

Annual Maintenance Contract for 2x 30 KVA DB online UPS in the office of Directorate General of Systems & Data Management located at C.R. Building, I.P. Estate, New Delhi.



GOVERNMENT OF INDIA

MINISTRY OF FINANCE, DEPARTMENT OF REVENUE

**DIRECTORATE GENERAL OF SYSTEMS AND DATA MANAGEMENT**

CUSTOMS AND CENTRAL EXCISE

4<sup>TH</sup> AND 5<sup>TH</sup> FLOOR, HOTEL SAMRAT

NEW DELHI.

**Annual Maintenance Contract for 2x30 KVA  
DB online UPS in the office of Directorate  
General of Systems & Data Management  
located at C.R. Building, I.P. Estate, New Delhi**

**File No. [I/\(7\)/MR/61/2020](#)**

Tender published at websites

<http://eprocure.gov.in/eprocure/app>

&

[www.cbec.gov.in](http://www.cbec.gov.in)

(For reference only)

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## ***Disclaimer***

This Tender is not a contract and is neither an offer nor invitation by CBEC to the prospective Bidders or any other person. The information contained in this Tender has been provided to the best of knowledge of CBEC and in good faith. However, the information may not be complete and accurate in all respects and may not be exhaustive. The information contained in this Tender is subject to update, expansion, revision and amendment prior to the last day of submission of bids at the sole discretion of CBEC. CBEC accepts no liability of any nature arising from reliance of any Bidder upon the information contained in this Tender. While reasonable care has been taken in providing information in this Tender, bidders are advised to not rely only on this information but also carry out their independent due diligence and risk assessments before submitting their response to this Tender. Further, the Bidders are advised to conduct their own analysis of the information contained in this Tender, carry out their own investigations about the project, the regulatory regime which applies thereto and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to the project. Neither CBEC nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any Party with access to any additional information or to update the information in this Tender.

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## **1 Introduction**

Online Tenders are invited from experienced (with minimum two years' experience) and eligible Service providers for Annual Maintenance Contract for 2x30 KVA DB online UPS in the office of the Directorate General of Systems, Customs and Central Excise, C.R. Building, (ITO) New Delhi at <http://eprocure.gov.in/eprocure/app> .

Bids submitted online in two packets only:-

### **Technical Bid**

- a) Signed and scanned copy of Tender Acceptance Letter as per Annexure 5.
- b) Signed and scanned copy of Annexure-1, Annexure-2, and details of pending legal disputes, if any
- c) Signed and scanned copy of Firm registration certificate, PAN, Service tax registration.
- d) Signed and scanned copy of experience in handling similar services in Govt. Department/PSUs as per Annexure-2.

### **Financial Bid**

- a) Price Bid in BOQ\_XXXX.xls format.
1. The parties who wish to be present at the time of opening of Tender may present themselves or their authorized representatives who shall bring the bid acknowledgement receipt or bidder can view the bids online at their remote end.
2. The Financial Bids of only those Service providers/ Agencies will be opened who fulfil the Technical conditions.
3. The Directorate General of Systems reserves the right to postpone / and /or extend the date of receipt / opening of quotations or to withdraw the same, without assigning any reason thereof.

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## Data Sheet

Item	Description
Name of the Purchaser	President of India acting through Directorate General of Systems and Data Management, CBEC, Ministry of Finance.
Tender Inviting Authority	Addl. Director General, Directorate General of Systems and Data Management, Customs & Central Excise, 4 <sup>th</sup> & 5 <sup>th</sup> Floor, Hotel Samrat, Chanakyapuri, New Delhi – 110021
Tender Name	Annual Maintenance Contract for 2x30 KVA DB online UPS in the office of Directorate General of Systems and Data Management
Tender No. and Date	<a href="#">I/(7)/MR/61/2020</a> , dated 14.10.2021
Method of Selection	L1
Availability of Tender Documents	Can be downloaded from Central Public Procurement Portal at <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a>
Date and time of Tender issuance	14.10.2021 at 3.00 pm
Last date and time for Bid/Proposal submission (on or before)	<b>08.11.2021 at 03.00 PM</b>
Last date for Submission of Pre-Bid Queries	All the queries should be received on or before the prescribed date & time, <b>through email only</b> with subject line as follows: <i>“Tender for AMC for 2x30 KVA DB online UPS in the offices of Directorate General of Systems and Data Management_Pre Bid Queries _&lt;bidder’s Name&gt;”.</i>  The Pre-Bid queries to be sent to the following Email Id: Email ID: <a href="mailto:dgsys418@gmail.com">dgsys418@gmail.com</a> <b>till 16.10.2021 at 11.00 AM.</b>

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Pre-Bid Conference Time, Date, & Venue	<b>18.10.2021 at 12.30 PM</b> Venue: Conference Room, Directorate General of Systems & Data Management, CBEC, 4 <sup>th</sup> Floor, Hotel Samrat, Kautilya Marg, New Delhi 110 021
Posting of responses to queries by CBEC	<b>20.10.2021</b> Replies to the queries posted by all bidders will be posted on the website on Central Public Procurement Portal at <a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a>
Technical Bid Opening - Time, Date, & Venue	<b>09.11.2021 at 4.00 PM</b> Venue: Conference Room, Directorate General of Systems & Data Management, Customs & Central Excise, 4 <sup>th</sup> Floor, Hotel Samrat, Chanakyapuri, KautilyaMarg, New Delhi 110 021
Date and time for Opening of Financial Bids.	To be intimated later
Language of Bid Submission	Proposals should be submitted in Hindi/English only.
Currency	Currency in which the bidders may quote the price is INR only.
Tentative Date of Contract beginning	Dec, 2021

- Tender documents may be downloaded from Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enrol/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at **Annexure-4** regarding 'Instructions for online Bid Submission'.
- Tenderers can access Tender documents on the website, fill them with all relevant information and submit the completed Tender document into electronic Tender on the website <https://eprocure.gov.in/eprocure/app>.
- Tenders and supporting documents shall be uploaded through e-procurement portal. Hard copy of the Tender documents will not be accepted.

## ***Annexure 1 – General Terms and Conditions of the Tender***

1. **These UPS cater to highly critical installation and there is no scope for slackness in the service on the part of vendors.**
2. The bidder must be the reputed providers with minimum three years of relevant experience. Experience may be relaxed by committee at any stage without intimation if required.
3. Copies of agreements in support of having rendered the service of similar nature in other government organization/ public sector should be enclosed with the quotation. They must also enclose copies of the PAN Card/Service Tax registration certificate etc. with the quotation.
4. **The complete scope of the contract should be mentioned in the tender response and all the items which do not fall in the purview of the contract must be separately indicated.**
5. Any breakdown calls reported by the Directorate would be attended within two hours on 24X7X365 basis. An authorized officer of the Directorate will certify the completion of the call on the vendor's call report.
6. Preventive maintenance service would be carried out by the service provider every quarter to keep the equipment running in a trouble free manner during the period of the contract. A record of preventive maintenance carried out would be maintained by the vendor and duly certified by the authorized officer.
7. Payments for the annual maintenance will be due on a half yearly basis after completion of the service.
8. In the event of any delay in repairs or a situation where the equipment's has to be taken to the premises of the service provider for necessary rectification, standby equipment shall be provide in the intervening period so that the function is not hampered.
9. In case the service provider defaults in rendering service, he will be liable to be penalized as follows and the Directorate will be entitled to deduct penalty from the payment due at the following rates:-
10. Default in Preventing Maintenance visits – Rs. 1000 per default.
11. Delay in attending complaints beyond 1 day- Rs. 1000/- per day per UPS.
12. In the event of unsatisfactory service by the vendor, the Directorate General of Systems reserves the right to cancel the AMC at any point of time and pro-rata payments will be made for service rendered.

We agree to the above terms and conditions

Signature of Authorized Signatory with date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal \_\_\_\_\_

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## ***Annexure 2 – Pre-Qualification requirement for AMC OF UPS***

1.	Name of the Firm with telephone No., FAX and complete address	
2.	Registration details of the firm (Please attach attested copies)	
3.	GST Details (Please attach attested copies)	
4.	Permanent Account Number (PAN). (Please attach attested copies)	
5.	Details of experience in handling similar services (list of present clients along with attested copies of job orders / Service certificate from the Govt. Offices/PSUs should be attached)	
6.	Details of pending legal disputes relating to AMC of UPS, if any.	

### DECLARATION

I/We undertake that I /We have carefully studied all terms and conditions of the contract as indicated in Annexure I and shall abide by them.

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

Signature of Authorized Signatory with date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

Seal \_\_\_\_\_



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## Annexure 3 – Financial Bid

Copy of financial bid given below is only for reference



Tender Inviting Authority: DIRECTORATE GENERAL OF SYSTEMS & DATA MANAGEMENT CUSTOMS & CENTRAL EXCISE 4th & 5th FLOOR, HOTEL SAMRAT CHANAKYAPURI, KAUTILYA MARG NEW DELHI – 110 021

Name of Work: Annual Maintenance Contract for 2x 30 KVA DB online UPS in the office of Directorate General of Systems & Data Management located at C.R. Building, I.P. Estate, New Delhi.

Contract No: [I/\(7\)/MR/61/2020](#)

Bidder Name :

PRICE SCHEDULE						
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )						
NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Rate for AMC per ups without taxes in Rs.	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	2	4	13	53	54	55
1.01	Annual Maintenance Contract for 2x 30 KVA DB online UPS in the office of Directorate General of Systems & Data Management located at C.R. Building, I.P. Estate, New Delhi.	2.0000		0.00	0.00	INR Zero Only
<b>Total in Figures</b>				<b>0.00</b>	<b>0.00</b>	INR Zero Only
<b>Quoted Rate in Words</b>				<b>INR Zero Only</b>		

Note: Same is provided along with the tender document in .xls format on the portal. Bidder is advised to download the same and upload it at respective location on the portal.

## ***Annexure 4 – Instructions for Online Bid Submission***

### **Instructions for Online Bid Submission:**

**All bidders are requested to visit our office Directorate General of Systems & Data Management located at C.R. Building, I.P. Estate, New Delhi for inspection of UPS, before submitting bids.** The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

#### **REGISTRATION**

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

#### **SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active Tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for Tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a Tender published on the CPP Portal.
- 2) Once the bidders have selected the Tenders they are interested in, they may download the required documents / Tender schedules. These Tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the Tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each Tender, in case they want to obtain any clarification / help from the Helpdesk.

## **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the Tender document before submitting their bids.
- 2) Please go through the Tender advertisement and the Tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender document.
- 3) Bidder has to select the payment option as “offline” to pay the Tender fee / EMD as applicable if any, and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the Tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the Tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the Tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

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- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded Tender documents become readable only after the Tender opening by the authorized bid openers.
- 7) The uploaded Tender documents become readable only after the Tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the Tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a Tender or the relevant contact person indicated in the Tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.

## ***Annexure 5 – Tender Acceptance Letter***

**TENDER ACCEPTANCE LETTER**  
(To be given on Company Letter Head)

Date:

To,

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**Sub: Acceptance of Terms & Conditions of Tender.**

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

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Dear Sir,

1. I / We have downloaded / obtained the Tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the Tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the Tender conditions of above mentioned Tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this Tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this Tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)