate total. The rates should be inclusive of all taxes, if any.
2. Quotations should be submitted in sealed envelope subscribing “Quotation for AMC of Computers & its Peripherals”, so as to reach this office by 17:00 hours on or before 01.02.2021. Quotations received thereafter will be rejected.
3. The department reserves the right to cancel the vendor bid/AMC services, if any information provided by the vendor is found unverifiable during the selection procedure or the AMC period.
4. This office reserves the right to reject any or all the offers received in responses, without assigning any reason thereto.

Details of the work to be carried out by the contractor:

5. Maintenance and repair of the software and hardware of all Desktops, Laptops PCs, and printers as and when required.
6. Customization and updating systems, system software including Operating System, and Anti Virus installation as and when required.
7. Maintenance of LAN cables and network connectivity.
8. Preventive maintenance : it means quarterly servicing of the equipments irrespective of whether the equipment has suffered a breakdown or not, and it could include but not be restricted only to:
   e) Scanning the Hard Drives for removing bad sectors.
   f) Checking and cleaning of the mouse and the keyboard for proper operation.
   g) Checking of the input and output voltage of the UPS and Software support for operating system and for office application (MS Office)
   h) It could include any action taken to prevent the m/c from breaking down.
9. AMC shall include servicing of all defective parts of systems.
10. The maintenance/repair work should be carried out on site. However, in case of serious defects/breakdown/chip-level-repairing, the defective part/module can be taken off site with permission of this office. In case, the system cannot be restored within 24 hours of time, the concerned module/accessories are subject to replacement by standby, till the original item gets repaired and restored.

The statutory and contractual obligation of the Service Provider:
11. Service Engineer should attend the complaint within half an hour on call basis.
12. Service Engineer should invariably visit this office between 10:00 hours to 13:00 hours on Monday, Wednesday and Friday, exclusively for this office. The Service Provider must have 24 hours working telephone system so that he can telephonically be contacted at short notice.
13. No component(s)/spare(s)/computer(s) shall be removed without informing to competent authority.
14. If the faulty components/computer(s) are not rectified within 24 hours, necessary stand by components/computer(s) shall be provided on the following day for smooth functioning of office work.
15. The Service Engineers should maintain Log Registers of all calls attended/pending issues/preventive maintenance records and details of all replacement of spares.
16. Software support for Operating System and for office applications (MS Office).
17. Payments will be made at the end of the year only after satisfactory completion of the service.
18. The agreement shall be in force for one year and if service is not found satisfactory, it will be liable to be terminated at any time by this office without giving any notice. No compensation will be paid.
19. Sub-contracting of AMC services is not allowed.
List of Computers, Printers, Laptops & Others available with this HQ office:

<table>
<thead>
<tr>
<th>Sr No.</th>
<th>Name of the item</th>
<th>No. of item</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Computers</td>
<td>53</td>
</tr>
<tr>
<td>2.</td>
<td>Printers</td>
<td>49</td>
</tr>
<tr>
<td>3.</td>
<td>Laptops</td>
<td>11</td>
</tr>
<tr>
<td>4.</td>
<td>All in One Machine</td>
<td>05</td>
</tr>
<tr>
<td>5.</td>
<td>LAN Connection</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Server</td>
<td>03</td>
</tr>
</tbody>
</table>

Apart from the above, if any problem occurs in the Computer, Printer, Laptop, All in one Machine etc., which are in the warranty period, the complain regarding the same will be registered to the respective firm, by the Service Provider immediately.

(Virendra Singh Ranawat)
Assistant Commissioner (Adm.)
# Annexure - II

**TECHNICAL BID FOR AMC OF COMPUTERS & IT's PERIPHERALS**

To be submitted in a separate sealed envelope subscribing “TECHNICAL BID”

1. Name of the Organization/Firms with full address with pin code, Phone No., e-mail etc.

2. Name of the Proprietor

3. PAN No. of the Firm or authorized person of the firm as allocated by the Income tax department

4. List of the Public Sector/Govt. Organization to which similar Services have been provided by the Contractors/Firms/. List of Government Organizations where the Service Provider is currently providing services may also be indicated. (Please attach the job order/service certificate from Govt. Office/ Public Sector), if any

5. GST Registration Number (if not in the limit of GST, please provide declaration on the firm’s letterhead duly signed by the authorized person)

6. Any other information

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**UNDERTAKING (Part of Annexure-II)**

3. I/We undertake that, I/We have carefully studied all the terms and conditions of contract as indicated in Annexure-I and understood the parameters of the proposed work and shall abide by them.

4. I/we further undertake that the information given in this tender are true and correct in all respects.

Signature of Authorized person with date: ____________________________

Name & full address: ____________________________
FINANCIAL BID FOR AMC OF COMPUTERS & IT's PERIPHERALS

To be submitted in a separate sealed envelope subscribing "FINANCIAL BID"

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>01. Name &amp; Address of the Contractors, Firms, Agencies</td>
<td></td>
</tr>
<tr>
<td>02. Name of Proprietor</td>
<td></td>
</tr>
<tr>
<td>03. Rate quoted for one year (Inclusive of all taxes charges/levies including Service tax)</td>
<td></td>
</tr>
</tbody>
</table>

Signature of Authorized person with date: ___________________________

Name & Full address: __________________________________________

_____________________________________________________________

_____________________________________________________________