



भारत सरकार / Government of India
वित्त मंत्रालय, राजस्व विभाग / Ministry Of Finance, Department Of Revenue

वस्तु एवं सेवाकर आयुक्त कार्यालय, नाशिक

OFFICE OF THE COMMISSIONER OF GST, NASHIK

Plot No. 155, Sector-P-34, NH, Jaistha & Vaishak, CIDCO, Nashik-422008
Phone No. 0253-2377759, Fax No. 0253-2398222, Email: admnnsk2@gmail.com

F.No.I/Adm/22-72/Comp AMC/2020-21

Nashik, dated- 07.03.2022

Tender Notice for Comprehensive Annual Maintenance Contract of Desktop PC's/ Printers / Scanners / Laptops

1. Office of the Commissioner of CGST & Central Excise, Nashik invites e-tender quotations from experienced service providers having experience in repair and maintenance of Computer Hardware for **Comprehensive Annual Maintenance Contract (CAMC)** of Computers/Laptops/Printers in Office of the Commissioner, CGST & Central Excise, Plot No. 155 Sector-P-34, NH, Jaistha & Vaisakh, CIDCO, Nashik-422008 (excluding Customs formation and Commissioner (Appeals) Office), and its formations situated at Nashik, Jalgaon, Dhule and Ahmednagar Districts. **The Annual Maintenance work will comprise of maintenance of Desktop Computers, Printers, Scanners, Multi-Functional Printers and Laptops, Switches etc and software work like installation of windows, printers, basic software for new purchased computers and all types of problems related to networking and LAN problems.** The technical and financial terms & conditions of the AMC for a total number of **207 PCs, 150 Laserjet Printers, Multifunction Printers, 4 Scanners, 16 Laptops and 42 Switches** will be as mentioned in the Items covered under CAMC under Technical and Financial Bids. Interested parties are requested to submit their quotations for the AMC **on or before 14.00 hours on 24/03/2022** and should be addressed to "Assistant Commissioner (Admn), **CGST & CENTRAL EXCISE, NASHIK**".

2. Document Download: -

Tender documents may be downloaded from CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in TIME SCHEDULE as under by the bidders having digital signature certificate (DSC) issued from any agency authorized by controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust of the Root Certificate of CCA.

3. Bid Submission:

(i) Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Tenderer/Contractor are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided in the **Annexure- C** for online submission of bid.

(ii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

(iii) Not more than one tender shall be submitted by one or more service provider having business relationship. Under no circumstance will father and his son(s) or other close relations 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.

(iv) Tenderer who has downloaded the tender from the Central Public

Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with this Office.

(v) Intending tenderer are advised to visit again CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

(vi) The rates shall be quoted in Indian Rupees only. The rates will be inclusive of all taxes (exclusive of GST), fees, levies, etc. and any revision in the statutory taxes, fees, etc. will be the responsibility of the Bidder. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

(vii) The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

(viii) 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.

(ix) **For further details, Assistant Commissioner (Adm.) may be contacted at 0253-2376112.**

4. The Bid details are as under:-

Sl. No.	Particular
1.	Tender Notice
2.	Scope of Work-Annexure-I
3.	General Terms & Conditions - Annexure-II
4.	Technical Bid Conditions along with Performa - Annexure-A-I & A-II
5.	Financial Bid Conditions along with Performa -Annexure-B
6.	Instructions for online bid submission- Annexure-C

Assistant Commissioner (Adm.)
CGST & Central Excise,
Nashik Commissionerate (HQ)

1. Notice Board.
2. The Web Manager, Directorate General of Systems & Data Management, 4th& 5th floor, Samrat Hotel, Chanakyapuri, New Delhi – 110021 for wide publicity through departmental website.

Annexure I

SCOPE OF WORK

1. The Annual Maintenance work will comprise of maintenance of Desktop Computers, Printers, Scanners, Multi-Functional Printers, Laptops, Switches etc and software work like installation of windows, printers, basic software for new purchased computers and all types of problems related to networking and LAN problems.
2. Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
3. Checking of power supply source for proper grounding and safety of equipment.
4. Ensuring that the covers, screws, switches etc., are firmly fastened in respect of each equipment.
5. Scanning of all types of virus and elimination and vaccination of the same.
6. Shifting of equipment within the building as and when required.

We have read and understood the scope of the work

Signature of Authorized Signatory with date :

Name of the Firm:

Seal:

Annexure II

GENERAL TERMS AND CONDITIONS OF THE TENDER **Tender Process and submission of tender documents:-**

1. The bid / tender will consist of two parts – The e-tender/ bid documents for “Technical bid” in the proforma prescribed in Annexure – A and for the “Financial Bid” in the proforma prescribed in Annexure – B (BoQ) shall be completed in all aspects and are to be uploaded/ submitted online in the Government of India, Central Public Procurement Ports (e-procurement) website as “PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF DESKTOP PC’S/ PRINTERS / SCANNERS / LAPTOPS ON CONTRACT BASIS”.
2. The tenders shall sign and stamp each page of the tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same with the Technical bid. The tender documents are not transferable.
3. The tenders/ quotations received unsigned/ incomplete shall be summarily rejected. The financial bids of those bidders who have qualified in the technical bid only shall be opened and taken for consideration. The Financial Bid of the bidders who do not qualify in technical bid will not be considered and opened.
4. All information sought under Terms and Conditions and other information is to be given in Technical Bid while the price quoted by them will be mentioned only in the Financial Bid (BoQ).
5. The tender documents must be uploaded/ submitted online **before 14.00 Hrs on 24.03.2022**. The documents received incomplete and / or filed after the due date & time shall not be accepted. The Tender shall be opened on **25.03.2022 at 15.00 hrs** by the Tender Evaluation Committee.
6. The Bidder/Service Provider should pay their personnel minimum rates of wages at prevailing rate as fixed by Office of the Chief Labor Commissioner (Central). Any breach of this condition will render the contract liable for immediate termination without any prior notice besides the legal action to be initiated. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules and copies of the paid cash challans should be submitted every month to this office.
7. The Commissioner of GST & Central Excise, Nasik, (hereinafter referred to as the Commissionerate) reserves the right to postpone and/or extend the date of receipt/ opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
8. Contractor shall in no case lease/transfer/sublet his contract or appoint care taker for services.
9. No other person except Contractor's authorized representative shall be allowed to enter the premises of the Commissionerate and its subordinate offices.
10. Contractor shall be solely responsible for regular payment of wages/salaries other benefits and allowances to his personnel as per the prevalent labor laws and or any other payments that might become applicable under any Act or Order of the Govt. and submit its proof of compliance as and when it is called by the department. The Commissionerate shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt. Orders, etc.
11. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
12. The contract period will be effective from the date of commencement of the service as defined elsewhere in the contract up to one year.

13. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office. This office and the department will not be party to any such litigation (if any) and the contractor should ensure that the same is made known/clear to the persons employed by him.
14. The Contractor will provide his staff with the proper uniform and identity card. The cost will be borne by the service provider.
15. Photographs, full address and telephone number of all Engineers should be provided for records. The contractor shall also take care that all contract employees are well behaved, courteous and cooperate towards the officers and staff of this office and maintain the proper office decorum in all their conduct. It will be the responsibility of the contractor to ensure that all personnel so engaged under subject contract be deployed after its proper background, verification, check about his moral and social creditability and also ensure that no employee having any adverse anti-social or criminal record is deployed. It shall be Contractor's duty to carry out appropriate verification as may be required in this regard. Further during the contract period if any contract person is changed or new personnel engaged, then all these requirements should be satisfied in respect of that person.
16. After awarding a contract, the contractor should furnish performance security amount of 5% of the total contract value to the Commissioner, CGST & Central Excise, Nashik Commissionerate, Nashik on behalf of The President of India in the form of Bank Guarantee from a Nationalized Bank / scheduled bank within seven days.
17. Terms of Payments:-
- (i) The contractor will submit the quarterly bill (in duplicate) in the first week of the following month duly certified by the officer-in-charge and the same will be paid thereof after making recovery, if any through e-payment. Name of the Bank, Branch and Accounts including IFSC code may be provided.
 - (ii) The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour law to its personnel deputed under service contract and furnish necessary proof of labour wise disbursement along with the bill of next month may be provided. In case this office receives any complaint regarding non-payment of wages to any personnel the amount payable to these personnel will be recovered from contractor's bill and paid to such personnel.
 - (iii) No interim bills will be entertained. The bill payment will be subject to TDS applicable under the Income Tax Act, 1961 and the Goods and Services Act, 2017.
 - (iv) Since this is a Govt. of India office, disposal and disbursement of monthly bills submitted by contractor will depend upon the availability of Govt. funds for said provision. However, as soon as Govt. makes fund available on required head, disbursement of pending bills will be made as soon as possible. However, department will not pay any interest for late payment or disbursement due to any reasons or any emergency.
18. Deployment of Engineers:
- 18.1(a) **The vendor will provide Two Resident Engineer** from 9.30 AM to 6.00 PM on all working days (Monday to Fridays), who will sit at COMMISSIONERATE OFFICE OF CGST & CENTRAL EXCISE, NASHIK and will attend to all the calls related to the Hqrs. Building at Plot No. 155, Sector-P-34, NH, Jaistha & Vaishak, CIDCO, Nashik-422008 (Excluding Customs formation and Commissioner (Appeals)), and calls from the Offices located at Malegaon & Manmad.

- 18.1(b) The vendor will provide **One Residential Engineer** from 9.30 AM to 6.00 PM on all working days (Monday to Fridays), who will sit at **Division Office at Jalgaon, Dr Bendre Tower, Iccha Devi Chowk** and will attend to all the calls related to Division Office at Jalgaon and also attend to occasional calls from the Ranges located at Amalner, Chalisgaon and Bhusawal.
- 18.1(c) The vendor will provide **One Residential Engineer** from 9.30 AM to 6.00 PM on all working days (Monday to Fridays), who will sit at **Division Office at Dhule, 1st Floor, Plot No 19, Swami Dayanand Hsg,** Behind Sinchan Bhawan, Sakri Road, Dhule and will attend to all the calls related to Dhule Division, and also attend to occasional calls from the Ranges located at Nadurbar, Shirpur & Shindhkheda.
- 18.1(d) The vendor will provide **One Residential Engineer** from 9.30 AM to 6.00 PM on all working days (Monday to Fridays), who will sit at **Division Office at Ahmednagar** and will attend to all the calls related to Division Office at Ahmednagar and also attend to occasional calls from the Offices located at Sangamner, Parner & Shirdi Ranges.
- 18.2 The Resident Engineers should be qualified and have an experience of not less than 2 years in Computer Hardware as well as Software maintenance. The Firm is required to provide evidence of dealing/maintenance in respect of qualification and experience, which would be checked by this Office to verify the suitability/competency of the service engineer.
- 18.3 The Resident Service Engineer provided by the Firm shall not be changed frequently. However, if found incompetent by **CGST & Central Excise, Nashik Commissionerate**, the Resident service engineer shall be changed by the Firm immediately.
- 18.4 The engineers should be equipped with mobile phones to ensure their availability.
- 18.5 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.
- 18.6 Apart from the Hardware / Software failures of various types, the calls will also include non-working of Printer in Networked environment, failure of LAN connectivity etc.
- 18.7 In case it is absolutely essential to format the Hard Disk of a PC, the resident Engineer should take proper backup of the data and only after the user is satisfied, the RE should proceed with formatting the hard disk.
19. No replacement and repairing charges for the parts covered under the AMC shall be made.
20. Maintenance contract will be effective from the date of signing the contract and will remain effective till 31/03/2023. 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.
21. If the work of the contractor is found unsatisfactory during the period of his contract, the contract can be terminated by the Department at any time without giving any notice or without assigning any reasons. In this connection decision

of the competent authority of this office shall be final and will be binding on bidder firm.

22. 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.
23. The CAMC should include any additions done during the period of contract to the computers and computer peripherals.
24. The firm should be in the business of maintenance of Computers and its peripherals at least for the last 3 years and should have experience of maintaining at least 100 Desktop PCs per AMC. A copy of Company Registration document should be submitted. (Requisite documents to support this claim will have to be produced for verification).
25. The firm must have expertise and experience in LAN troubleshooting and must have executed AMC of at least two Government organizations (Ministries, Government department, PSUs etc) in the year during 2018-19, 2019-20 & 2020-21.
26. A satisfactory performance certificate regarding AMC from at least 2 Govt. Department/PSUs shall have to be furnished.
27. The firm must be willing to provide onsite support for PCs, Printers, Scanner and Laptops of different make and models.
28. The firm should be registered with Goods & Service Tax Department and should submit a copy of Goods & Service Tax Registration Number.
29. The firm should submit the complete list of the Hardware & Network engineers on the rolls of the firm with qualifications & experience as well as list of engineers whom they will be able to provide to this office in case they are selected in the tender.
30. The local address of the workshop mentioned on shop act with telephone No. and Fax Nos. should be furnished.

31. Service Assurance:

The firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipment 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 will insure that this will 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 of Comprehensive AMC in the name of "Commissioner, CGST & Central Excise, Nashik Commissionerate", failing which an appropriate penalty would be imposed. **The quarterly payment will be made strictly on the basis of the satisfactory report of the user.**

32. The vendor shall attend the complaints within 2 (two) hours to rectify the computers systems and machines.

33. **The vendor shall provide all software's which are useful for day to day functioning.**
34. **The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.**
35. Reasonable time of a call should be **within 24 hours and in case of failure to respond within the stipulated time, a penalty (as per details given below) shall be imposed which** will be deducted from the payment of the quarter.

However the penalty clause will not be applicable if a standby computers/peripherals is provided by the vendor.

Penalties:-

- (i) Rs. 100/- per day if failed for All Client Computers (general use)/ Laptops/Scanners/All Printers.
 - (ii) Rs. 500/- per day if Service Engineer absent/on leave, without substitute.
36. **Vendor should have a proper complaint call registration procedure, follow-up etc.,** and provide traceability of all complaints from registration to call clearance; vendor shall issue a customer service slip after every service visit, clearly indicating the time of call by the user Department, time of attendance of the fault by the AMC holder, nature of fault observed and whether cleared or not, if under further observation, then whether normal usages can be continued and details of subsequent visit after 2 days of observation, closure of call, clearance of fault and any other relevant information.
 37. 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.
 38. 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.
 39. The above act of backing out would automatically debar the firm from any further dealing with this Department.
 40. **AMC exclude clause:** AMC will not include computer stationery like paper/ribbons/laser printer toners/inkjet cartridges. However, comprehensive AMC includes all the plastic items, knobs, movable/rotational parts necessary for normal operation of the original equipment excluding only the stationery items like tapes, ribbons, toners etc.
 41. Being a **comprehensive contract**, all liabilities arising out of any fault/ replacement of any part etc. will be borne by the vendor, if not mentioned separately otherwise.
 42. In case the service is not found satisfactory, this office will terminate the contract on its own and inform the vendor accordingly.
 43. Virus protection (Software) will be supplied by the department and maintained by the vendor.
 45. The vendor shall check all the computers/Printers/Laptops/Server/Scanners within 5 days of signing the contract and submit report to the Superintendent (System). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions and it will be responsibility of the vendor to maintain the PC's/Server/Printers/Scanners/Server.
 46. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The Department 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 mentioned in the tender document, 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.**

47. In case of any dispute between the vendor and this office, the decision of the Commissioner of the CGST & Central Excise Nashik will be final.
48. For proper evaluations, Technical bid and Financial bids should be given separately with documents in support of claims for experience etc. ***No Financial Bids will be entertained, if the Technical conditions required are not fulfilled by the vendor.***
49. The tender notice is also available at the official website: www.cbic.gov.in.
50. **Last date for submission of bids is 24/03/2022 till 14.00 hours.** No bids shall be accepted after 14.00 hours on 24/03/2022. **The bids shall be opened on 25/03/2022 at 15.00 hours** in the Conference/Training Room of the Commissionerate in presence of the members of the Tender Committee constituted for this purpose.
51. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for all persons deployed by him for short duration. The Commissionerate shall not entertain any claim arising out of mishap, if any, which may take place while discharging the duties by the labour provided by the Contractor. In the event of any liability/claim falling on this Commissionerate, the same shall be reimbursed/indemnified by the Contractor. All damages caused by the Engineers shall be charged to the contractor and recovered from its dues/bills.
52. The contract would be preferably awarded to the agency which has quoted the lowest rates while meeting all the terms and conditions given in the tender. However, to safeguard against failure by this agency to provide the services as per terms and conditions of the tenderer, the competent Authority reserves the right to empanel other tenderers who are prepared to provide the services as per same terms and conditions as that of L-1 tenderer by giving one month notice.
53. Apart from the above all existing statutory regulations of both the State as well as the Central Govt., shall be adhered to by the Contractor and all the records maintained thereof shall be available for scrutiny by this office every quarter. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice. Tenderers employing local youths will be given preference.
54. No private work should be done within the office premises.
55. Valid license issued from the respective State Controlling Authority (attach attested copies).
56. Attendance of the personnel will be maintained by the service provider in the office and copy of the same shall be provided along with the monthly bills.
57. If any Engineer is absent or fails to report in time, the contractor must provide a suitable substitute in time.
58. The quotations should be accompanied by an earnest money of **Rs. 20,000/- (Rupees Twenty Thousand Only)** in the form of Demand Draft (DD) only from any nationalized bank in the name of the Assistant Chief Accounts Officer, the Commissioner of GST & Central Excise, Nasik, **unless otherwise exempted under GFR, 2017.** Cash and cheque will not be accepted. **Quotations received Without earnest money shall be summarily rejected** (no interest will be paid on EMD). The earnest money shall be returned to the unsuccessful Tenderer after the finalization of the contract. With respect to the Tenderer whose quotation is finally accepted, the earnest money deposited with the Tender Document will be adjusted towards performance security amount of 5% of the total contract value if any.

59. Mode of submission of bids:

The tenderers are required to submit two bids, i.e., Technical bid and Financial bid **through E-Procurement only** in the prescribed proforma which may be obtained from the website. In the Technical bid, the tenderer will provide (i) Details of his PAN, GST registration and details of ESIC, PF etc. (attach duly attested by authorized signatory copies). (ii) Details about his experience in the field, and the other organizations for which he is providing such services (**In original**). (iii) Valid license issued from the respective State Controlling Authority (attach duly attested by authorized signatory copies). (iv) Details regarding compliance of statutory laws, number of persons proposed to be deployed, etc. In the Financial bid he should submit the quotation for his charges. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders who are short-listed on the basis of Technical Bid will be opened.

**ASSISTANT COMMISSIONER (ADMIN)
CGST & CENTRAL EXCISE
NASHIK COMMISSIONERATE (HQ)**

F.No.I/Adm/22-72/Comp AMC/2020-21

Nashik, dated- 07th March, 2022

Copy to:

1. Notice Board.
2. The Web Manager, Directorate General of System & Data Management, 4th & 5th floor, Samrat Hotel, Chanakyapuri, New Delhi – 110021 for wide publicity through departmental website.
3. The Superintendent (Systems) for Uploading on Departmental Website.

Annexure-A-I

TECHNICAL BIDS

Pre-Qualification requirement for award of contract for Security Services.

1. Name of the Firm with telephone, FAX and complete address
2. Details of Technical Staffs
3. Whether the firm has office at Nashik. If yes,
Particulars thereof including name, address and contact No.
Of Technical Staff posted at Nashik
4. Registration details of the firm (attach attested copies)
5. GST registration details (attach attested copies)
6. Permanent Account Number (PAN) (attach attested copies)
7. Details of ESIC & EPF registration along with evidence (attach attested copies)
8. Shop Act License No. & Date
9. Income Tax returns for the last three years
10. Experience of Min 3 years/ details of present clients
(attach job order / service certificate from Government Office)

DECLARATION:

I/We undertake that I/We have carefully studied all terms and conditions of the contract as indicted in Annexure I and shall abide by them. I/We also understood the parameters of the proposed scope of work in Annexure II and shall abide by them also.

I/We hereby certify that the information furnished above is true and correct to the test of my/our knowledge. I/we understand that in case, any deviation is found in the above statement at any state; I/We will be blacklisted and will not have any dealing with the Department in future.

Signature of Authorized Signatory with date :

Name of the Firm:

Seal:

Annexure – A-II

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

**To
The Assistant Commissioner (Admn)
CGST & Central Excise,
Nashik**

Sir,

I have carefully gone through the terms and conditions contained in the tender notice dated /_/_/ _ regarding on site Comprehensive Annual Maintenance Contract (CAMC) of computers and printers in the offices under the jurisdiction of **The Commissioner of CGST & Central Excise, Nashik Commissionerate**, situated at following locations :-

- 1) Office of the Commissioner, CGST & CX, Nashik , Plot No. 155, Sector-P-34, NH, Jaistha & Vaishakha, CIDCO, Nashik-422008.
- 2) Offices of the Deputy/Assistant Commissioner, CGST & CX, Jalgaon Division, Dr Bendre Tower, Iccha Devi Chowk.
- 3) Office of the Superintendent, CGST & CX, Amalner, Navakar Plaza, Dhule Road, Amalner, Jalgaon.
- 4) Office of the Superintendent, CGST & CX, Chalisgaon Range, 2,3 J.J. Anna Tower, New Malegaon Road, Chalisgaon 424101
- 5) Office of the Superintendent, CGST & CX, Amalner, Navakar Plaza, Dhule Road, Amalner, Jalgaon.
- 6) Office of the Deputy / Assistant Commissioner, CGST & CX, Dhule Division, 1st Floor, Plot No 19, Swami Dayanand Hsg, Behind Sinchan Bhawan, Sakri Road, Dhule.
- 7) Office of the Superintendent, CGST & CX, Shindkheda Range, Plot No.1 Shastri Colony, Dondaicha.
- 8) Office of the Superintendent, CGST & CX, Nadurbar Range, Plot No 4, Raghukul Nagar, Khodai Mata Road, Near BSNL Office, Nandurbar.
- 9) Office of the Assistant Commissioner, CGST & CX, Ahmednagar Division, Kisan Kranti Building, II Floor, Market Yard, Station Road, Ahmednagar — 414001.
- 10) Office of the Superintendent, CGST & CX, Range Sangamner, Vishwa Suman Complex, Nasik-Pune Highway, Sangamner.
- 11) Office of the Superintendent, C Ex & Customs, Shirdi Range, Shirdi Nagar Panchayat Building. II Floor, Nagar Manmad Road, Shirdi, Dist Ahmednagar — 423109.

I/We hereby declare that all the terms and conditions of the tender notice are acceptable to me/our company. My company does not have any terms and conditions of its own in respect of the quotation being submitted for CAMC. I/We further certify that I/We am/are an authorized signatory of my/our company and therefore competent to make this declaration.

Signature of Authorized Signatory with date :

Name of the Firm:

Seal:

Annexure-B

FINANCIAL BID

1. Name of the Tenderer :
2. Full address (with Telephone & FAX Number) :
3. Rate for one Security Personnel to be deployed.
4. Total amount to be paid per Month : (including all Taxes, amounts to be paid under various Statutory Acts and Commission charged, if any)
 - (i) Rate for per person per month :- ` _____.
(Excluding GST)
 - (ii) Rate for 05 persons per month :- ` _____.
(Excluding GST)
 - (iii) Total Amount including GST (if any) :- ` _____.
(For eight Persons per Month)
 - (iv) Amount in Words:-_____.
5. Validity period of rates :-

Rates should be indicated in both figures and words. If there is any difference between the two said rates, the rates quoted in words will prevail.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We shall be blacklisted and will not have any dealing with the department in future. It is further submitted that the areas specified in the Tender verified and found correct. We shall not raise dispute in the areas specified.

Signature of Authorized Signatory with date :

Name of the Firm:

Seal:

Note:- Financial Bid must be filled as per BOQ uploaded in Tender on E-Procurement.

Annexure- C

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.
- 3) 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.
- 4) 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.
- 5) 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.
- 6) 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.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 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, 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 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 colored (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 and a bid Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) 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.

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.
