LIMITED TENDER ENQUIRY
NOTICE INVITING BIDS FOR NON-COMPREHENSIVE, NON-RESIDENT
ANNUAL MAINTENANCE CONTRACT FOR COMPUTER, PRINTERS AND PERIPHERALS

1. Sealed bids are invited for Non-Comprehensive & Non-resident Annual Maintenance Contract (AMC) for Computers, Printers and Peripherals from the reputed firms/party having at least two years’ experience in similar kind of work and willing to comply with the Terms and Conditions annexed to this notice:-

**SCHEDULE**

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Type of Machine</th>
<th>No. of Machines</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Desktop Computers</td>
<td>13</td>
</tr>
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<td>Printers (Black &amp; White)</td>
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<td>04</td>
<td>Printers All in one (Colour)</td>
<td>05</td>
</tr>
<tr>
<td>05</td>
<td>Fax/scanner Black &amp; White</td>
<td>01</td>
</tr>
<tr>
<td>06</td>
<td>Laptops</td>
<td>02</td>
</tr>
</tbody>
</table>

2. Interested firms/parties may contact the undersigned on any working day, for any clarification.

3. Details of this Tender may be accessed through Central Board for Excise and Customs website at [http://www.cbic.gov.in/tenders](http://www.cbic.gov.in/tenders).

4. Sealed Bid should be addressed to the undersigned. The sealed cover (containing separate sealed Technical bid and Financial bid) should be marked on the top as “Bid for Non-Comprehensive & Non-resident AMC of Computers against Tender Notice”.

5. The bid may be sent by post or delivered at reception counter at the above office address.

6. **Last date of submission of sealed bid is 28.08.2020 by 05:00 PM.** Bid/s received after the due date & time shall not be entertained.

(BHARAT SINGH)
Additional Commissioner
Customs, Central Excise & Service Tax,
Settlement Commission
Additional Bench, Mumbai
Encl. The Scope of work, General/Technical terms and conditions, Service assurance and the prescribed format for bid. Technical Bid (Annexure-I), Financial Bid (Annexure-II) & Declaration (Annexure-III)

Copy: 1. Notice Board
2. Website -www.cbec.gov.in
3. Few Service Providers.

Scope of Work

(A) **Items covered under Annual Maintenance Services** -
All parts of the Computer System including 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, Mouse Pads, Display Devices like Monitor, TFT, LED, LCD Screen, All-in-one Monitors/computers, Switch Mode Power Supply (SMPS), Media Devices like speakers, printer cartridges, UPS.
All type and parts of Printers (like- Ink Jet, Laser Mono, Laser Colour, 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.

(B) **Items which are not covered under Annual Maintenance Services** -
Printer consumables like ribbons, printing stationery, printing papers, modem, routers, magnetic tapes, FFD’s, CD’s DVD’s and Pen Drives.

Technical Terms and Conditions:

(i) The Service Provider should be in the business of maintenance of Computers and its peripherals at least for the last 2 years. A copy of Company Registration document should be submitted. (Requisite documents to support this claim will have to be enclosed with bid).
(ii) A satisfactory performance certificate regarding AMC from at least 2 Government Department/PSUs shall have to be furnished.
(iii) The Service Provider must be willing to provide on-site support for PCs and Printers of different make and models.
(iv) The Service Provider should be registered under Goods and Services Tax and should submit a copy of GSTIN.
(v) The Service Provider shall ensure that the Engineers/ Technicians shall possess (es) a valid ID Card.
(vi) The address of the workshop with telephone No. and Fax Nos. in Mumbai should be furnished.
(vii) A general undertaking shall be given in the format placed at Annexure-III to this tender that all terms and conditions of this Bid Document are acceptable unconditionally. This needs to be signed by an authorized person of the applying firm. Only the firms meeting the
Technical & General terms & conditions, mentioned herein, should submit their bid in sealed cover.

Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. The Technical Bid will be opened first. Financial bids of only those agency/firms would be opened, who have qualified in respect of the technical requirements.

(viii) Interested bidders may inspect the above mentioned Computers, Printers & Peripherals on any working day before submission of bid. If the bidder/s do not inspected the Computers etc. and submit the bid, in this case, it will be presumed that the bidder has inspected the above mentioned Computers etc. and satisfied with their condition and willing to provide the required service throughout the contract period.

**General Terms and Conditions:**

1. **Separate sealed Technical bids** (as per Annexure –1) and **sealed Financial bids** (as per Annexure – II) should be kept in a single sealed envelope and super-scribed with “Bid for Non-Comprehensive & Non-resident AMC of Computers against Tender Notice”.

The separate Technical and Financial Bids should be clearly marked “Technical Bid” or “Financial Bid” on their respective envelopes. The Technical Bid and Financial Bid will be opened on **03.09.2020 at 15.00 hrs.** in the chamber of The Additional Commissioner, Customs, Central Excise & Service Tax, Settlement Commission, Additional Bench, Mumbai before the Committee of Officers and the representatives of the bidders. All bidders may remain present at the time of opening of tender either by themselves or through their representative (bearing authority letter). The Technical Bid will be opened first. **Bid/s will be opened at scheduled date & time even if none from the bidder/s side remain present.**

Financial bids of only those agency/firms would be opened, who have qualified in respect of the requirements of technical bids. Bids received after due date or bids not contained in a sealed envelope or incomplete bid or bids not accompanied with the required and supporting documents or Bids received later than stipulated time shall be summarily rejected without assigning any reason and without any communication.

2. The AMC will be for one year from the date of signing of contract.

3. The Service Provider will provide an area service engineer (well qualified in Computer and Printer Hardware & Software) who will attend to service call preferably within 4-6 hours of lodging the complaint. If service engineer is not found to be competent by this office, the same shall be changed by the Service Provider immediately.

4. Apart from the rectification of Hardware/ Software failures of various types, the work will also include smooth functioning of overall computer/ printer system.

5. The AMC being Non-Comprehensive and non-resident shall include services for maintenance of the equipments preferably within 4-6 hours of lodging the complaint and setting right all computer/printer systems in smooth working condition.

6. The rates quoted in the contract will remain in force for the full period of the contract. No demands for upward revision of rate on any account shall be entertained during the contract period.
7. The contract executed between this office and the Service Provider can be cancelled after a prior written notice of one month from either side, in the event of poor service or violation of any of the conditions stipulated herein.

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

9. 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 pro-rata maintenance charges shall be deducted accordingly.

10. The contract will be executed initially for one year and thereafter on providing satisfactory services, the contract may be extended for a specified period on same terms & conditions as per mutual agreement.

11. In case of any mishap/accident happened due to mishandling by Service provider’s staff/Service Engineers, charges for damage arising out of it, shall be borne and met by the Service Provider.

12. The Service provider has to maintain service / follow up report of each and every complaint and should be given in writing to this office. Services are required to be made available during the office Hrs. i.e. Monday to Friday and during 9.30 Hrs. to 6.00 Hrs. and if required on Saturday or Sunday also.

13. The engagement of the service provider does not, in any way confer any right on the service provider or his employee for claiming any regular employment in the Commission/Government.

14. This office may, in its own discretion, add more computers etc. under the AMC or withdraw some or all the equipment from AMC.

15. Wherever during the period of the contract the contractor does not rectify the fault/defects brought to his notice within a reasonable period of time, the office shall get the faults defects rectified by engaging suitable professionals from the open market at the Service provider’s risk and cost and the amount paid shall be deducted from the amount payable to the Service provider.

16. At the time of expiry of the contract, the Service provider would be required to hand over the department’s property in perfect working condition.

17. The Service provider shall be responsible for the loss of any Government property owing to negligence on his or his representative’s part while maintaining the machines.

18. In case of failure of any computer or its peripherals, the service provider shall provide temporary standby arrangement by supplying printer/ Computer or its peripherals.

19. The service provider shall comply with all the Legal Rules, Regulations and Statutory obligations cast upon him as per the Central / State Government / Municipality/ Local Bodies relating to such render of such service/s.

20. The liability to pay all taxes / duties / other levies of Local bodies, State & Central Government or any other Authority in respect of services rendered will vest with service provider. The service provider shall be solely responsible for payment of wages/salaries,
other benefits, allowances to service engineer/s deployed and all other statutory / other dues payable as per Central / State Government / Municipality Rates etc., other Laws etc., as applicable to personnel deployed that might become applicable under any Act or Order of the Government. This office shall have no liability whatsoever in this regard.

21. In case of any accident, all the claims arising out of it, shall be met by the service provider. The service provider will be solely responsible for any violation of rule/ regulation in force for the time being. This office shall have no liability whatsoever in this regard. In case of whatsoever accident, involving injury, harm, threat to life etc., to the Service engineer deployed, all the claims/responsibility arising out of the same shall be met by service provider and this office/its employee shall have no liability whatsoever in this regard. The Department shall not entertain any claim, damages, insurance liability, etc., arising out of mishap/accident etc. to the personnel employed by the service provider. The service provider will take such necessary action, under the various Acts / Rules / Laws as required to take care of personnel deployed including medical treatment and transportation to hospital etc. as and when required. This office will not be responsible for any claim in this regard.

10. Payment

10.1 No advance payment would be made in any case. Payment will be made on quarterly basis.
10.2 TDS will be deducted at Source as per prevailing Rules.
10.3 The Service Provider will not have any legal right to proceed against the Department in the event of late payment.
10.4 This office shall be liable to pay the AMC charges plus GST only. Other liabilities and any other incidental expenses in respect of AMC shall be borne by the Service Provider. GST shall be paid on the basis of production of documentary proof of payment of said Tax to the Government.

Service Assurance

1. Preventive maintenance will be carried out monthly basis and specially cleaning of the Monitor, Printer, Key Board, Mouse etc., from outside with liquid cleaner should be done once in a month. Monthly cleaning reports of all the items installed in this office would be submitted along with the quarterly bill of Non-Comprehensive & Non-resident AMC, failing which an appropriate penalty would be imposed. The payments on quarterly basis will be made strictly on the basis of the satisfactory report of the user.
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 of all types of virus/malwares and elimination of the same.
   (e) Shifting of equipment within the building as and when required.
3. **Penalty:** After reporting and requesting any complaint/s in respect of non-functional Computer/ Printer/ Software and its peripheries etc., the same should be attended by the Service provider or their representative immediately preferably within 4-6 hours of lodging the complaint. However, in case of failure to respond within 24 hours of making complaint, a penalty (as per details given below) shall be imposed which will be deducted from the payment of the quarter.

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Type of Computer/Peripherals</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>All Computers and related works like format, back-up, Software install etc.</td>
<td>Rs. 500/- per day per computer (Max. Penalty upto Rs.5000/-)</td>
</tr>
<tr>
<td>2.</td>
<td>Printers/Scanners/modems &amp; other peripherals &amp; networking devices</td>
<td>Rs. 300/- per day per Printers (Max. Penalty upto Rs.3000/-)</td>
</tr>
</tbody>
</table>

4. Other than mentioned at Sr. No. 1. & 2 of clause (3) above, Penalty of Rs.1000/- will be imposed for violation of any terms and conditions mention in this Tender document.

5. If the Service Provider fails to repair the system within 48 hours of lodging the complaint without justifiable reason, the system may be got repaired from the other company/firm and made functional and the expenditure incurred there on shall be recovered from the AMC service provider, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.

6. The contract between this office and the Service Provider can be cancelled after a prior written notice of one month from either side, in the event of poor service or violation of any of the conditions stipulated herein.

7. During the period of contract, the backing out from contract would automatically debar the Service Provider from any further dealing with this Office.

8. In case the service is not found satisfactory, this office will terminate the contract on its own and inform the Service Provider accordingly.

9. Virus protection (Software) will be supplied by this office and installed/ maintained by the Service Provider.

10. The Service Provider would put asset number on each of system being maintained by them along with the location of system where these are placed. If there is shifting of the equipments under AMC, the Service Provider will have to make changes in record accordingly.

11. Bid 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 contract during the currency of AMC. In case contract is given for higher number of equipment than number mentioned in the tender document, then proportionate amount of contract will be increased and 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 bid without assigning any reason whatsoever.

12. In case of any dispute between the Service Provider and this office, the decision of The Vice-chairman, Customs, Central Excise & Service Tax, Settlement Commission, Additional Bench, Mumbai, will be final.
13. The selected bidder will be responsible for repair/maintenance work of the computers, Printers and Peripherals. The complete responsibility for smooth functioning of all the Computers, printers and all peripherals under this contract (as above) shall rest with the Service provider. He shall provide trouble free and prompt service throughout the period of the contract.

14. To the extent possible, all repair and maintenance work would be carried out in this office premises only. Wherever it is not possible to conduct the repair within the office premises, the service provider shall obtain prior permission of the competent authority to conduct repair outside the office premises. The jobs which are not possible to be carried out in the office premises will be allowed to be done outside but without payment of any extra charges would be at the Service Provider's own risk and expenses.

15. No transportation charges/cartage for removal of any component to the workshop for repairs and back to office for installation shall be separately payable to the contractor over and above the amount payable to the contractor under the contract.

16. The service engineer shall be responsible for taking back up data and programme 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 Service Provider shall be completely responsible for recovering the same at their own labour/cost.** Damaged hard disks will be returned to this office and will be the property of this office.

( BHARAT SINGH)
Additional Commissioner
Customs, Central Excise & Service Tax,
Settlement Commission
Additional Bench, Mumbai
ANNEXURE-I

TECHNICAL BID


<table>
<thead>
<tr>
<th>S.No</th>
<th>Particulars</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name &amp; Address of the firm</td>
</tr>
<tr>
<td>2</td>
<td>Telephone No.</td>
</tr>
<tr>
<td>3</td>
<td>Whether the firm is an Income Tax assessee (if yes, provide PAN No.)</td>
</tr>
<tr>
<td>4</td>
<td>Whether the firm is registered under Shop &amp; Establishment Act. (if yes, provide Reg. No.)</td>
</tr>
<tr>
<td>5</td>
<td>Whether the firm is registered under GST (if yes, provide Registration No.)</td>
</tr>
<tr>
<td>6</td>
<td>Name of the web-site, e-mail etc. if any</td>
</tr>
<tr>
<td>7</td>
<td>The working experience in Government Department/PSUs (2years). If yes, proof shall be attached.</td>
</tr>
</tbody>
</table>

(Attach documentary proof in support of the claim)

I/we have gone through the terms and conditions given in the Tender Notice and agree with the same. I/we understand that in the event of non-compliance of the terms and conditions of the tender, my/our bid may be considered for rejection by The Vice-chairman, Customs, Central Excise & Service Tax, Settlement Commission, Additional Bench, Mumbai.

(Name & Signature with Stamp of the firm/company)
ANNEXURE-II

FINANCIAL BID

Items to be covered under AMC:
(Non-Comprehensive & Non-resident Annual Maintenance Contract)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Type of Machine</th>
<th>Quantity (Nos.)</th>
<th>Per Unit rate (in Rs.)</th>
<th>GST, if any (in Rs.)</th>
<th>Total Amount (in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Desktop Computers</td>
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<td></td>
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</tr>
<tr>
<td>06</td>
<td>Laptops</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total Non-Comprehensive AMC Amount (all inclusive)</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Total Non-Comprehensive AMC Amount (all inclusive) ———-

Total Amount (in Words) Rupees


Signature with Date __________________________

Name of the Signatory __________________________

Name of the Firm __________________________

Seal __________________________
DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITION CONTAINED IN THE TENDER DOCUMENT

To
The Additional Commissioner,
Customs, Central Excise & Service Tax,
Settlement Commission,
Additional Bench, Mumbai

Sir,

I have carefully gone through the Terms and Conditions contained in this Tender Notice No. F.No- I/7-2/SC/IZ/2013/Pl-I dated 11/8/2020 regarding non-site Non-Comprehensive & Non-resident Annual Maintenance Contract of Computers, Printers and Peripherals in the office of The Vice-Chairman, Customs, Central Excise & Service Tax, Settlement Commission, Additional Bench, Mumbai.

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

Signature with Date ____________________

Name of the Signatory ____________________

Name of the Firm ____________________

Seal ____________________