



कार्यालय प्रधान आयुक्त केन्द्रीय माल एवं सेवाकर और केन्द्रीय उत्पाद शुल्क, भोपाल

35-C, प्रशासनिक क्षेत्र, अरेरा हिल्स, भोपाल - 462011

OFFICE OF THE PRINCIPAL COMMISSIONER OF CGST & CENTRAL EXCISE

35-C, ADMINISTRATIVE AREA, ARERA HILLS, BHOPAL- 462011

F. No: I(07)02/AMC-Computer/Admn/Hq/15-16/Pt-I/ 700/ Dated 08-01-2018

To,

M/s Oasis Infosystems Pvt.Ltd. 31-C, S 7 Goyal Zone-II Bhopal- 462011	M/s JP Enterprises, BL-9, Guru Gobind Rabindranath Tagore, 2C, Saket Nagar, Bhopal 462024	M/s Logon Infosys, L-15, Plot No.206, Shristi Complex Zone-I, MP Nagar, Bhopal- 462023	M/s Unique Systems LIG-12 & 7 1 <sup>st</sup> Floor, Sabri Complex- II, Bhopal 462011
M/s Careline Technical Services Shop No 22, Shoping Complex Mata Mandir Chouraha Bhopal- 462003	M/s Techno Care Solution Shop No. 47, Kasturba Nagar, Bhopal- 462023		

Gentleman,

**Subject:- Tender Notice for Annual Maintenance Contract of Computer Systems, Peripherals (Printer, Scanner, UPS, etc) and Local Area Network (LAN) – Regarding.**

The CGST and Central Excise Commissionerate, Hqrs., Office, Bhopal is desirous of putting under AMC of Computers, Peripherals (Printer, Scanner, UPS etc) and Local Area Network (LAN) installed in the Office of the Chief Commissioner/ Principal Commissioner, Office of the Appeals Commissioner, Office of the Asst. Commissioner (Dn-I,II,III & IV), Bhopal for the period from 01.04.2019 to 31.03.2020.

2. This office is interested in awarding a comprehensive maintenance contract to the suitable reputed vendor, capable of providing quality and timely services and fulfilling the eligibility Criteria. The list of equipments to be covered in AMC along with configuration and respective locations is given in the Annexure-I. It may be observed that the equipments are located mainly at Bhopal. Therefore, this office is looking for a vendor who can provide timely and efficient service engineers. It is also suggested that the local resident service engineers may be required to be appointed at Bhopal to minimize the downtime and to provide efficient service.

3. The vendor should be agreeable to the terms and conditions of the AMC as specified in sealed envelope as per the requirement given at Para 2.10 of the terms and conditions attached with the letter and should be submitted along with the tender for evidence purpose.

4. You are hereby intimated to submit the quotations for AMC submitted in sealed envelope as per the requirement given at Para 2.10 of the terms and conditions, which should be addressed to "The Joint Commissioner (P&V), CGST & Central Excise, 35-C (GST Bhawan), Administrative Area, Arera Hills, Bhopal- 462011".

5. The sealed quotations should be submitted on or before 29.01.2019 by 5.00 pm. The envelope containing the quotations may be superscripted as "Quotation for AMC of Computer Systems, Peripherals (Printer, Scanner, UPS, etc) and Local Area Network (LAN)". The quotations will not be accepted after the aforesaid time and date under any circumstances and the quotations received before the expiry of the aforesaid time will be opened at 11.30 AM on 30.01.2019 for further action.

6. The Tender document can be downloaded from the departmental website viz. [www.cbic.gov.in/www.cexbhupal.gov.in](http://www.cbic.gov.in/www.cexbhupal.gov.in).

Any other details can be had from this office during the working hours. The authority inviting tender reserves the right to accept or reject any or all the quotations without assigning reasons whatsoever.

Encl: As above.

Yours sincerely

(Ranjeet Kumar)

Joint Commissioner (P&V)

Copy to:-

- ✓ The Superintendent (System), CGST & Central Excise Hqrs., Bhopal for uploading on website i.e. [www.cexbhupal.gov.in](http://www.cexbhupal.gov.in).
2. The Web Manager, Directorate General of Systems & Data Management, CBIC, 4<sup>th</sup> & 5<sup>th</sup> floor, Samrat Hotel, Chanyakyapuri, New Delhi-110021 for uploading on the departmental website i.e. [www.cbic.gov.in](http://www.cbic.gov.in).
3. Notice board, CGST and Central Excise, Hqrs./Paryavas Bhavan, Bhopal.

(Ranjeet Kumar)

Joint Commissioner (P&V)

O/C

## **1 SCHEDULE FOR INVITATION TO BID:-**

### **1.1 Name:-**

The President of India acting through the CGST & Central Excise, 35-C (GST Bhawan), Administrative Area, Arera Hills, Bhopal- 462011.

### **1.2 Bids should be submitted to:-**

The Joint Commissioner (P&V),  
CGST & Central Excise,  
35-C (GST Bhawan),  
Administrative Area,  
Arera Hills, Bhopal-462011

### **1.3 Last date for submission of bid:-**

Up to 1700 Hours on 29<sup>th</sup> January 2019. Any bid received at the address mentioned after the aforesaid date, shall be considered as a late bid and shall be returned unopened to the firm.

### **1.4 Place, time and date of opening the bid:-**

1130 Hours on 30<sup>th</sup> January 2019 at CGST & Central Excise, 35-C (GST Bhawan), Administrative Area, Arera Hills, Bhopal- 462011.

The office reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed conditions are not fulfilled are liable to be rejected.

## **2. TECHNICAL BID:-**

2.1 The firm should have a good reputation in the field. The firm should have a presence in the Bhopal City.

2.2 The firm should have been successfully providing AMC to reputed organization at least last 3 years. Self attested copies of agreement/work order from the said clients shall be provided as documentary evidence.

2.3 Firm / Company should be registered with GST department and have a valid registration Number. Attested copy of Pan Card and last 03 financial years balance sheet & Income Tax Return certified by Chartered Accountant to be enclosed.

2.4 The firm's earlier company contracts should not have been terminated before the expiry of the full term, in any of the previous years or current year.

2.5 The firm should have well trained service engineers.



The firms meeting the above technical terms & conditions only should submit their quotations in sealed covers. Technical bid shall include documentary proof in respect of each of the above 5 points of technical terms and conditions.

### **3 FINANCIAL BID:-**

3.1 The rates should be quoted against each item separately in prescribed format given at Annexure-II to this notice.

3.2 The rates quoted should also cover the maintenance of hardware, software of Computers, Printers and Local Area Network.

3.3 Firms which meet these stipulations and accept the below said General Terms & Conditions, may submit their quotations in sealed envelopes superscripting "AMC of Computer Systems, Peripherals (Printer, Scanner, UPS, etc) and Local Area Network (LAN)" so as to reach this office prior to 1700 hrs on 29<sup>th</sup> January 2019.

3.4 The Technical and Financial bid should be placed in separate envelopes, clearly mentioning on the envelopes "Technical Bid" and "Financial Bid".

Quotations received thereafter will be summarily rejected. First Technical bids will be opened and financial bids of only those tenders will be opened who fulfill the eligibility/conditions mentioned in Technical bid.

### **GENERAL TERMS & CONDITIONS:-**

#### **4.1 Scope of Work:-**

4.1.1 The scope of work covers comprehensive annual maintenance of hardware (such as computers, printers of different make & models) and various software's installed in our offices as per Annexure-I.

4.1.2 It is possible that there is certain equipment, which is similar to the equipment covered under the present tender, but is not included in the inventory list enclosed to the present tender for reasons such as it is newly procured or was under warrantee/maintenance at the time the requirements under this tender were being consolidated. If in such cases this office chooses to cover it at a later date under the contract the firm shall be required to provide maintenance service for the same. The rate of maintenance service charges for such equipment shall be equal to the rate of similar equipment at the location.

#### **4.2 Service Assurance:-**

4.2.1 The maintenance service by the company shall include monthly Preventive Maintenance and breakdown maintenance of all computer hardware items in our office, as listed in Annexure I.

4.2.2 The Service Engineer will be responsible for maintaining a log of complaints attended by him. All the complaints received along with the status of resolution will be

entered in log book maintained, the same will be presented to the Administrative Officer for perusal on day to day basis.

4.2.3 During the execution, the vendor shall maintain the equipment and other gadgets and devices and shall ensure that they are in perfect working condition. For this purpose, the vendor shall provide correction and preventive maintenance service. The vendor shall appoint two service Engineers on regular basis during the office timing i.e. from 9.30 AM to 6.00 PM.

4.2.4 The vendor shall rectify defects, faults and failures in the equipment and gadgets/devices and shall repair/replace such parts if the condition of the equip demands. In case where unserviceable parts of the equipment need replacement, the vendor shall replace such parts without charging any additional sum from the department.

4.2.5 The Service Engineer shall attend to the complaints immediately to restore computer Systems/Printers in working condition. In case of failure to respond, a penalty of Rs. 500/-per day shall be imposed which shall be deducted from the payment of AMC Contractor. However, penalty clause will not be applicable if standby system is provided by the contractor firm.

5. Payment for the services:-

5.1 No advance payment will be made in any case. The payment will be made quarterly after the satisfactory completion of AMC during the period at the end of each quarter, upon presenting the bill and report of satisfactory maintenance done as per the contract.

5.2 In case there is any delay in the start of the contract of maintenance resulting from this tender, the payments shall be made on pro-rata basis to the vendor for the actual period during which services were rendered.

5.3 Whenever during the period of the Maintenance Contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office reserves the right to terminate the contract immediately without any compensation.

6. The Earned Money Deposit (EMD) of Rs.15,000/- by DD/Banker Cheque payable in the name of PAO, Central Excise, Bhopal will be submitted with the quotations. The quotations will not be accepted without EMD. EMD will be refunded after completion of the contract period after recovery of dues if any from the agency and no interest shall accrue on it.

7. General Provision:-

Any dispute arising out of the agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Bhopal jurisdiction only.

**Annexure-I**

**Location/Sites**

S.No.	Section/Office	No. of Computers	No. of Printer	Local Area Network (Switch)
01	Office of the Chief Commissioner/ Principal Commissioner, 35-C, Administrative Area, Arera Hills, Bhopal	95	67	08
02	Office of the Appeals Commissioner, 48, Administrative Area, Arera Hills, Bhopal	07	6	01
03	Office of the Asst. Commissioner, (Dn-I,II,III & IV), B -Block, Paryawas Bhawan, Bhopal	57	36	05
	<b>Total</b>	<b>159</b>	<b>109</b>	<b>14</b>

**Annexure-II**

**FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT OF  
COMPUTER, PRINTERS IN CGST & CENTRAL EXCISE, 35-C  
(GST BHAWAN), ADMINISTRATIVE AREA, ARERA HILLS,  
BHOPAL- 462011**

(This text to be printed on plain paper with office address stamped on it  
printed on the letter head of the firm)

**Financial Bid Format:-**

Sr.No.	Particulars	Number	Rate per piece	Total Amount
1	Computers	159		
2	Printers	109		
3	Local Area Network (Switch)	14		
4	GST @___%			
	G. Total (GST Inclusive)			

**I agree with all terms and conditions.**

**(Signature of Bidder/Authorized  
Signatory with date & seal)**

**Name & address of the Tenderer.....**

.....

**Contact No.....**