

भारत सरकार /Government Of India  
आयुक्त का कार्यालय /Office Of The Commissioner  
सी.जी.एम.टी एवं केन्द्रीय उत्पाद शुल्क, जी.एस.टी. भवन  
CGST & Central Excise, GST Bhawan,  
आउटर सर्किल रोड, बिष्टुपुर, जमशेदपुर - 831001  
**Outer Circle Road, Bistupur, Jamshedpur-831001**

C.No. I(22)04-AMC Comp. Misc/JSR/2021-22/

Dated: .06.2020

**Tender Notice for Comprehensive Annual Maintenance Contract of Computer Systems, Laptops and its Peripherals, Network Including Router/Switches, Printers, Scanners, UPS, Software, OS, Applications and Antivirus(For Headquarters Office Only)**

Office of the Commissioner, CGST & Central Excise Commissionerate, Jamshedpur invites the sealed quotations for Comprehensive Annual Maintenance Contract of Computer Systems, Laptops and its peripherals, Network including wi-fi/Routers, Printers, Scanners, Software, OS, Applications and antivirus. The site locations include the **CGST & Central Excise Commissionerate, Jamshedpur at GST Bhawan, Outer Circle Road, Bistupur, Jamshedpur-831001.**

The interested firms should submit their tenders in two-bid system i.e. Technical bid and financial bid separately inside the main envelope. The technical bid and the financial bid should be sealed by the bidder in separate envelopes duly super scribed with "**Technical bid for AMC of computers, printers and peripherals**" and "**Financial bid for AMC of computers, printers and peripherals**" respectively and both these sealed covers are to be put in a bigger envelope which should also be sealed and duly super scribed with "**Bids for AMC of Computer, printers and peripherals**" and send to the undersigned at the earliest. Technical bid will be opened first and Financial Bid will be opened only of those firms, who qualify the Technical Bid.

The detailed terms and conditions are enclosed herewith in Annexures to this tender notice. In case of any difficulty, you may contact the **Superintendent (GL), CGST & Central Excise Commissionerate, GST Bhawan, Outer Circle Road, Bistupur, Jamshedpur-831001** on any working day during office hours on or before **01/07/2021**. The Tender Notice can be downloaded from the website web site [www.cbic.gov.in](http://www.cbic.gov.in) or <http://ceejamshedpur.gov.in>


Last date for receipt of Tender: **01/07/2021 up to 14:00 hrs.**

Tenders shall be opened on: **02/07/2021 at 16:00 hrs.**

The tenders/quotations received incomplete and/or filed after the due date shall be summarily rejected. The parties who wish to be present at the time of opening of Tender/Quotation may represent themselves or authorize their representatives with an authority letter.

The Commissioner of CGST & Central Excise, Jamshedpur reserves the right to accept or reject any or all tenders without assigning any reasons.

Encl.: Annexure-A Terms & conditions  
Annexure-A1 - List of Computers and peripherals  
Annexure B - Proforma for Technical BID  
Annexure C - Proforma for Financial BID

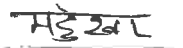
  
(Maheswar Maji)

Deputy Commissioner (P&V)  
CGST & CX, Jamshedpur

C No. I(22)04-AMC Comp. Misc JSR/2021-22/ **2836-2838** Dated: **23.06.2020**

Copy forwarded for information and necessary action to:-

1. The Superintendent (System), CGST Jamshedpur Hqrs., for posting the said Tender Notice on the Departmental website [www.cbic.gov.in](http://www.cbic.gov.in) and as well as this Commissionerate website <http://ceejamshedpur.gov.in> CBEC website immediately.
2. Superintendent (GL) Hqrs., CGST & Central Excise, GST Bhawan, Outer Circle Road, Bistupur, Jamshedpur for necessary action
3. Notice Board.

  
(Maheswar Maji)

Deputy Commissioner (P&V)  
CGST & CX, Jamshedpur

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

#### **(A) TECHNICAL TERMS & CONDITIONS**

1. The firm should be in the business of maintenance of Computers and its peripherals for at least last 3 years & must provide satisfactory service certificate from at least two Central Government organizations (Ministries, Government Department, PSUs etc.) (Requisite documents to support this claim will have to be produced for verification).
2. The Tenders/Quotations which are received incomplete and/or filed after the due date shall be summarily rejected. This office reserves the right to accept or reject any or all tenders without assigning any reason.
3. The firm must be willing to provide onsite support at the CGST & Central Excise Commissionerate, GST Bhawan, Outer Circle Road, Bistupur, Jamshedpur-831001 with at least one qualified Hardware/Software Service Engineer/Technician or skilled expertise. for Network, PCs, AIO, Laptops, Printers, Scanner, UPS etc. of different makes and models.
4. It is necessary required to have a Service/Branch/Head Office of the bidder within municipal limit of Jamshedpur city. Quotations with non adherence of the said clause will not be considered.
5. The firm should be registered with the GST and possess valid GST Registration Number.
6. The firm should submit the complete list of the Hardware & Network engineers on rolls of the firm with qualification & experience as well as list of engineers whom they will provide to this office in case they are selected in the tender.
7. The address of the workshop at Jamshedpur with Telephone/Mobile No., Fax Nos. and email ids should be given.
8. A general undertaking that all terms and conditions of this Bid Document are acceptable. as provided in the format placed at Annexure-A to this document, needs to be signed by an authorized person of the applying firm.
9. **Only the firms meeting the above technical terms and conditions should submit their quotation in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of firms, who fail to fulfil any of the above conditions, will not be considered.**

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

1. The rates may be quoted on comprehensive basis for the computers, AIOs, laptops, printers, scanners, UPS etc. in the proforma place at Annexure-C in sealed cover. The rates quoted should also cover the maintenance of operating system, application/software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus.

2. The amount of AMC should include GST and other taxes to be borne by the vendor.

### **(C) GENERAL TERMS AND CONDITIONS**

#### **1. Scope of work**

1.1 The scope of work covers maintenance of Hardware (such as Computers, AIOs, Printers, Scanners, UPS, Networking Components etc. of different makes & models), various Software installed in the systems of headquarter office and any other work related to computers given by the Superintendent (GL) of CGST & Central Excise Commissionerate, Jamshedpur.

1.2 Computer System includes Motherboard with CPU, RAM (Random Access Memory), Storage drives like Hard Disk, Media drives (CD/DVD ROM/CD or DVD Writers), Add-on cards like display cards/ I-O Cards, Ethernet Cards, Input devices like Keyboard, Mouse, Display Devices like Monitor, TFT, LED, LCD Screen, All-in-one Monitors/computers, Switch Mode Power Supply (SMPS), Media Devices like speakers, UPS etc. Printers (like- Ink Jet, Laser Mono, All-in-one) including logic card/SMPS/Head Driver Card/Motors, Scanner with Logic Card/SMPS card/ Motors, along with System configuration/ OS Maintenance/ Peripherals installation/ Networking assistance, Networking Hub switches and Anti-virus.

1.3 All the Computers and its peripherals should also be checked & cleaned to keep their efficiency right and dust free respectively. Corporate version of Anti-virus (Quick Heal Internet Total Security preferably) should provide in all the computers by the firm/company.

1.4. To provide regular on-site Preventive maintenance.

1.5 The maintenance service by the company shall include monthly preventive service and breakdown maintenance of all computer hardware items of the Headquarter office with departmental Laptops except Audit Wing (East wing, Ground floor). The total numbers of systems & peripherals are as under:-

- a) 71 Nos. of different makes & model desktops computers/AIO.
- b) 4 Nos. of Laptops.
- c) 41 Nos. of different make & model UPS.
- d) 63 Nos. of different makes & model of Printers/Multifunctional printers with scanner.
- e) 01 Routers and 09 switches for efficient internet connectivity.

1.6 Where the parts/ components have failed/ been damaged or goe into disuse due to any reason, replacement of those parts/ components including hard disk, wires, cables cords, cords, circuit board, mouse and keyboard etc. shall be provided free of cost by the company within 24 hrs. of attending to the call. Where any items/ parts/ components need replacement, the same shall be replaced with equivalent of the items parts/components.

#### **2. Deployment of Engineers**

2.1 The vendor will provide **One** Resident Engineer (Hardware/Software) / Technician or skilled personnel for maintenance of computers and its peripherals at CGST & CX headquarter office from **9.30 AM to 6.00 PM** on all working days (Monday to Fridays).

2.2 The services of the engineer of the contractor may be required on non- working days or beyond normal hours as described in Para 2.1 on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

2.3 The engineers should be well qualified with minimum two years of experience in Computer Hardware as well as Software maintenance & Networking. The Firm is required to provide evidence in dealing/maintenance of computer & its peripheral and networking, with minimum two years of service experience, which would be checked by this Office to verify the suitability/competency of the resident service engineer.

2.4 The resident service Engineer provided by the firm shall not be changed frequently. However, if found incompetent by the officers of CGST & Central Excise Commissionerate, Jamshedpur, the resident Service Engineer shall be changed by the vendor immediately.

2.5 The engineer must be equipped with mobile phone provided by company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided.

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

### **3. Service Assurance**

3.1 The Firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed/located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Superintendent (GL) would assist the firm in this task and ensure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printers, scanners, key boards, mouses etc. from outside with liquid cleaner should be done once in a month. A preventive Maintenance Report (quarterly) would be submitted along with the quarterly bill in the name of "The Joint Commissioner, CGST & Central Excise, Jamshedpur", failing which an appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of satisfactory report of the user.

3.2 The schedule of preventive maintenance shall be as follows:-

- (a) Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
- (b) Checking of power supply source for proper grounding and safety of equipment.
- (c) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- (d) Scanning/detection & removal of all types of virus and vaccination for the same.
- (e) Shifting of equipment within the building as and when required.

3.3 The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. Also stand-by inventory of Monitor, CPU, Laser Printer, Scanner, HDD, RAM, Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, HCL, Lenovo, IBM etc.) they will be required to arrange themselves from their sources.

3.4 The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.

3.5 The firm shall be responsible for taking back up data and program available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement from the user. In case data is lost, the firm shall be responsible for recovering the same at their cost.

3.6 The contract will be valid for a period of **One Year** from the date of commencement of contract and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period. It will be discretion of the Commissioner of CGST & Central Excise, Jamshepur to extend the term of the agreement on the same terms and conditions for a further one year, if necessary.

3.7 AMC exclude clause: - AMC will not include computer stationery like paper / toners / inkjet cartridges/Cables/Teflon.

3.8 The vendor shall check all the computers / Printers/ Scanners/ UPS/ Networking within five (5) working days of signing the contract and submit report to the Superintendent (Admin). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.

3.9 The systems/equipments that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

3.10 At the end of the AMC contract period, both the user and AMC holder shall certify separately that all the computer systems/electronic devices are in satisfactory working condition and that no fault or complaints are pending.

3.11 This office shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.

3.12 The contract can be terminated by this Department at any time by giving 15 (fifteen) days notice in writing without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.

3.13 In case of any dispute of any kind and in any respect whatsoever, the decision of this office shall be final and binding.

3.14 This office has the right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons.

3.15 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.

3.16 At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in nonworking condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

#### **4. Penalty**

4.1 If the firm does not attend the complaint and rectify/solve the faults within 72 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registered.

4.2 If the company fails to repair/replace the systems, printers, scanners, UPS & other devices for one week, the system, printers, scanners, UPS & other devices may be repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.

4.3 If the company fails to clean the equipments under AMC on monthly basis, a penalty of Rs. 1,000/- each month shall be levied.

4.4 Penalty shall be deducted from the running payments.

#### **5. Payment**

5.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.

5.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

6. The Performance Guarantee shall be returned to the selected bidder without any interest on the completion of contract period.

7. Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance during the contract of AMC. In case contract is given for higher number of equipment than number as per the Annexure, than proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.

8. The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered

9. The tender notice is also available at the official website: [www.cbec.gov.in](http://www.cbec.gov.in) and <http://cexjamshedpur.gov.in>.

महेश्वर

23.06.2017

(Maheswar Maji)

Deputy Commissioner (P&V)  
CGST & CX, Jamshedpur

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

To  
The Commissioner,  
CGST & Central Excise,  
Jamshedpur.

Sir,

I have carefully gone through the Terms and conditions contained in the tender Notice No. \_\_\_\_\_ dated \_\_\_\_\_ regarding on site comprehensive Annual Maintenance Contract of Computer systems, Network including Routers/Switches, Printers (including multifunctional), Scanners, Software OS, Applications and antivirus in the premises of CGST & Central Excise, Hqrs., GST Bhawan, O.C. Road, Bistupur, Jamshedpur as mentioned in Annexure-C of the Tender Notice.

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

Yours truly,

Signature of authorised Signatory

Date:

Name:

Designation:

Name of Firm:

Address:

Mobile No.



**ANNEXURE-A1**  
**SCOPE OF WORK**

**Details of Computer, AIO, CPU, UPS, Printers and Laptop of HQRS**

Sl. No.	Hqrs.	Total no. of Computers / AIO /CPU	Total no. of UPS	Total no. of Printers	No. of Laptops	Router/Switch
01	Comm'r Chamber + C'Cell	3	2	3		
02	Preventive Branch	15	7	14		
03	ADC Chamber					
04	ADC, Steno					
05	JC(Chamber)	1	1	2		
06	JC, Steno	1	1	1		
07	DC(Hqrs)	1		1		
08	AC(P&V)	1	1	1		
09	AC(T&R)	1	1	1		
10	DMC Branch	2	2	2		
11	Adjudication Branch	9	4	6	4	9 switch +1 Router
12	Vigilance/ET Branch	6	5	5		
13	T & R Branch	6	3	5		
14	Legal Branch	3	2	2		
15	CAO Chamber	1	1	2		
16	Technical Branch	4	1	3		
17	GL Branch	3	3	3		
18	Welfare Branch	2	2	2		
19	Accounts Branch	4	3	3		
20	GST Cell	2		3		
21	ACAO Chamber	1		1		
22	Despatch	2		1		
23	Audit	2	2	2		
24	Refund	1				
	<b>Total:</b>	<b>71</b>	<b>41</b>	<b>63</b>	<b>4</b>	<b>10</b>

**Note:**

1. Standard Peripherals like KBD/Optical Mouse/CD ROM are included in every computer.
2. Laser- TEF'PM part of AMC only
3. Where ever HP/Compaq or other company under warranty, minor OS related problems should be attended in case of Emergency However Department will log the Call with HP/Compaq or other company
4. Financial Bid should be separate and Taxes/other charges should be mentioned clearly.

**Annexure-B**

(To be filled by the authorised signatory of the firm & this is to be put in sealed envelope superscribed with Technical Bid for AMC of Computers & Peripherals

1	Name of Organization / Firm along with Registered Address, Telephone No., email ID & Fax No.	
2	Name (s) of the proprietor/partners/Directors	
3	Address of local branch (Jamshedpur) with Telephone No., email ID & Fax No.	
4	GST Registration Number (copy to be attached)	
5	Permanent Account No of the firm (copy of PAN Card to be attached)	
6	Total Number of Engineers working under this firm	
7	Whether the firm has experience in providing their services at multi-locations?	
8	Whether the firm is in business of maintenance of Computer and peripherals since last three years?	
9	Name (s) at least two Public Sector /Govt. Organization to whom similar services have been provided by the firm (please attach the Service Certificate from Govt. office / Public Sector) in last three years.	
10	Whether the firm is willing to provide onsite support at different locations for PCs, Laptops, Printers, Scanners, Networking and UPS of different makes and models?	
11	Whether undertaking as per Annexure-A duly filled and signed by authorized person of the firm?	

Signature of authorised Signatory

Date:

Name:

Designation:

Name of Firm:

Address:

Mobile No.

**Financial Bid**

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

For Financial Bid, Standard Peripherals like Keyboard/Mouse/ CD ROM/Monitor etc. are included in each and every computer. The details of peripherals etc. is as under:-

1. 71 Nos. of different makes & model desktops computers/AIO and 4 Nos. of Laptops. (Total 75 Nos.)
2. 41 Nos. of different makes & model UPS.
3. 63 Nos. of different makes & model of Printers/Multi functional printer with scanner.
4. Approximate 01 Routers and 9 switches for efficient internet connectivity.

For rejected Technical Bids, respective financial Bid will not be opened.

Addresses where computers & all other devices are installed:-

**CGST & Central Excise, Hqrs., GST Bhawan, Outer Circle Road, Bistupur, Jamshedpur-831001.**

Please note that :-

If any of the branches under this headquarter office shifts into another location in the 'GST Bhawan' at Jamshedpur the party should be agree to continue the service in the new location with no extra cost and term and conditions.

Total AMC cost (inclusive GST & any other taxes and charges if applicable) for One Year from the date of Contract

In digits Rs. ....
In Words Rupees (.....)

Signature of authorised Signatory

Date:

Name:

Designation:

Name of Firm:

Address:

Mobile No.