





Tender Document
for
Annual Maintenance Contract
For Computer Systems (Desktops/
Laptops), Network and Network
Peripherals, Printers, Scanners, UPS,
Computer Peripherals,
Software/OS/Antivirus etc.
at
CGST Commissionerate, Goa.

 भारत सरकार Government of India वित्तमंत्रालय Ministry of Finance राजस्वविभाग Department of Revenue केंद्रीयअप्रत्यक्षकरएवंसीमाशुल्कबोर्ड Central Board of Indirect Taxes & Customs	 केंद्रीय जीएसटी गोवा के आयुक्त का कार्यालय OFFICE OF THE COMMISSIONER OF CENTRAL GST GOA, जीएसटीभवन, ईडीसीकॉम्प्लेक्स, प्लॉटनं. 6, GST BHAVAN, EDC COMPLEX, PLOT NO. 6, पाटोपणजीगोवा- PATTO PANAJI- GOA.	
ईमेल/ Email : commr-cexgoa@nic.in	फोननंबर/Phone No:0832-2437915	फैक्सनंबर/Fax No.:0832-2437118

e- TENDER NOTICE NO. 01/2021

The Commissioner of CGST Commissionerate, Goa, Pune Zone invites online tender in two bid system (technical and financial) through e-submission of competitive bids from the reputed and experienced Company/ firms/ contractors/ enterprises for the Comprehensive Annual Maintenance Contract (AMC) work for a period of one year from the date of awarding a Contract for the Maintenance of Desktop Computers, Printers, Server, hardware items installed at various Sections/ Divisions/ Ranges of CGST Goa. Technical bid will cover information relating to all aspects other than the price quoted and Financial bid will cover the price quoted in the given proforma in the Annexures part of this tender document.

2. The tender documents including application form, format for Technical Bid and BOQ etc. are enclosed as Annexures to this Tender Notice which is available on departmental website www.cbic.gov.in and www.eprocure.gov.in. Any change/modification in tender enquiry will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. For reference the **CRITICAL DATE SHEET** is given below:-

Sr. No.	Description of activities	Date (dd/mm/yyyy) & Time (hrs:min)
1.	Date of Publishing of Tender	16 /07/2021, 04.00PM
2.	Bid Submission Start Date	16/07/2021, 04.00PM
3.	Bid Submission End Date	30/07/2021, 11.00PM
4.	Technical Bid Opening Date	31 /07/2021, 03.00PM

3. **EMD (Earnest Money Deposit):** The tender should be submitted with a Demand Draftor Bank Guarantee of Rs.10,000/- (Rupees Ten Thousand Only) of any nationalized bank in the name of the Assistant Chief Accounts Officer (ACAO), GST, Goa. Cash and cheque will not be accepted. Scanned copy of EMD is to be uploaded with tender. Exemption is applicable to MSME & NSIC etc. as per GoI Rules. 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.

4. Details of documents enclosed

Sr. No.	Description of activities	Title of the Document
1.	Annexure- A	TERM OF REFERENCE
2.	Annexure- B	GENERAL TERM AND CONDITIONS
3.	Annexure- C	PREQUALIFICATION CONDITIONS
4.	Annexure- D	INSTRUCTIONS FOR ONLINE BID SUBMISSION
5.	Annexure- E	TENDER ACCEPTANCE LETTER
6.	Annexure- F	CHECKLIST FOR BIDDERS
7.	Annexure- G	FORMAT FOR TECHNICAL BID
8.	Annexure- H	BOQ FORMAT FOR FINANCIAL BID

5. The details of eligibility criteria, specification, scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as Annexure to this Tender Notice. In case of any further clarification or queries, the bidders may contact Superintendent (Computer Cell), Office of the Commissioner of CGST Goa, GST Bhawan, Plot No. 6, EDC Complex, Patto, Panaji, Goa – 403001 during office working hours.

6. The COMMISSIONER OF CGST Goa, GST Bhawan, Plot No. 6, EDC Complex, Patto, Panaji, Goa – 403001, reserves the right to reject any or all of the bids without assigning any reasons.

End: As above.

(AMREETA TITUS)
JOINT COMMISSIONER (in-situ),
CGST GOA COMMISSIONERATE

Copy to:-

1. Notice Board, Office of the Commissioner of CGST Goa, GST Bhawan, Plot No. 6, EDC Complex, Patto, Panaji, Goa – 403001
2. Supdt. Computer Cell, for uploading the tender document on CBIC Website
3. Tender Creator and Publisher for CPPP Portal in r/o CGST Goa - for creating and publishing the tender on CPPP portal.

ANNEXURE-A

TERM OF RERERENCE**1. BACKGROUND**

Central Goods and Service Tax Commissionerate, Goa is an Executive GST Commissionerate which comes under Pune Zone and is a part of Central Board of Indirect Taxes and Customs (CBIC), Department of Revenue under the Ministry of Finance, Government of India. The Headquarter of CGST Goa is situated at GST Bhawan, Plot no 6, EDC Complex, Patto, Panaji, Goa. Three of its Divisions are situated in the headquarters building while remaining two Divisions are located in Margao. Some range offices of CGST Goa are also located in Ponda, Kundaim, Verna and Vasco locations.

2. OBJECTIVE

The objective of this tender is to have a systematic, non-comprehensive annual maintenancecontract at CGST Goa Commissionerate for maintenance of Desktops, Laptops, Printers, Scanners, UPS, etc. so as to ensure minimum down time of system.

3. THE SCOPE OF WORK

Details of the Assets Installed at various Sections / Divisions/ Ranges of CGST Goa and few other locations located outside GST Bhawan are as follows:-

Name of Items	Numbers (Approximate)
Computers (Desktops & All In One PC)	115
Printers (Laser Jet, Ink Jet)	75
Modem	30
UPS (500/600 VA)	50

These are the assets available at the time of Tender Publication. Assets are likely toincrease/decrease as per administrative ease and requirement.

Desktop Computers:

- i. Dual Core - 2 /2.4/4/1.8 GHz.
- ii. Core 2 Dual /1024/160/320 LCD.
- iii. Core 2 Duo /30 -2.2/ 2.6/ 2.4/ 2.9 GHz.
- iv. Intel i3 System 2.9/3.0 GHz, 4th, 6th and 8th generation Processor.
- v. Intel i5 System, 2GB & 4GB RAM (DDR II & III), 500 GB, 1TB HDD (pre-loadedsystem).

Printers:

- i. HP LaserJet 1020, 1020 plus, 1108.
- ii. Cannon Multi Function Printer MF244dw, 2900

3.1 Maintenance and Updation Services would cover the following: -

- i. The AMC is for one year period from the date of awarding this Contract.
- ii. The bidder will ensure to physically engage and station at office premises well qualified Hardware-Software Service Engineers/Technicians and Antivirus support Engineers of Computers, Printers-service & repair and having expertise in software, hardware, projector and misc. operations along with sound system operation so as to ensure uninterrupted sessions in conference hall. The following are the requirements for the above services. However, two resident engineers should be made available during office hours and as and when required depending on the urgency and exigency of work. The Qualifications of the Resident Engineers deployed should meet the following criteria :

Qualifications	Work Experience	Requirement	Duty Description
Minimum-Diploma In Computer Engineering (Hardware & Software)	i) Work experience in the fields of Management of Systems & Network Administration (Windows for Server) ii) Good knowledge in Microsoft Office, Windows Operating Systems & Apple Mac etc. iii) Management of Local Area Network and Internet mailing system. iv) Having knowledge of installing any OS/Software as per the requirement of the office.	Experience of at least 02 years and having sound Knowledge to troubleshoot any hardware, software related problems.	During office timings 9:30 am to 6:00 pm on every working day regularly & holidays as and when require to receive instructions about repair/maintenance tasks in hand.

3.2 The vendor is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Laptops installed herein. The Vendor shall update and remove the viruses from CPU/LAN Network system of the desktop computer, if any.

3.3 The vendor shall carry out preventive maintenance service every three month for the Desktop Computers/ peripherals which would include (i) Scanning of the Hard Disk Drive for bad sectors i.e. outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning of keyboard/ mouse for proper operation (iii) Cleaning of printer, checking its driver, functioning and to ensure proper printing on paper.

3.4 The AMC being Non-Comprehensive shall include services and repairs of defective parts like hard disk, wires, cables, chords, cards, Mother Board, circuit board, all hardware

parts etc. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.

3.5 Maintenance includes Maintenance of Conference/ Training Room devices like Projector, Speaker and all other related equipment, and all software related to user operations like as video conferencing software, MS Windows, MS Office, also Antivirus Security Software support.

3.6 The service provider will replace necessary parts, with equivalent or updated/ branded parts, free of cost, if found defective provided by the office. In case of replacement, the defective spares covered under this contract shall remain the property of this office.

3.7 The vendor shall provide all assistance in up-gradation of hardware/ software as and when required during the period of A.M.C.

3.8 Software support with reference to installation of WINDOWS 7/ Windows 8/8.1/10, word processing software, spread sheet software, database software, EXCUSE software, DTP software, presentation software, MS Office, 2003/2013/2016, antivirus etc. or any latest version of the same, support be provided in case of any problem is reported by the user.

3.9 The maintenance service by the company shall include monthly preventive service and breakdown maintenance of all computer hardware items in the office premises, i.e. Hqrs., various Sections / Divisions / Ranges of CGST Goa only.

3.10 Response time in call registered should not be more than 24 hours from the time of reporting of major fault by the User. In case of failure on the part of vendor to put the system (Computer/Printer/ Router etc.) in working condition, a penalty of Rs.1,000/- per day shall be imposed which will be deducted from the quarterly payment of the A.M.C. to the vendor. However, the penalty clause will not be applicable if a standby system/ computer peripheral is provided by the contractor firm.

3.11 The Resident Engineers deployed by the vendor shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed above will be levied and deducted from the bill submitted during the quarterly period.

3.12 Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.

3.13 The vendor shall not sub-contract/ outsource the hardware maintenance jobs to any other agency. In case of firms who do not have their registered office in Goa, they should have at least an operational office at nearby locations. The contact address and the strength of the office should also be indicated.

3.14 If required, services may be executed on Saturday/Sunday and Holidays, and after office hours also to complete the task with prior intimation to the department.

3.15 The A.M.C. Service Provider shall promptly attend to all complaints/problems reported and complaint should be rectified to the user's satisfaction by the

deployed Resident Engineer before the end of next working day from the time of booking of the complaint.

3.16 In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.

3.17 If systems/ sub-systems are required to be taken out of office for repairing then a standby system/ subsystem of similar configuration and quality acceptable to this office to be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such hardware under repair should be repaired to the satisfaction of the user / the department and returned within a period of maximum fifteen days.

3.18 The vendor should provide their own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the department.

3.19 The payment for last quarter would, however, be made only on successfully handing over the Desktop Computers, printers etc. in a working condition and status to the next year's contractor. However, if the defects, shortcomings noticed during next year's Handing over/Taking over are not set right by the successful vendor of this tender notice then the same will be done by the Department through other means and cost towards that would be deducted from the last quarter bill to be paid to them.

3.20 The Payment will be made on quarterly basis as per the terms and conditions of tender notice after satisfactory completion of each quarter. The payment is subject to TDS applicable as per the Income Tax Act, 1961.

3.21 The Resident Engineer of the vendor shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which will be checked before the quarterly payment of the bill submitted by the vendor for payment.

3.22 In case, the service is not found satisfactory this office will terminate the contract on its own and accordingly the contractor will be informed.

3.23 The salary/emolument paid by the firm to the RE should be as per labour laws of State of Goa. The compliance report of the same should be submitted with quarterly bill or as and when required.

4. LOCATION

The location to provide service would be GST Bhawan, Plot No. 6, EDC Complex, Patto, Panaji, Goa as most of the systems are in GST Bhawan only. However few ranges and divisional offices are located at Margao, Kundaim, Ponda, Verna and Vasco area for which also the maintenance service is to be provided.

GENERAL TERMS AND CONDITIONS

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever.
2. Tenders in which any of the particulars and prescribed information are inadequate or incomplete or found to be incorrect in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
3. Successful bidder shall be responsible for the operation and maintenance including repairs/replacement and preventive maintenance, of the sites within the scope of works as outlined above of this proposal on the terms and conditions hereinafter mentioned.
4. The AMC will be awarded to Successful bidder only after verification of the original documents.
5. The Successful bidder shall submit monthly reports to the Deputy Commissioner, Computer Cell, CGST Goa certifying the satisfactory working condition of all the desktop computers, Printers and all other peripherals of CGST Goa.
6. In case of dispute, the department reserves the right to a final decision on the interpretation of the term and condition, Scope of Work etc. of this tender notice.
7. In case of dispute the decision of the Commissioner of CGST Goa shall be final and binding on both parties.
8. At any point of time contract may be terminated without assigning any reason thereof.
9. All typographical errors are subject to corrections.
10. All the terms & conditions of this AMC should be complied.
11. Deviation, if any, from terms and conditions will not be entertained.
12. The firm shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
13. The firm shall not assign or sublet any portion of the work except with written consent of COMMISSIONER OF CGST Goa, failing which COMMISSIONER OF CGST Goa may terminate the contract, where upon the performance guarantee/ security deposit shall be forfeited at absolute disposal of COMMISSIONER OF CGST Goa.
14. All tools, accessories, hardware, terminal, connector, multi-meter etc. desired for the testing and repairing at site have to be maintained by the firm on its own cost. The equipment shall be complete in all respects whether such details are mentioned or not.

15. Any damage to the machines due to natural calamities such as earthquake, fire etc. maynot be covered under AMC.

16. If the information provided by the firm is found to be false at any point of time, the department reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the earnest money. The department reserves the right to up-grade any of its machines from any vendor. The payment of Annual Maintenance Contract shall be as per specification given in Financial Bid Table. If the specifications shift towards higher then payment for higher specification machine shall not be paid. Any other device within machine, if upgraded shall come under Annual Maintenance Contract, as and when its warranty is over, in lieu of other device. For example, if CD ROM is replaced with a new CDR/W then new CD R/W shall come under Annual Maintenance Contract as and when its Warranty period is over in lieu of Annual Maintenance Contract of old CD ROM. If there is any specific device, which cannot be covered under normal replacement then, it should be informed in advance by the firm.

17. After completion of AMC period or after termination of contract, the firm (presently holding AMC) is responsible to handover all the machines in working condition, which were under AMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise the department reserves the right to get faulty machines repaired by any other firm at the cost of the firm.

18. The payment due, if any on part of the firm, shall have to be paid by the firm (holding AMC before handover) for which the department shall adjust from the Performance Guarantee and from the running bills of AMC and if the amount is insufficient then the firm (holding AMC before handover) shall be liable to pay the whole due amount.

19. FORFEITURE OF EMD: The EMD will be forfeited under the following conditions:

(a) If the tenderer/bidder/contractor withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of the tender.

(b) If the bidder withdraws the bid before the expiry of the validity period of 90 days of the bid or within the time frame of extension given by COMMISSIONER OF CGST Goa in special case communicated before the expiry of the bid.

(c) If the bidder fails to comply with any of the provisions of the terms and conditions of the bid / tender document.

(d) If the selected bidder fails to execute agreement in prescribed format and furnish the bank guarantee within the prescribed time.

20. RETURN OF EMD:

(a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity but not later than 30 days of the issue of the work order to the successful bidder.

(b) The EMD of successful bidder shall be returned after receiving the Bank Guarantee or may be adjusted against the Security Deposit, otherwise EMD shall be returned along with the release of first quarter payment of AMC. The amount of Security deposit shall be returned only after successful completion of the tender period and within one month of the start of the AMC for the next period.

(c) No interest will be paid by CGST Goa on the Earnest Money Deposit.

21. PERFORMANCE SECURITY:

(a) The successful bidder has to submit Performance Security equivalent to 10% of the contract amount valid for one year in the form of Demand Draft at the time of submitting agreement and Term of Reference within seven days of issue of letter of award.

(b) If deposited by the successful bidder in the form of FD/BG shall be returned at the end of the contract period or after termination of contract.

(c) If deposited by the successful bidder in the form of DD, will be paid at the end of contract period without any interest.

22. PRICES

Prices quoted shall be final and inclusive of all taxes.

23. BREAK UP OF PRICES

(a). The total number of machines/ systems may increase or decrease subject to actual requirement at the time of issuing work order. There are few machines which are under warranty. In future, as and when the warranty of these machines/ systems is over, systems will come under AMC without any additional cost for which intimation by department will be communicated to the firm.

(b). The systems which are covered under warranty require software support only.

(c). Quotation for One Year AMC should be submitted mentioning clearly in figures and in words. Total amount should also be clearly mentioned, summing up all break ups and taxes as applicable. There should be no typographical error in the final quote. The quoted cost must be without any precondition of minimum number of machines or any other condition put by the tenderer.

(d). The AMC cost should be inclusive of the salary/emolument paid to Resident Engineer and the cost of tools / spare parts and system required for routine maintenance work.

24. TAXES AND DUTIES

GST and/or any other applicable taxes and duties will not be paid extra. Hence Taxes should be included in the rates quoted.

25. MODE OF PAYMENTS

Payment will be made on quarterly basis through online payment/ PFMS after raising the demand by submission of bill in triplicate, on obtaining satisfactory performance certificate from the users.

26. PENALTY

(a). Failure to rectify a down system (Desktops, Laptops, Printer & Scanner) for more than two working days (after logging the complaint) for any reason like non availability of spares, non-availability of Maintenance Engineer will be taken seriously and shall attract penalty of Rs.100/-per item per day from the date of failure of the system. This amount shall be deducted from the running payment without any notice to the firm.

(b). Absence of Resident Engineers in CGST Goa, GST Bhawan or any premises of this office for single day (upto maximum three days consecutively) shall attract a penalty of Rs. 100/-per day and for more than three days consecutively including holiday, if any in between, shall attract a penalty of Rs. 200/- per day and if absence is more than a week then contract may be cancelled by THE COMMISSIONER OF CGST GOA or the tenure of Contract shall extend automatically for the period when RE was absent.

PREQUALIFICATION CONDITIONS

1. ELIGIBILITY CRITERIA FOR TECHNICAL BIDS:-

- (a).The bidder should have the Shop & Establishment certificate for their authorized Shop and Service Center.
- (b).The bidder firm should furnish and provide latest Income Tax Assessment Certificates.
- (c).The bidder should not have been disqualified or served memorandum by any Central Govt./ State Govt./Semi Govt. Organizations/Private Organization for similar work, self-declaration be furnished in this regard.
- (d).The bidder intending to submit the tender shall be a reputed organization in the field of Hardware & Software maintenance and having experience in this field for more than two years, Experience in Central Government Department will be preferred.
- (e).The bidder having completed at least two work orders for similar kind of work / AMC for Computers, Printers and other hardware in any Central Govt./ State Govt./ Semi Govt. Organizations in Goa, will be preferred.
- (f).The bidder having quality management certificate ISO 9001:2008 in support of providing their qualitative services will be preferred.
- (g).The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- (h).The service provider / vendor should have GST registration.

2. BID SUBMISSION:

- (a).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 at the CPPP website for online submission of bids. Bid documents may be scanned with 200 dpi with black and white option which helps in reducing size of the scanned document. The uploaded documents should be legible.
- (b).For any clarification regarding tender, contact to Supdt./ Inspector, Computer Cell, CGST Goa over telephone no. 0832-2437103 or on email computercellgoa@gmail.com with proper subject.
- (c).Not more than one tender shall be submitted by one bidder or bidders.
- (d).Tenderer who has downloaded the tender from the CBIC website (for reference only) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form 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 CGST Goa.

- (e).Intending tenderers are advised to visitCBIC website www.cbic.gov.in (for reference only) and CPPP website <https://eprocure.gov.in/eprocure/app> regularly till end date of submission of tenderfor any corrigendum/ addendum/amendment.
- (f).At any time, prior to the deadline for submission of Bids, COMMISSIONER OF CGST GOA may, for any reason deemed fit byit, modify the Bid documents by issuing suitable amendment(s) to it. Theamendment will be uploaded on CPPP&CBIC website only. In order to providereasonable time to the prospective Bidders to take necessary action in preparing theirBids as per the amendment, COMMISSIONER OF CGST GOA may, at its discretion extend the deadline for the submission ofBids and other allied time frames, which are linked with that deadline. Prospectivebidders are advised to visit/see <https://eprocure.gov.in/eprocure/app> &CBIC website on regular basis for any change in NIT schedule, amendment/ corrigendumin Bid Document including technical requirement.
- (g).Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet.
- (h).The department reserves the right to cancel all the tenders without assigning anyreasons at any time.
- (i).Canvassing in any form in connection with tender is strictly prohibited and thetenders submitted by the contractor who resort to be canvassing, will liable to berejected.
- (j).All rates should be quoted in the prescribed “Financial Bid (BOQ)” template in thetender.
- (k).For a bidder, who has participated in the tender bids, it will be automaticallyassumed that he had accepted all the terms and conditions of the tender.
- (l).On acceptance of the tender, the name of the accredited representative (s) of thebidder who would be responsible for taking instructions from the department shallbe communicated to the department.
- (m).The tender shall remain open for acceptance for a period of 90 days from the dateof opening of tenders.
- (n).Merely submitting the tender with all the requirements does not bind theCOMMISSIONER OF CGST GOA to accept the lowest tender and Competent Authority, reserves the right to reject any or all of thetenders received without assigning any reason. Tenders not fulfilling any of theprescribed conditions or incomplete in any respect are liable to be rejected.
- (o).Technical bid of only those contractors will be opened, who submit the earnestmoney in the prescribed manner.
- (p).Failure of the successful tenderer to comply with the above requirement i.e.deposition of performance security, shall constitute sufficient grounds forcancellation of the letter of award& forfeiture of the earnest money.
- (q).The tender shall be submitted online in two parts, viz., Technical Bid and FinancialBid (BOQ).

- (r).During the pre-bid meeting all the interested bidders will be provided an opportunity to see/inspect and have a fair idea about the condition of IT devices in GST Bhawan before submitting the bid.

3. TECHNICAL BID:

The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:

- (a). Format for Technical Bid should be as per Annexure.
- (b). Scanned and attested copy of all supporting documents.
- (c). List of Engineers employed in the bidder firm.
- (d). A scanned copy of Tender Acceptance Letter (Annexure- E) failing which bidder's bid may be rejected.
- (e). A scanned copy of Checklist Section (Annexure- F) properly filled and signed.
- (f). Scanned copy of Earnest Money Deposit should be uploaded on the portal.
- (g).The original EMD in physical form duly sealed in envelope super-scribed with **“EMD for the tender no. <Tender No> for “Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes, etc.”** must reach at the address mentioned below:

The Joint Commissioner (in-situ) of Computer Cell,
Office of the Commissioner of CGST Goa,
GST Bhawan, Plot No 6, EDC Complex, Patto,
Panaji, Goa- 403 001

by post/speed post/courier/by hand on or before Bid Submission End Date & Time as mentioned in Critical Date Sheet. Otherwise the tender will be summarily rejected without assigning any reason.

4. FINANCIAL BID:

- (a). Format of Financial bid is provided in the form of template (Annexure- H) in .xls format, along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to quote their offer/rates in the permitted column and upload the same in the manner. In case if the same is found to be tempered/ 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 the Office of the Commissioner of CGST Goa.
- (b). The rates to be quoted in Financial Bid is in Indian Rupees inclusive of all taxes. The rate quoted shall be valid for 90 days from the date of opening of technical bid. The period can be extended with mutual agreement.

Note: Financial bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. Information in this regard will be uploaded on portal. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

ANNEXURE- D

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

- (a). 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.
- (b). As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (c). 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.
- (d). 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/ eMudra etc.), with their profile.
- (e). 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.
- (f). 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

- (a). 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.
- (b). 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.
- (c). 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

- (a). Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- (b). 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.
- (c). 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 200 dpi with black and white option which helps in reducing size of the scanned document.
- (d). 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 “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

- (a). 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.
- (b). The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (c). Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- (d). 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.
- (e). Bidders are requested to note that they should necessarily submit their financial bids in the format provided in the BOQ format and no other format is acceptable.
- (f). The server time (which is displayed on the bidder’s 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.

- (g). 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-openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (h). The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (i). 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 summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- (j). 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

- (a). 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.
- (b). 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 Help desk.

ANNEXURE- E

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)**

Tender Reference No:

Date:

To,
The Commissioner of CGST Goa,
GST BHAWAN, Plot No. 6,
EDC Complex, Patto,
Panaji, Goa – 403001.

**Sub: Annual Maintenance of Desktop Computers, Printers, hardware
items installed at various Sections/ Divisions/ Ranges of CGST Goa Comm'te-reg**

Dear Sir,

1. I/ We have downloaded/ obtained the tender document(s) for the above mentioned "Tender/ Work" from the website(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/organization 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 our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization 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 with Name of the Bidder, with Official Seal)

Checklist for Bidders

Sr. No.	Particulars	Compliance (Yes/ No/ NA)
1.	(i) Have you enclosed EMD (DD / Bank Guarantee) of required amount?	
	(ii) Is exemption certificate enclosed: vendor registered with MSME/ NSIC/ Government bodies attached for relaxation of EMD?	
	(iii) Is EMD valid for 90 days from the date of publishing of Bid?	
2.	Have you kept validity of your bid as per the Bid document?	
3.	Have you enclosed Tender Acceptance Letter duly filled and Signed (i.e. terms and conditions are acceptable) with original set of Bid? (Bids may be ignored if not signed)	
4.	(i) Is PAN No. of bidding firm with proof attached?	
	(ii) Is GST number with registration certificate attached?	
5.	Have you enclosed valid ISO 9001 Certificate?	
6.	Have you enclosed the EPF & ESIC Registration Certificate?	
7.	Is each page of Tender document signed and stamped with firm/company seal?	
8.	Have you enclosed all supporting documents?	

(Name & Signature
with date and firm/company seal)

FORMAT FOR TECHNICAL BID

PART - I

Sr. No.	Particulars	Details
1.	Name of the “The Service Provider” *	
	Full Address of the Service Provider *	
	Telephone No./Mobile No.*	
	Fax No.	
	Email Id * (if multiple, provide the same also)	
	Complete name and contact no. *	
2.	Bank details with MICR & IFSC * (Submit Mandate Form for ECS payment)	
3.	PAN *	
4.	Income Tax Returns (ITRs) for last three assessment years i.e. 2017-18, 2018-19, 2019-20, 2020-21 *	
5.	CA Certificate for last 3 years turnover i.e. 2017-18, 2018-19, 2019-20, 2020-21	
6.	GST Registration No. * (Please enclose the GST Registration Certificate also)	
7.	Shop & Establishment certificate	
8.	Whether blacklisted by any Bank/Govt./PSU organization (Submit self-declaration certificate) – (Yes / No)	
9.	Performance certificate/ work experience of 05 years in Govt./Semi Govt./PSU office	
10.	Details of EMD	

Note:-

1. Attested photo copies of all above for proof should be uploaded with technical bid.

PART-II

-DECLARATION-

1. I..... Son/ Daughter/Wife of Shri.....
Proprietor/ Partner/ Director/ authorized signatory of.....competent to sign
this declaration and execute this tenderdocument;
2. I have carefully read and understood all the terms and conditions of the tender
andundertake to abide to them;
3. The information/ documents furnished along with the above application are true
andauthentic to the best of my knowledge and belief. I/ we, am/ are well aware of the
factthat furnishing of any false information/ fabricated document would lead to rejection
ofmytender at any stage besides liabilities towards prosecution under appropriate law;
4. I understand that in case any deviation is found in the above statement at any stage,
theconcern shall be blacklisted and shall not have any dealing with the Department in
future.

Signature of authorized person

Name & Seal

Date:

ANNEXURE- H

FORMAT FOR FINANCIAL BID

Name of work: Annual Maintenance Contract for the Maintenance of Desktop Computers, Printers hardware items installed at various Sections / Divisions / Ranges of CGST Commissionerate Goa

M13 fx 0

Validate Print Help **Item Rate BoQ**

Tender Inviting Authority: Commissioner, CGST Goa

Name of Work: Annual Maintenance Contract of Computer Systems & Peripherals, Network & Network Peripherals, Printers, UPS, Software / OS

Contract No: e-Tender 01/2020

Name of the Bidder/ Bidding Firm / Company :

PRICE SCHEDULE
 (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	No of Quarters (Each quarter is period of 3 months)	Units	Estimated Rate in Rs. P	BASIC RATE per quarter including taxes as applicable In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT including Taxes in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	6	13	53	55
1	Providing AMC of Computer Systems & Peripherals, Network & Network Peripherals, Printers, UPS, Software / OS	4.000	no.	0.00	0.00	0.00	INR Zero Only
Total in Figures						0.00	INR Zero Only
Quoted Rate in Words							

Rate Entry
Please enter Basic Rate in Rupees for this item.

Note:

1. The above format is for the purpose of illustration only.
2. The Bidder shall use the format provided in .xls format on www.eprocure.gov.in for Submission of their financial quotes with the name of their firm/ company etc.
3. GST and/or any other applicable taxes and duties will be paid extra. Hence Taxes should not include in the rates quoted.