ANNEXURE-I

SCOPE OF WORK AND SERVICES

1. The approximate numbers of Computers and Peripherals to be covered under AMC are as under:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of the Item</th>
<th>Numbers (approximately)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Computer</td>
<td>144</td>
</tr>
<tr>
<td>2</td>
<td>Printer</td>
<td>133</td>
</tr>
<tr>
<td>3</td>
<td>Scanner</td>
<td>05+10</td>
</tr>
<tr>
<td>4</td>
<td>Laptops</td>
<td>07</td>
</tr>
<tr>
<td>5</td>
<td>Fax Machines</td>
<td>02</td>
</tr>
</tbody>
</table>

2. The following services should be provided under the contract to keep the systems in good working order:

a) The contractor will arrange maintenance of Computers (as indicated in the Annexures) and ancillary peripherals like Monitor/CPU/Keyboard/Mouse/CD Drive/Writer and other accessories added thereto. Printers servers, scanners, Fax machines, UPS, Networking devices and component of different models and make, various software installed in the Commissionerate, Assistance in the video-conferencing, Technical advice whenever sought any other work allocated in respect of computers given by seniors. The contractor will also be required to set right errors in software/programs, removal of viruses and load all Drivers etc. as and when required. All other incidental and ancillary support shall also be provided.

b) Unscheduled on-call corrective and remedial maintenance service to set right a malfunction of the system includes replacements of unserviceable parts. These parts will be replaced by new parts of same brand or equivalent brand. Whether a defective item or component is to be replaced or repaired shall be the sole discretion of the contractor, though to the satisfaction of user of the machine. Any problem related to device drivers will be attended to by the contractor. Scheduled preventive maintenance would be at least once a month, and can be clubbed with corrective maintenance at the Headquarters office as well as Division offices and its Range Offices situated at 1st, 2nd and 3rd floors of New Central Excise Bldg., Wagle Industrial Estate, Thane (West) – 400 610 and 3rd and 4th floors of Atharva Bldg., Behind Payyade Residency Hotel, Mira-Bhayandar Road, Mumbai – 401 107. Preventive Maintenance means servicing of the equipments irrespective of whether the equipment has suffered a breakdown.
or not (1) scanning the hard disk drive for bad sectors or anything (2) checking and cleaning the mouse and keyboard for proper operation (3) servicing and cleaning of machines and printers and (4) cleaning of CD drive and checking the head alignment. The Agency would submit these call sheets/preventive maintenance reports to respective officers i.e. Superintendent (Computers) at Headquarters and Inspector in charge of computers at the end of every month and not later than 5th of the following month.

c) One Resident Engineer should be stationed between office hours i.e. from 9.30 am to 6.00 pm at the Commissionerate Hqrs. office at Navprabhat Chamber, Dadar and One Resident Engineer should be stationed at Divisions and Range offices at New C. Ex. Bldg., Wagle Industrial Estate, Thane. The Resident Engineer stationed at New C.Ex. Bldg., Wagle Industrial Estate, Thane will also be required to attend to any computer related issues in Division V situated on the 3rd & 4th floor, Atharva Bldg., Mira Bhayander as and when required.

d) Service of the resident Engineer may be required on non-working days or beyond working hours as described in the above para on working days on some occasion to meet the emergency situation. The contractor shall ensure that on such occasion also, the personnel are deputed with no extra cost.

e) The engineer should be qualified Diploma Engineer with minimum four years of experience in computer hardware and software maintenance and networking. The firm is required to provide the evidence in dealing/maintenance of computer, Xerox machines and its peripheral, networking, with minimum four years of service experience which would be checked by this office to verify the suitability/competence of the service engineer.

f) Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided as approved immediately.

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 (computer) 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, Xerox Machines, printers, 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 Commissioner, CGST Commissionerate, Thane”, 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 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, HDD, RAM, Mouse, Xerox Machines 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 Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.
have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.

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

3.15 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.

3.16 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 currency of this contract. In this connection, decision of the competent authority of this office shall be final and binding on the firm.

3.17 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.

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

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

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

3.21 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 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.
4.2 If the company fails to repair/replace the systems, printers, Xerox machines & other devices for one week, the system, printers, Xerox machines & 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 each instrument shall be levied.

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

4.5 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.

[YOGESH YADAV]  
DEPUTY COMMISSIONER  
CGST &CX, THANE
ANNEXURE-II

1. ELIGIBILITY CRITERIA FOR TECHNICAL/QUALIFYING BIDS

Technical/qualifying Bids shall be submitted in a prescribed format as laid down in Annexure to this NOTICE FOR INVITING TENDER. The Bidders shall provide information/documents/annexures as listed below.

i. The Bidder should be a registered and well-established Agency/Firm having experience of providing of such services. The Bidder must have PAN Number and GST registration No. and self-attested copy of these registration certificates should be enclosed to the Bid.

ii. The Bidder must have minimum five years of experience in the field of Annual Maintenance Contract for Computers, Peripherals and Printers.

iii. The Bidder should have experience and contract of at least 3 different places in the past three years. Requisite documents in support of claim must be submitted.

iv. The firm must have provided work to at least 2 central government organisations/PSUs in the past three years.

v. The Bidder should not have been disqualified by any Govt./Semi Govt. organization/s for similar work in the past. An undertaking to this effect must be submitted along with the Qualifying bid. (Annexure XII).

vi. The bidder should have a turnover more than 30 lakhs for past three financial years. (ITR copies to be enclosed along with balance sheets.)

vii. The Bidder shall satisfy all the conditions mentioned in detailed Tender Notice. A general undertaking that all terms and conditions of this bid documents are acceptable as provided in the format placed as Annexure-XII to this document needs to be signed by an authorized person of applying firm.

FINANCIAL BID REQUIREMENTS

i. The rates may be quoted on comprehensive basis for the computers, laptops, printers, Xerox Machines, scanners, UPS etc. in the proforma place at Annexure-X in sealed cover. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, and configuration of applications (client/server).

ii. The Bidder shall submit Financial Bid in a stipulated format as
laid down in Annexure-X to this notice for inviting tender. The Bidder shall mention his quotation for contract work in the form of rate (in Indian rupees to be mentioned in figures and words separately) for total contract period i.e. for one year. Bid shall not be submitted based on the quotation rate on the number of personnel to be deployed. All the rates must be written both in figures and in words. No correction or overwriting in whatsoever manner is allowed. In case of discrepancy between the words and figures, the rates indicated in words shall prevail.

iii. The quotations should be accompanied by an earnest money of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of Bank Draft in the name of the Commissioner of CGST & CX, Thane. Cash and cheque will not be accepted. Quotations received without earnest money shall be summarily rejected without assigning any reason there of and applicant shall not have any right to represent against it, even if, his quotations happen to be lowest. The earnest money shall be returned to the unsuccessful bidder after the finalization of the contract. For 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 of Rs.2,00,000/- (Rupees Two Lakh only). The successful bidder shall submit the Performance Security in the form of Bank Guarantee of Rs.2,00,000/- (Rupees Two Lakh only) immediately on award of the contract. This 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.

iv. In case of eventuality of tie in financial bids, the vendor with presence in MMRDA would be preferred. If the tie still persists, then the vendor with more experience in Central Govt. organizations followed by PSUs followed by State Govt. offices in that order taken individually in past three years would be preferred.

(YOGESH YADAV)
DEPUTY COMMISSIONER
CGST &CX, THANE.
1. The vendor should have experience in the field of repairs and maintenance of Computer Hardware and its Peripherals at least for 5 years. The vendor having presence in MMRDA region would be preferred over others in case of tie of financial bids.

2. The vendor should have carried out third party maintenance services successfully in respect of Central Government Department/PSUs and should provide documentary evidence of the same at least in two cases in last three years. The vendor should have provided third party maintenance services on at least three different locations in past three years.

3. The Company should have undertaken Annual Maintenance Contracts for at least 50 (fifty) desktop computers/50 (fifty) printers in a Central Govt. Deptt/Office/PSUs, in any of the previous (three) years in Mumbai and should have provided support from their local offices at the designated customers sites (relevant documents are to be enclosed for verification).

4. The bidder should provide the Telephone No. Fax No. E-mail Id, Mobile No. to ensure proper connectivity.

5. The bidder should submit the Income Tax returns for last three years F.Y. 2017-18, 2018-19, 2019-20. In case of ITR of F.Y. 2019-20 is not submitted/prepared/available, ITR of one year prior i.e. FY. 2016-17 should be submitted. The turnover should not be less than 20 lakhs per annum.

6. Maintenance service will be provided during normal working hours of the Headquarters office of Thane CGST & CEX Commissionerate situated at Navprabhat Chambers, Ranade Road, Dadar (West), Mumbai - 400 028 alongwith offices located in New C.Ex., Bldg., WIE, Thane i.e. Computer Section situated on ground floor, Division I, II, III, IV & VI situated on the 1st to 3rd floors of New C.Ex. Bldg., Wagle Industrial Estate, Thane(W) - 400604 and Division V situated on the 3rd & 4th floor of Atharva Bldg., Mira Bhayandar, Thane CGST & CEX Commissionerate i.e. from 9.30 hrs to 18.00 hrs. The Vendor shall provide repair and maintenance service in response to the oral/telephonic information by the concerned formations of this office within 2 hours of being intimated. Vendor shall have satisfactory arrangement to receive complaints. The bidder should take note that the said service will have to be provided for Normal working days and Saturday, Sunday and Holidays also, if required to do so.
7. The maintenance contract will be effective from the date of signing of contract between the Contractor and the Commissioner of CGST & CEX, Thane and will be valid for a period of one year. Subcontracting of AMC is not allowed.

8. The vendor shall check all the items to be placed under AMC within 3 days of receipt of information from this office regarding acceptance of quotation and submit a report showing the detailed configuration of the items to be placed under AMC also about their present condition. On the basis of that report, and endorsed by the office, the firm will prepare separate logbook for the items to be placed under AMC.

9. The contractor shall provide all assistance at the time of shifting, relocating the computer systems and in up-gradation of hardware on actual cost basis during the period of A.M.C as per the requirement of this office.

10. Software support with reference to installation of WINDOWS 7/WINDOWS 8/WINDOWS 10, word processing software, spreadsheet software, database software, DTP software, presentation software, MS Office 2007/2010/2016, antivirus etc. must be provided in case of any problem is reported by the user. The A.M.C. service engineer shall also provide assistance to users in installing the various packages and in taking proper backup copies of the same wherever recommended/ required.

11. Being a comprehensive contract, all liabilities arising out of any fault/replacement of any parts etc. will be borne by the Contractor firm, if not mentioned separately otherwise.

12. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and subsystems. If any part gives repeated problem i.e. two repairs in a maximum period of 2 months time then it must be replaced immediately by the contractor with an original new one.

13. The vendor would take up on pro rata basis, the AMC of any additional system coming out of warranty or newly acquired during the term of the AMC and would specify the pro rata cost for the same.

14. The Contractor shall conduct preventive maintenance and servicing of all the equipment once in a month irrespective of whether the equipment has suffered a break down or not (1) Scanning the hard disk drive for bad sectors or anything. (2) Checking and cleaning the mouse and keyboard for proper
operation (3) servicing and cleaning of machines and printers (4) cleaning of CD drive and check the head alignment etc.

15. Unscheduled, on-call corrective & remedial maintenance services are also to be carried out to set right malfunctions of the system. This includes replacement of unserviceable parts/ peripherals. The parts replaced will either be new parts or equivalent in performance to new parts. Whether a defective item or components is to be replaced or repaired, it shall be at the sole discretion of the service provider/ contractor firm. Any problem related to device driver shall have to be attended by the service provider/ contractor firm.

16. The Contractor will arrange for maintenance of Computers (as indicated in the Annexure A) and ancillary peripherals like Monitor/CPU/Keyboard/ Mouse/Floppy Drive /CD Drive/Writer/other storage Devices/Printers and other accessories added thereto. The contractor will also be required to set right errors in software/programs, removal of viruses and load all Drivers etc. whenever required. All other incidental and ancillary support shall also be provided. The contract will be on comprehensive basis, inclusive of repairs and replacement of spare parts without extra payment.

17. One Resident Engineer should be stationed between office hours i.e. from 9.30 am to 6.00 pm at the Commissionerate Hqrs. office at Navprabhat Chamber, Dadar and One Resident Engineer should be stationed at Divisions and Range offices at New C.Ex. Bldg., WIE, Thane. The Resident Engineer stationed at New C.Ex. Bldg., WIE, Thane will also be required to attend to any computer related issues in Division V situated on the 3rd & 4th floor, Atharva Bldg., Mira Bhayender as and when required. The resident engineers of the vendor shall acknowledge each call from the Department with a unique call number which will be issued for reference. The vendor have to maintain ‘Call sheet/Service Report’ for each call and will get all of the ‘Call sheet/Service Report’ signed by the used after completion of the call. A copy of such complete ‘Call sheet/Service Report’ is to be handed over to the user and another copy is to be submitted to the Computer Section (Hqrs.) at the end of month and not later than 5th of the next month.

18. Service of the resident Engineer may be required on non-working days or beyond working hours as described in the above para on working days on some occasion to meet the emergency situation. The contractor shall ensure that on such occasion also the personnel are deputed with no extra cost.
19. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave etc. in the middle of the contract period and in that case, suitable replacement acceptable to this office must be provided as approved immediately.

20. Removal of Virus and re-installation of software, if corrupted will be carried out by the Contractor firm. Knowledge of Windows 7,8,10 is a prerequisite for the A.M.C. vendor.

21. The amount of A.M.C. includes Tax and other taxes by the Contractor firm.

22. In case the engineer is not able to resolve the first level trouble shooting he shall be responsible for co-ordination and resolution through the respective manufacturer/supplier.

23. The Company should furnish the details regarding any work order/contract that was abandoned by the bidder at any stage or withdrawn from prematurely or resulted inordinate delay along with reasons for the same (copies of the relevant documents to be enclosed) . In case reply of “NIL”, a declaration to that effect should be submitted.

24. The Company should furnish the information regarding the proceedings for bankruptcy, insolvency or winding up, if any, in which the bidder is/was involved. . In case reply of “NIL”, a declaration to that effect should be submitted.

25. This Commissionerate reserves the right to terminate the Contract at any time within the year by giving one month’s notice.

26. In case of any dispute, the decision of the appropriate/competent authority of this office shall be final. The Commissioner of CGST & CX, Thane Commissionerate reserves the right to accept or reject the quotation wholly or partly without assigning any reasons thereof or accept more than one offer.

27. Acceptance of the quotation by the office will be communicated to the Vendor by post within reasonable time. The concerned Vendor is required to enter into a formal agreement on non-judicial stamp paper of the appropriate value in the prescribed format (to be communicated) within 03 (three) days of the receipt of acceptance.

28. **TERMS OF PAYMENT**

Payment will be made on quarterly basis, only after the completion of Service for the quarter to the satisfaction of the Department.
29. **PENALTIES**

In case of any fault being notified, the Contractor will get it attended latest by next half day. Fault will have to be rectified in 24 hours, failing which Contractor will provide a substitute item till the time the fault is removed. In case of each additional day an amount calculated @ Rs.250/- per day per machine or at the rate of 1.5% of the total value of the work order per week of delay (whichever is maximum) will be adjusted/recovered from the total AMC charges to be paid to the vendor.

\[\text{Yogesh Yadav}\]

DEPUTY COMMISSIONER
CGST & CX, THANE.
SUBMISSION OF APPLICATION FOR CONTRACT:

1. Interested bidders may submit their quotation online on https://eprocure.gov.in/eprocure/app as per tender document in the websites https://eprocure.gov.in/eprocure/app. Bidders are requested to follow the instructions given in the above said website.

2. The duly filled tender documents should not be accepted if not accompanied by the scanned copy of requisite bid security (EMD). The demand draft towards EMD should bear the date after the date of NIT.

3. Application made by fax and those received through Post will not be entertained.

4. DATE OF OPENING OF TENDER:
   i. Technical/qualifying Bid: (Annexure IV to IX, XI & XII) – 20.08.2020
      (Accompanied by supporting documents)

   ii. Financial Bid (Annexure IX):

      20.08.2020 at 15.00 Hrs

(YOGESH YADAV)
DEPUTY COMMISSIONER
CGST & CX, THANE
## TECHNICAL/QUALIFYING BID FORM

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Category</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the firm</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Regd.Address/Telephone No./Fax</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Contact Person</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Contact Phone Number</td>
<td>Landline:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile No.:</td>
</tr>
<tr>
<td>5</td>
<td>Other address, if any branches with their telephone no. &amp; PAN No.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>PAN Number of firm</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>GST Registration No. of firm</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Self-attested copies of ITR, Audited Balance Sheets, P&amp; L Account of the bidder for last three financial years</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Details of resident Engineers to be deployed at both the premises.(Documentary proof of their eligibility to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Whether the firm is in the business of maintenance of computers and its peripherals at least for the last five years (If yes, please attach supporting documents for verification)</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Whether the firm have undertaken Annual Maintenance Contract with at least two CentralGovt. Deptt./offices/PSUs during last 3/three years. (If yes, please attach supporting documents for verification)</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Whether the firm have undertaken Annual Maintenance Contract with at least 50 (fifty) desktop computers and 50 (fifty) printers in the Central Govt. Deptt./offices/PSUs, in any of the previous 3/three years in Mumbai and have provided support from their local offices at the designated customers sites. (If yes, please attach supporting documents for verification)</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Whether firm is providing annual maintenance services at three different locations in last three years (If so, please enclose documentary evidence)</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Information regarding any litigation, current or in the past in which the bidder was/is involved, the names and address of the opposite party(s) case number and court in which pending and the disputed amount, in case reply is “NIL”, a declaration to that effect should be submitted.</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Details regarding any work/contract that was abandoned by the bidder at any stage or withdrawn from, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed). In case reply is “NIL”, a declaration to that effect should be submitted.</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Information regarding the proceedings for bankruptcy, insolvency or winding up, if any, in which the bidder is/was involved. In case reply is “NIL”, a declaration to that effect should be submitted.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** For rejected Technical Bids, respective Financial Bids will not be opened.

**DECLARATION:**

I/We hereby certify that information furnished above is true and correct to the best of my/our knowledge. I /We understand that if any deviation is found in above statement at any state I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorized to sign the Tender Document.

Date:-
Place:-
Sign:-
Name:-
Design.:-

Co. Name & Seal
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of organization and individuals who promoted the organization In case of proprietorship his/her full name should be mentioned here</td>
</tr>
<tr>
<td>2</td>
<td>Status of organization (support with documents) Proprietorship/partnership/private ltd./Co./Govt./Others(specify)</td>
</tr>
<tr>
<td>3</td>
<td>Postal Address</td>
</tr>
<tr>
<td>4</td>
<td>Telephone/Mobile No.</td>
</tr>
<tr>
<td>5</td>
<td>Fax</td>
</tr>
<tr>
<td>6</td>
<td>E-mail</td>
</tr>
<tr>
<td>7</td>
<td>Website</td>
</tr>
<tr>
<td>8</td>
<td>Year of establishment</td>
</tr>
<tr>
<td>9</td>
<td>Activities/services offered</td>
</tr>
<tr>
<td>10</td>
<td>PAN allotted by IT Deptt.</td>
</tr>
<tr>
<td>11</td>
<td>Regn. No. with</td>
</tr>
<tr>
<td></td>
<td>i) Trade license</td>
</tr>
<tr>
<td></td>
<td>ii) Income Tax</td>
</tr>
<tr>
<td></td>
<td>iii) GST Regn. No.</td>
</tr>
<tr>
<td></td>
<td>iv) Any other Regn. with statutory authority</td>
</tr>
<tr>
<td>12</td>
<td>Returned Income for preceding three financial year</td>
</tr>
<tr>
<td></td>
<td>FY 2017-18</td>
</tr>
<tr>
<td></td>
<td>FY 2018-19</td>
</tr>
<tr>
<td></td>
<td>FY 2019-20</td>
</tr>
<tr>
<td>13</td>
<td>Name of the Head of organization/Managing Director</td>
</tr>
</tbody>
</table>

Date

Place

Name & Signature of the authorized signatory and his/her status of the organization with official seal
ANNEXURE- VI

FINANCIAL INFORMATION OF THE ORGANIZATION

Financial Analysis-Details to be furnished duly supported by figures in Balance Sheet/Profit and Loss Account for the last 3 (three) years and certified by a Chartered Accountant, as submitted by the applicant to the Income Tax department (copies to be attached).

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Details</th>
<th>Financial Years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(17-18)</td>
</tr>
<tr>
<td></td>
<td>Gross annual turnover in AMC of computers, peripherals and printers</td>
<td></td>
</tr>
<tr>
<td>ii)</td>
<td>Profit/Loss</td>
<td></td>
</tr>
<tr>
<td>iii)</td>
<td>Financial Position as on 31.03.2020</td>
<td></td>
</tr>
<tr>
<td>a)</td>
<td>Cash</td>
<td></td>
</tr>
<tr>
<td>b)</td>
<td>Current assets</td>
<td></td>
</tr>
<tr>
<td>c)</td>
<td>Current liabilities</td>
<td></td>
</tr>
</tbody>
</table>

II. Up-to-date Income Tax Clearance Certificate.

III. Financial arrangements for carrying out the proposed works.

Note: Attach additional sheets, if necessary

If records of F.Y.2019-20 are not available/prepared/filed, the Records of F.Y.2016-17 may be submitted in its place.

(Signature of the applicant)
Seal of Organization
### ANNEXURE VII

DETAILS OF ALL CONTRACTS COMPLETED DURING THE LAST THREE YEARS

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of Contract &amp; Location</th>
<th>Name of Client</th>
<th>Annual Cost of Contract</th>
<th>Date of Commencement as per contract</th>
<th>Period of Contract</th>
<th>Litigation Arbitration pending/in progress with details</th>
<th>Name, Address &amp; Tele No. of Officer to whom reference may be made</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tr>
</tbody>
</table>

(Signature of the applicant)

Seal of Organization
ANNEXURE VIII

CONTRACTS UNDER EXECUTION OR AWARDED

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of Contract &amp; Location</th>
<th>Name of Client</th>
<th>Annual Cost of Contract</th>
<th>Date of Commencement per contract</th>
<th>Period of Contract</th>
<th>Name, Address &amp; Tele No. of officer to whom reference may be made</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
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</tr>
</tbody>
</table>

(Signature of the Contractor)

Seal of organization
ANNEXURE IX

PERFORMANCE REPORT OF CONTRACT

(Furnish this information for each individual contract in the following format from the employer Central Govt. Organisation/PSUs for whom the contract was executed - minimum 2 in last 3 years to be submitted)

1. Name of Contract & Location :

2. Agreement No. :

3. Annual Value of Contract :

4. Date of Start :

5. Date of Completion :

6. Performance Report
   i) Quality of service : Excellent / Very Good / Good / Fair
   ii) Resourcefulness : Excellent / Very Good / Good / Fair


8. Any litigation pending

(Signature)

Senior Level Officer of the Client with Complete contact details

(Seal of the Organization)

Date:
## ANNEXURE X

### FINANCIAL BID

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Category</th>
<th>No. of Systems /points</th>
<th>Total amount including GST, in Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desktop Computers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Printers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Scanners</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Laptops</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Fax Machines</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Total Rs.</strong></td>
</tr>
</tbody>
</table>

Total Bid amount in words Rs.:

Signature of authorized signatory:

Name of authorized signatory:

Office Seal:
Annexure-XI

Declaration

We do hereby agree to provide maintenance service as per the terms and conditions laid down in Annexure-III of this tender documents and our company do not have any other terms and conditions of its own in respect of the quotation being submitted for the “Annual Maintenance Contract”.

Signature of the Prop./
Director of the firm

(Full name)
(Seal)

Place
Date
Date:
To,
The Commissioner,
O/o. The Commissioner of CGST & CX, Thane Commitee,
4th Floor, Navprabhat Chambers, Ranade Road,
Dadar (West), Mumbai-400028.
Sir,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference F. No: ________for the Annual Maintenance Contract
of Computers, Printers, Printer cum Scanners and Scanners for Thane
CGST & CX. Commissionerate

Sir,

1. I / we hereby certify that I / We have read the entire terms and conditions
of the tender Documents (including all documents like annexure(s),
schedule(s), etc.) which form part of the contract agreement and I/We shall
abide by the terms / conditions / clauses contained therein.
2. The corrigendum(s), if any issued from time to time by your department /
organization will also been taken into consideration, while submitting this
acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above
mentioned tender document(s) / corrigendum(s) in its totality / entirety.
4. I/ We do hereby declare that our Firm has not been blacklisted / debarred
by any Govt. Department/ Public sector undertaking.
5. 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.

Yours faithfully,

Signature of the Bidder with official seal