NOTICE FOR INVITING TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER (DESKTOP & ALL-IN-ONE), LAPTOP, PRINTERS AND PROJECTOR IN THE OFFICE OF THE COMMISSIONER OF CUSTOMS, CUSTOM HOUSE, MARMAGOA, CUSTOM OFFICE LOCATED IN THE MPT DOCKS/GATES AND CUSTOM OFFICE AT DABOLIM INTERNATIONAL AIRPORT, GOA.

The Commissioner of Customs, Custom House, Marmagao, Goa invites sealed tender in two bid system (technical and financial) 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, Laptop and Projector installed at various Sections / Departments of the office of the commissioner of Customs, Custom House, Marmagao, Goa, Custom Office located in the MPT Docks & Gates and Custom Office at Dabolim International Airport, 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 Performa in the Annexures part of this tender document.

The details of Computers and Printers for which Annual Maintenance Contract is required are as under:-

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particulars</th>
<th>Brand(s)</th>
<th>No of Devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Desktop computer</td>
<td>HP, Benq, Philips, Dell</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td></td>
<td>and Assembled</td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>All-in-One Computer</td>
<td>HP, Dell</td>
<td>62</td>
</tr>
<tr>
<td>03</td>
<td>Printer</td>
<td>HP, Canon</td>
<td>48</td>
</tr>
<tr>
<td>04</td>
<td>Laptop</td>
<td>Dell</td>
<td>01</td>
</tr>
<tr>
<td>05</td>
<td>Projector</td>
<td>EPSON</td>
<td>01</td>
</tr>
</tbody>
</table>

The details of eligibility criteria, specification, scope of work, terms and conditions, payment schedules etc. are enclosed as Annexure to this Tender Notice can be downloaded from Website www.cbic.gov.in. In case of any further clarification or queries, the bidders may contact Assistant Commissioner (P) at 2nd floor at Customs House, Marmagao, Goa (mobile no. 9823607700) during office working hours on any working day on or before.

Interested parties may submit their Tender documents in a sealed cover addressed to the Assistant Commissioner of Customs (Prev), Custom House, Marmagao, Goa.

The last date of receipt of Tender: 31.08.2020 at 17:00 Hrs.
Opening of Technical Bid: 01.09.2020 at 11:30 Hrs.
Opening of Financial Bid: 02.09.2020 at 11:30 Hrs.
Venue of the Opening of the Tender: Conference Hall, 3rd floor, Custom House, Marmagao-Goa.
The Tenderer should ensure that the Tender is complete in all respect, failing which the Tender will automatically stands rejected. The parties who wish to be present at the time of opening of tender may be present themselves or authorise their representatives with an authority letter. If the awardees of the tender cannot fulfil the terms and conditions of the tender to the satisfaction of the Assistant Commissioner of Customs, Custom House, Marmagao, Goa reserves the right to accept or reject any or all the tenders without assigning any reasons.

Encls: as above

Copy to:-
1. The Notice Board of the Custom House, Marmagao.
2. The same in the official website of CBIC.
**Annexure-A**

**TECHNICAL TERMS & CONDITIONS:**

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, atleast ONE resident engineer should be made available during office hours and as and when required depending on the urgency and exigency of work.

<table>
<thead>
<tr>
<th>Work experience</th>
<th>Requirement</th>
<th>Duties description</th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Work experience in the fields of Management of Systems &amp; Network Administration</td>
<td>Experience at least 03 years and knowledgeable enough to troubleshoot any hardware, software related problems and 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)</td>
<td>During office timings 9:30 am to 5:30 pm on every working day regularly &amp; holidays as and when require to receive instructions about repair/ maintenance tasks in hand.</td>
</tr>
</tbody>
</table>

| ii) Good knowledge in Microsoft Office, Windows Operating Systems & Apple Mac etc.  |                                                                                     |                                                                                     |
| iii) Management of Local Area Network and Internet mailing system.                   |                                                                                     |                                                                                     |

2. The AMC being Comprehensive shall include services and repairs or replacement of defective parts like hard disk, wires, cables, chords, cards, Mother Board, circuit board, all hardware parts. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.

3. Being a comprehensive contract, all liabilities arising out of any fault during replacement of any parts of already functioning system Shall be borne by the vendor firm.

4. Spare parts supplied by the vendor in lieu of irreparable components should be brand new/ original and of reputed or same manufacturer for giving satisfactory performance. Used/ repaired spare parts will not be accepted.

5. Maintenance includes Maintenance of Conference Room devices like Projector, Wireless Key board, mouse and all other related equipment, and all software related to user operations like as video conferencing software, MS Windows, MS Office, Photo shop and also Antivirus Security Software support.

6. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and sub-systems. If any part gives repeated problem i.e. two repairs in a maximum period of one month time then it must be replaced immediately by the vendor with an original parts.

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

8. 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.500/- 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 are provided by the contractor firm.

9. The Resident Engineer 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.

10. 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.
11. The vendor shall not sub-contract / outsource the hardware maintenance jobs to any other agency. The contact address of the office or Service centre with telephone/Mobile No., Fax Nos. and email and the strength of the office should also be indicated.

12. 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.

13. 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.

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

15. 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 is 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.

16. 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.

17. 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 the Income Tax Act, 1961.

18. 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 should be enclosed with the quarterly bill submitted by the vendor for payment.

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

20. Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be ensured by the vendor. In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances.

FINANCIAL TERMS & CONDITIONS:

1. The rates may be quoted on comprehensive basis for the computers, laptops, printers and projector in the Performa placed at Annexure-C in sealed cover. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, preemptive actions against virus spread, detection/removal of virus and configuration of applications (client/server).

2. The firm should be registered with the GST and possess valid GST Registration Number.

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

4. EARNEST MONEY DEPOSIT (EMD):
   a) Bid Security equal to an amount of 5% of tender amount in the form of A/C Payee Demand Draft/ Fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 45 days beyond the final bid validity period payable to the Chief Accounts officer (CAO), Custom House, Marmagao, Goa payable at State Bank of India, Harbour Branch, Marmagao, Goa must accompany the tender. Tenders without EMD and in any form i.e. Cheque or Cash etc will not be considered.

   b) The envelope should be super scribed with the words, "EMD related to Tender for the Maintenance of Desktop Computers, Printers and Laptop" on the top of the sealed cover. Bid Security (also known as Earnest Money) is to be submitted by all bidders except Micro and Small Enterprises (MSME) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or is registered with the Central Purchase Organisation or the concerned Ministry or Department.

5. FORFEITURE OF EMD: The EMD will be forfeited under the following conditions:
   (a) If the tenderer withdraws or amend, 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 CUSTOMS, CUSTOM HOUSE, MARMAGOA, 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 document.
(d) If the selected bidder fails to execute agreement in prescribed format and Furnish the bank guarantee within the prescribed time.

6. 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 BG.
(c) No interest will be paid by this office on the Earnest Money Deposit.

7. PERFORMANCE SECURITY:

i) The successful bidder has to submit Performance Security equivalent to 10% of the contract amount in in the form of A/C Payee Demand Draft/ Fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 60 days beyond of date of completion of contractual obligations and payable to the Chief Accounts officer (CAO), Custom House, Marmagoa, Goa payable at State Bank of India, Harbour Branch, Marmagoa, Goa.

ii) 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.

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

GENERAL TERMS AND CONDITIONS

1. Scope of work:
   (i) There are around 21 nos. of Desktop computers of various brands, 62 nos. of All in One PC’s, 48 nos. of Printers, 01 Laptop and 01 Projector.
   (ii) To provide regular on-site Preventive maintenance.
   (iii) The AMC shall be a comprehensive contract for servicing/maintaining all the parts of the Machines/accessories/peripherals including parts such as Printer heads/Drums/Teflon sheets/keyboards/mouse etc.
   (iv) To ensure all the above said items are in proper working condition. Replacement of old and effective parts with new genuine parts should be made at no extra cost.

2. Deployment of engineer/s:
   (i) The vendor will provide two (01) Resident Engineer from 9:00 AM TO 5:30 PM on all working days (Monday to Friday) at Office of the Commissioner of Custom, Custom House, Marmagoa, Goa, to provide services in Custom House, Marmagoa, Customs office in Docks Area and Air Custom Office at Dabolim Airport, Goa.
   (ii) The services of the engineers of the contractor may be required on non-working days or beyond office house on working days on some occasions to meet the demands of any emergency situation. The contractor shall ensure that on such occasions also, the personnel are deputed with no extra cost.
   (iii) The engineers should be well experienced of not less than 3 (three) years in Computer Hardware as well as Software maintenance. The firm is required to provide evidence in dealing maintenance in respect of qualification and experience, which would be checked by this office to verify the suitability/competency of the service engineer.
   (iv) The resident service Engineers provided by the firm shall not be changed frequently. However, if found incompetent by the officers of Commissionerate, the Resident Service Engineer/s shall be changed by the vendor immediately.
(v) The engineer must be equipped with mobile phone provided by his company for quick communication. If the 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 fulfill any of the above conditions will be disqualified.

3. Service Assurance:

(i) 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 place/located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Superintendent (Custodian) would assist the firm in this task and ensure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, printer, keyboard, mouse 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 “Commissioner of Customs, Goa”, failing which an appropriate penalty would be imposed. The quarterly payment will be made strictly on the basis of satisfactory report of the Superintendent (Custodian) of this Commissionerate.

(ii) 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 equipments.
   c. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
   d. Scanning of all types of virus and elimination and vaccination of the same.
   e. Shifting of equipment within the building as and when required.

(iii) The service engineers would have to take up call and report the 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, DD, 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 device-drivers of the machine (branded one like HP, HCL, IBM etc.) they will be required to arrange the same themselves from their sources.

(iv) 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.

(v) Where the items/parts/components need replacement, the same shall be replaced with the same make. Specification and brand of item/component/part at no cost. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system at no cost.

(vi) In case of failure of computer/laptops due to any reason, the computer shall be made up and running immediately so that the downtime shall not exceed three hours.

(vii) The firm shall be responsible for taking backup 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.

(viii) The contract will be valid for a period of One year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period. It will be open to the Office of the Commissioner of Customs, Goa to extend the term of the agreement on the same terms and conditions for a further one year, if necessary.

(ix) The AMC exclude clause:
   AMC will not include computer stationery like paper/ribbons/toners/inkjet cartridges/cables/Teflon/Networking switches.
(x) The vendor shall check all the computers/printers/laptop within 3 days of signing of the contract and submit the report to the Superintendent (Custodian/Computer Cell). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.

(xi) 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.

(xii) 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.

(xiii) 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.

(xiv) The above act of backing out would automatically debar the firm from any further dealing with this Department.

(xv) This Commissionerate shall have the right to inspect company’s site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department’s dissatisfaction about company’s infrastructure or otherwise.

(xvi) The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the relevant period of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.

(xvii) Any matter during the period of this agreement which has not been specifically covered by this agreement shall be decided by this office whose decision shall be final and conclusive.

(xviii) In case of any dispute of any kind and in any respect whatsoever the decision of this Commissioner of Customs, Goa will be final and binding.

(xix) Commissioner of Customs, Goa will have the right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons.

(xx) This tender is non-transferable and under no circumstances the successful tender shall be allowed to sub-contract with any other person/party.

(xxi) 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, an 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:

(i) If the firm does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registered.

(ii) If the company fails to repair/replace the system for one week, the system may be repaired from the other company/Firm & made functional and the expenditure incurred there on shall be recovered from the AMC Holder Company, apart from the penalty levied as stated in the preceding Para. This may even entail termination of the contract.

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

(iv) The Service Engineers will have to make attendance in the attendance sheet placed at system/Computer Section of this office. In the event of Service Engineer
remaining absent/on leave, without substitute thereof, deduction will be made @ Rs. 500/- for each day of absence, from the contracted amount.

(v) Penalty shall be deducted from the running payments.

5. Payments:
   (a) No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
   (b) The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

6. The interested vendors may carry out the survey of computers before submitting their tenders.

7. Quotation received without sealed cover or without quoting rates in the specified Performa 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 equipments than number as per the Annexure-C, then proportionate amount of contract will be increased, if number is reduced, then proportionate amount of the contract 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. In the event of any difference or dispute between the Agency, the employee of the Agency and/or third parties and in the event of any discontinuance, stoppage or disruption, it shall be the right of the Commissioner of Customs, Goa to terminate this agreement forthwith without being required to give any notice in that behalf and without payment or any compensation, in lieu thereof. Provided, however, that in the event of the Commissioner not exercising its aforesaid option of termination, the Agency shall not be entitled for any payment or consideration whatsoever for the period of such discontinuance, stoppage or disruption whereas the Agency shall be liable to fully compensate the department or any damage or loss that may result from such discontinuances, stoppage or disruption.

10. THE LAST DATE FOR SUBMISSION OF ONLINE TENDER IS 31.08.2020 at 17:00Hrs Tenders received later than the stipulated date and time will not be considered under any circumstances. The Technical bid will be opened on 01.09.2020 at 11:30Hrs by the Tender Evaluation Committee at “Conference Hall, 3rd floor, Custom House, Marmagao, Goa” whether the representative of the bidder(s) are present or not. The Financial bids of successful technical bids will be opened on 02.09.2020 at 11:30Hrs. This Office reserves the right to reject any tender, even the lowest one or all the Tenders, without assigning any reasons thereof.

11. FOR ANY CLARIFICATION IN THE MATTER AND/OR FOR INSPECTION OF THE PREMISES, PRIOR APPOINTMENT MAY BE MADE WITH ASSISTANT COMMISSIONER (P), COMMISSIONERATE OF CUSTOMS, CUSTOM HOUSE, MARMAGAO, GOA-403803, Mobile /Phone No.9823607700.

12. The tender notice is also available at the official website www.cbic.gov.in and on notice board of this Commissionerate.

(SUMIL KUMAR SAHLAN)
ASSISTANT COMMISSIONER (PREV)
CUSTOM HOUSE, MARMAGAO, GOA
ANNEXURE-B
FORMAT FOR TECHNICAL BID
PART-I

<table>
<thead>
<tr>
<th>Sr. NO.</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the “The Service Provider”</td>
<td></td>
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<tr>
<td></td>
<td>Full Address of the Service Provider</td>
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<tr>
<td></td>
<td>Telephone No./Mobile No.</td>
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<td></td>
<td>Fax No.</td>
<td></td>
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<tr>
<td></td>
<td>Email id</td>
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<tr>
<td></td>
<td>Complete name and contract no.</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Bank details with MICR &amp; IFSC</td>
<td>(Submit Mandate Form for ECS Payment)</td>
</tr>
<tr>
<td>3.</td>
<td>PAN</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Income Tax Returns (ITRs) for last three assessment years</td>
<td></td>
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<tr>
<td>5.</td>
<td>CA Certificate for last 3 years turnover</td>
<td></td>
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<tr>
<td>6.</td>
<td>GST Registration No.</td>
<td></td>
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<tr>
<td>7.</td>
<td>Shop &amp; Establishment Certificate</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Whether blacklisted by any Bank/Govt./PSU organisation</td>
<td>YES/NO</td>
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<tr>
<td></td>
<td>(Submit self-declaration certificate)</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Performance certificate/ work experience of 05 years in Govt./Semi Govt./PSU office</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Details of EMD</td>
<td></td>
</tr>
</tbody>
</table>

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 tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender 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, the concern shall be blacklisted and shall not have any dealing with the Department in future.

Signature of authorized person Name & Seal
### ANNEXURE-C

**FORMAT FOR FINANCIAL BID**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Amount (Rs.) Exclusive of all taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Annual Comprehensive Maintenance of Computers (Desktop/AIO), Printers, Laptop &amp; projector and Updation of Software etc. in accordance with Scope of Work</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

1. The Bidder shall use their Firm's letter head for quoting the Prices.
2. If there is a discrepancy in the Total Amount between Words and figures, the amount mentioned in words shall prevail.
3. Price shall be in above format and should not be modified. Changes if any required, should be mentioned separately.
4. GST and/or any other applicable taxes and duties will be paid extra. Hence Taxes should not include in the rates quoted.

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Name in block letters.

Signature of Authorized person:

Designation:

Office Seal