DIRECTORATE OF REVENUE INTELLIGENCE
DELHI ZONAL UNIT
B-3&4, 6th Floor, Pt. Deendayal Antyodaya Bhawan,
C.G.O. Complex, NEW DELHI-110003
Phone No. 24360790/24364713 Fax No. 24367320

DRI F.No.D-13016/01/2016-DZU Dated: 18.08.2020

NOTICE INVITING TENDERS FOR
“ANNUAL MAINTENANCE CONTRACT” (AMC) FOR
COMPUTER, PRINTER & SCANNER

The Directorate of Revenue Intelligence, Delhi Zonal Unit, hereby, invites quotations for the firms for comprehensive maintenance of the following Computer, Printer & Scanner.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of items</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Computers</td>
<td>45</td>
</tr>
<tr>
<td>02</td>
<td>Printer Laser Jet</td>
<td>36</td>
</tr>
<tr>
<td>03</td>
<td>Scanner HP Model N9120</td>
<td>01</td>
</tr>
</tbody>
</table>

TERMS & CONDITIONS

1. All envelopes containing tenders shall be sealed and clearly super-scribed “Tender for the comprehensive annual maintenance of Computer, Printer & Scanner installed at the Directorate of Revenue Intelligence, Delhi Zonal Unit and addressed to the Administrative officer, Directorate of Revenue Intelligence, Delhi Zonal Unit, B-3 Wing of 9th Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi-110003.

2. The Bidders should have been successfully providing AMC to Central/State Government Departments / Public Sector Units and other reputed offices for at least last 5 years. List of clients and copies of letters of award of work and contracts for the work done should be submitted at the time of submission of the quotation.

3. The rates quoted by the selected firm, and approved by the Directorate of Revenue Intelligence, Delhi Zonal Unit, New Delhi shall remain valid throughout the period of contract and request to increase the rates, for any item(s), during the currency of the contract, will not be considered.
4. This Directorate, however, reserves the right to conduct performance review at anytime during the contract period and deficiencies, if any, will be required to be rectified within 24 hours. If the tenderer fails to rectify the deficiencies or fails to comply with other directions/instructions, his contract is liable to be terminated. The office further reserves the right to terminate the contract at any point of time, without assigning any reasons thereof.

5. Service/Supply should normally be made during the office hours on any working day. The Directorate will have the authority to place order for AMC beyond office hours and on holidays, for which, no additional payment will be made.

6. Agency shall not sub-contract the Contract Work in whole or part of the work to third parties for the performance of this Contract.

7. In case this office decides to withdraw or dismantle any equipment from the contract during the AMC period, the same would be taken out of the contract with written information to the vendor.

8. The AMC charges of each unit shall be paid on satisfactory completion of the service after deducting penalty, if any.

9. Earnest money deposit amounting to Rs. 10,000/- in the form of Bank Draft should be accompanied with the tender document. The tender will be liable to be rejected in case of default of payment of EMD Rs 10000/- (Rupees ten thousand) only. The EMD amount shall be remitted/deposited by way of cash or DD in favor of the Administrative Officer, Directorate of Revenue Intelligence, Delhi Zonal Unit, New Delhi.

10. The Service provider should have GST registration.

11. The Principal Additional Director General, Directorate of Revenue Intelligence, Delhi Zonal Unit, New Delhi reserves the right to accept or reject any tender without assigning any reasons thereof.

12. The Bidder must submit their tender in the format prescribed.

13. A General undertaking agreeing with the terms and conditions of the BID document and signed by an authorized person of the applying Bidder should be submitted.

14. The Bidders should abide by the terms and conditions specified in the tender document. If Bidders submit conditional offers, they shall be liable for outright rejection.

15. The Directorate reserves the right to make any changes in the terms and conditions of the tender.

16. The Bidder whose quotation is finally accepted shall have to deposit security money which will be 10% of the total cost of annual contract in the form of Bank Guarantee drawn in favour of Administrative Officer, Directorate of Revenue Intelligence, Delhi Zonal Unit, New Delhi.
17 Only the vendors meeting the above financial terms and conditions should submit the bids in a sealed cover. The vendor, which fails to fulfill any of the above terms and conditions, will be automatically disqualified for the purpose of tender.

18 The list of machines is only tentative. The department reserves the right to increase or decrease the actual quantity required. However, the actual quantity of machines for AMC will be given at the time of placing order.

19 At the end of the contract period, both the user and the AMC holder shall certify separately that the machines are in satisfactory working condition and that no fault or complaint is pending.

20 Shifting of equipment (including wires) within the building as and when required.

21 TDS will be deducted as per rules.

22 For due performance of his obligations under the contract, during the contract period, the successful tenderer shall have to deposit 5% of the contract value as Security Deposit, in the form of Bank Guarantee from any of the Nationalized Bank or in the form of DD from any of the scheduled bank in favour of the DDO, DRI, DZU, New Delhi. After successful completion of the contract, the security deposit will be refunded to the Contractor after adjusting dues, if any, to the Directorate of Revenue Intelligence, Delhi Zonal Unit, New Delhi.

GENERAL TERMS AND CONDITIONS

Scope of work

The scope of work covers on-site maintenance of Computer, Printer & Scanner.

The AMC will include periodic cleaning & maintenance, replacement of defective/obsolescent parts including periodic installation of Antivirus (original software licensed version) during the AMC period, i.e. the AMC is comprehensive in nature.

All the repairs and servicing of Computer, Printer & Scanner shall be carried out on site at the place where it is located. No Computer, Printer & Scanner will be removed from the office premises without informing/obtaining permission from the Competent Authority. The Contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines under contract.
In exceptional circumstance where the Computer, Printer & Scanner is / are to be taken to vendor’s premises / service centre for repairs, stand-by arrangement will have to be made by the vendor. The equipment being taken to the workshop for repair would be at the vendor’s own risk and expenses.

Any damage or loss caused to the connected equipment or their parts due to negligence, mishandling shall be made good by the vendor either by payment in cash at the prevailing market price of that items or by a new replacement of the same / higher make and specifications.

The contract would be valid for one year with effect from the date of award of the contract on the terms & conditions as at the time of award of the contract. However, this would be subject to satisfactory performances. There would be a review after every three months of the performance. The contract may be renewed for a further period of one year with same terms and conditions, if the Directorate is satisfied with the functioning of the vendor.

This tender is not transferable. Further clarification(s) if any, may be obtained from Administrative Officer of the Directorate of Revenue Intelligence, Delhi Zonal Unit.

The bidder may inspect the office to ensure that Computer, Printer & Scanner to be put under this AMC are in working condition.

In case the successful Bidder is not able to accept the contract after it is awarded or if it is not able to do the work after accepting the contract such firm will be liable to pay the damage to the Directorate including the cost which the Directorate will have to incur for getting such work done. The EMD of defaulting vendor would also be forfeited by the Directorate.

It shall be the responsibility of the vendor to carry out all the maintenance work satisfactorily throughout the contract period and to hand over all the items covered under the contract in working condition to the Directorate, after expiry of the contract.

Service (Procedure and levels)

Response Time: The vendor has to maintain the response time for attending the complaint calls for maintenance services during the AMC period. Calls shall be attended to on all working days from Monday to Friday between 9.30 a.m. and 6 p.m.
Assured up time / Allowable down time and penalties: Calls / complaints should be resolved by the vendor within 04 (Four) hours of logging any call. For delays in response deficiency in service and in rectifying any equipment within the stipulated time, penalties shall be deducted from the AMC charges payable to the vendor.

Penalty

Penalty shall be levied not only for delay in repair but also for delay in response too. Penalty shall be levied as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Admissible Time</th>
<th>Penalty</th>
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</thead>
<tbody>
<tr>
<td>Computer/</td>
<td>04 Hour</td>
<td>Nil</td>
</tr>
<tr>
<td>Printer/Scanner</td>
<td>Beyond 04 Hour</td>
<td>Rs. 100/- Per Hour</td>
</tr>
</tbody>
</table>

If the company fails to repair/ replace the Computer/Printer/Scanner within four hours, the said work will be got repaired from some other Company/firm/ Agency and the expenditure incurred thereon shall be recovered from the firm, apart from the penalty levied as stated in preceding clause. This may even entail termination of the contract and forfeiture of security deposit.

Submission of Bids

The Bidders are requested to submit their quotations in a sealed envelopes super-scribed “Tender for Annual Maintenance Contract for Computer, Printer & Scanner to the undersigned latest by 12 P.M. on 11.09.2020. The bid shall be submitted in two parts: Technical bid and Financial Bid. In the Technical Bid, the bidder will submit documents to indicate their technical competence for carrying out the maintenance work alongwith the Bank Draft for earnest money. Original copies may be produced for verification at the time of opening of the bid or later, on being demanded. The Financial bid shall indicate the charges quoted for maintenance with all the relevant terms and conditions. The Bidders may visit the office and inspect the machines on any working day between 11.00 A.M. to 4.00 P.M. They may contact the undersigned for this purpose.
The sealed Bids will be opened by the Tender Committee in the Conference Hall of this Directorate on 9th Floor on 11.09.2020 at 02.00 P.M. The bidders are requested to be present at the time of opening of the bids at the aforesaid date and time to witness the proceedings. Bidders may send their representatives with authorization letter also. The tender notice is available on the office website www.cbic.gov.in, and Gem portal.

(Ravikant Patel)
Administrative Officer

Copy to:
1. The Web Master, CBEC, New Delhi with a request upload the same in the official website of CBEC.
2. Gem portal.
3. Notice Board

(Ravikant Patel)
Administrative Officer
**FINANCIAL BID**

<table>
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<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Unit</th>
<th>Rate</th>
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<tbody>
<tr>
<td>1</td>
<td>Computers</td>
<td>Each</td>
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Name of Tenderer:

Seal & Date: