



**OFFICE OF THE COMMISSIONER (AUTHORISED REPRESENTATIVE)
CUSTOMS EXCISE SERVICE TAX APPELLATE TRIBUNAL (CESTAT),
3RD Floor, Bahumali Bhavan Asarva, Opp. Girdhar Nagar Bridge,
Manjushree Mill Compound, Girdhar Nagar, Ahmedabad-380004**

Tel.No.079-22171811

Fax: 079-22171812

Web-Tender Notice No. 03/2020

Sealed quotations are invited from the interested parties to provide the following items to the Office of the Commissioner (A.R.), CESTAT, Ahmedabad on or before 16:00 Hrs. of 30.10.2020.

1. Annual Maintenance of Xerox Brand photocopier machine model no.5024 for the period of one year from 05.11.2020 to 04.11.2021.

Quotations received after the stipulated date and time mentioned above would not be entertained in any circumstances. The Tenders will be opened on 30.10.2020. The party whose rates are lowest would be informed, on finalization by the purchase committee.

Signed by
Rathod Tejaskumar Giradharlal
Joint Commissioner
22/10/2020

Copy to be placed on Notice Board of the Office.

NOTICE INVITING TENDER

Sealed tenders are invited from reputed agencies for AMC of Xerox Brand Photo Copier Machine Mode No. 5024, approximately for twelvemonths in the Office of the Commissioner(AR), CESTAT, Ahmedabad, "B" Block, 3rd floor, Bahumali Bhavan, Girdharnagar Road, Asarwa, Ahmedabad- 380004.

Requirement-1	AMC of Xerox Brand Phot Copier machine, Mode No. 5024
Requirement-2	Authorized Service Providers of Xerox Brand Photo Copier Machine.

I **TERMS AND CONDITIONS:**

Quotations will be accepted by this office on the terms and conditions mentioned below:-

- The said Annual Maintenance Contract (AMC) will be for the period **05.11.2020 to 04.11.2021** the contract is not transferable.
- The payment will be made on half yearly basis i.e. the first payment would be made after the completion of 6 months of the AMC and the second payment would be made after the successful completion of the AMC. It may be noted that the contract is liable to be cancelled at any stage if your company fails to address the problem satisfactorily.
- The company will also maintain a complaint register; where in nature of complaint along with the time when the complaint was made would be mentioned. A complaint number would also be provided. After the complaint has been addressed satisfactorily, you shall obtain the signature of the Superintendent (Admn)/Sr. Tax assistant in token of having resolved the problem successfully. Further, this register should be produced to this office, as and when demanded.
- Failure to observe the complaint respond time for more than three

times in a row may result in cancellation of your contract.

- At least two phone numbers along with names of the concerned service engineers are to be provided to this office for registering the complaint.
- Certain problems which require immediate attention, which might hamper the working of this office like networking problem, complete shutdown of the system etc. should be dealt with on priority basis and the response time in such cases would be a maximum of three hours.
- Preventive Maintenance schedule should be strictly followed and the same is to be properly recorded in the complaint register and acknowledgement obtained.

MODE OF SUBMISSION OF TENDER:

1. The sealed tenders shall be addressed to the **Office of the Commissioner (AR), CESTAT, Ahmedabad, "B" Block, 3rd floor, Bahumali Bhavan, Girdharnagar Road, Asarwa, Ahmedabad- 380004.** The bidders are required to submit two bids, i.e. **Technical bid and Financial bid** in the prescribed formats i.e. Annexure-I and II (available on www.cbec.gov.in). In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory law setc. In addition, they shall also specify the educational qualifications and work experience of each of the personnel that the bidder proposes to deploy. In the Financial bid, the bidder will submit the quotations for his charges. It should be written boldly on top of the both envelopes as **TECHNICAL BID** and **FINANCIAL BID**. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR OPEN TENDER FOR AMC of Xerox Brand Photo Copier Machine** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Finance bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.

2. This office reserves the right to postpone and/or extend the date of receipt/ opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
3. The service providers are required to submit the complete rates/ quotations only after satisfying each and every condition laid down in the terms and conditions.
4. All the rates must be written both in figures and words. Corrections, if any are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in words shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.
5. Rates/quotations should be submitted and signed by the firm with its current business address.
6. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms conditions contained herein and submit the same.
7. The Service Providers must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation by the service provider in the rates/quotations will be accepted by the department.
8. **The last date for receipt of sealed tender is 30.10.2020 (16:30 hrs).**
9. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one without assigning any reason thereof.

10. The tender details are also available at this office's notice board & web site

www.cbec.gov.in

11. For any clarification in the matter and /or for inspection of the premises prior appointment may be made with Shri R.K.

Bhashkar ,Superintendent (Admn.) in the office or on telephone on 079-22171812.

Signed by
Rathod Tejaskumar Giradharlal
Joint Commissioner
22/10/2020

Copy to: Notice Board.