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Azadi Ka
Amrit Mahotsav

वस्तु और सेवा कर एवं केंद्रीय उत्पाद शुल्क आयुक्त का कार्यालय (अपील-II)
OFFICE OF THE COMMISSIONER OF GST & CENTRAL EXCISE (APPEALS-II),
न्यूरीटोवर्स, दूसरा तल, सं. 2054/I, II एवेन्यू, 12वां मेन रोड
NEWRY TOWERS, 2ND FLOOR, No.2054/I, II AVENUE, 12TH MAIN ROAD,
अन्नानगर, चेन्नई-600040, फ़ोन नं. 2614 2871
ANNA NAGAR, CHENNAI - 600 040- Phone No. 26142871

GAPPL/MISC/60/2021-PRO

Date: .4.2024

To
The Assistant Commissioner (Computers)
O/o The Commissioner of CGST & Central excise
Chennai North Commissionerate
Nungambakkam, Chennai.

Sir,

Sub: Request for uploading of Limited Tender for Annual Maintenance Contract for Computers, Peripherals, Printers, Network switches for Chennai Appeals -II Commissionerate on the website - Reg.

Tender documents inviting eligible firms for Annual Maintenance Contract for Computers, Laptops, Peripherals, Printers, Network switches & Scanners for Chennai Appeals -II Commissionerate for the period from 01.5.2024 to 31.3.2025 is enclosed herewith.

I request that the same may be uploaded in our official website "gstchennai.gov.in/".

Issued with the approval of Competent Authority.

Yours faithfully,



G. Nagabhushanam
15.04.2024
(G. NAGABHUSHANAM)
Asst. Commissioner

o/c



वस्तु और सेवा कर एवं केंद्रीय उत्पाद शुल्क आयुक्त का कार्यालय (अपील-II)
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ANNA NAGAR, CHENNAI - 600 040- Phone No. 26142871

GAPPL/MISC/60/2021-PRO

Date: 15.4.2024

LIMITED TENDER NO. 01/2024

The Office of the Commissioner of Central Excise & GST, APPEALS - II Commissionerate, invites manual tender quotations from experienced, eligible, reputed, registered firms/companies engaged in the business of providing Annual Maintenance Contract Services of Computers and its Peripherals in the Commissionerate mentioned in Annexure-I for a period from 01.05.2024 to 31.03.2025. Since the total value of this bid is likely to be below 2 lakhs, the bid submission will be manual.

The necessary tender documents to be submitted are detailed as below:

- (i) Tender Acceptance Letter (Annexure A),
- (ii) Letter of Authorisation to submit Bid (Annexure B),
- (iii) Company's Turnover Details (Annexure C)
- (iv) List of two Qualified Engineers in the panel of the Company (Annexure D)
- (v) List of 1 or 2 clients where AMC has been undertaken successfully (Annexure E)
- (vi) Price Bid Undertaking (Annexure F)

Before placing your bid you are required to download the following Annexure **(1) Scope of work (2) Eligibility criteria and (3) Terms and conditions** from Central Excise Chennai website <https://gstchennai.gov.in/>.

The Time Schedule of the Tender process is furnished as under.

| S No. | Particulars | Date | Time |
|-------|---------------------------|------------------------|----------|
| 1 | Bid Submission start date | 18.4.2024 (Thursday) | 10:30 AM |
| 2 | Bid Submission last date | 24.04.2024 (Wednesday) | 03:00 PM |
| 3 | Tender opening date | 24.04.2024 (Wednesday) | 05:00 PM |

Duly filled bids and signed copies of the documents in all respects should be submitted by the bidders on or before **24.04.2024 (Wednesday)** either manually or by post to the **Office of the Commissioner of Appeals -II, No. 2054, Newry Towers, Block I, II Avenue, 12th Main Road, Anna Nagar, Chennai- 40.** (This Commissionerate is not responsible for any postal delays)

G. NAGABHUSHANAM
15.04.2024
(G. NAGABHUSHANAM)
Asst. Commissioner

Copy to :-

1. Chennai North/South/Outer Commissionerate (For display in the notice board).
2. The Superintendent (Computers), Chennai North (for uploading on to the official website).

1. SCOPE OF ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTERS AND IT'S PERIPHERALS

Scope of work: There are around

- (i) **30** Computers of various brands viz. :-
(a) Lenovo (b) HP Compaq (c) Samsung (d) I-Mac
- (ii) **9** black and white single function and multifunctional printers of various brands viz: - (a) HP, (b) Canon (c) Samsung
- (iii) **13** HP multifunctional color printers
- (iv) **06** HP Scanners
- (v) **25** UPS equipments

to be covered under AMC. AMC will include installation of valid reputed Antivirus software (antivirus to be provided and installed whenever required) and network maintenance. Refer to Annexure-I for detailed information.

2. ELIGIBILITY CRITERIA FOR MANUAL BIDS

- a) The firm should be registered with Goods and Service Tax Department, GST Registration Certificate Copy (furnishing the GSTIN) to be enclosed.
- b) The firm should be a registered company with the Registrar of Companies. Proof of the same should be submitted.
- c) The firm's AMC should not have been terminated due to deficiency of service in the last three years. The bidder should not have been disqualified /debarred/blacklisted by any Government office/Semi-Government office/PSU/Bank for any default for such services in the past; An undertaking on his/her letter head declaring as follows should be given :

"We have not been disqualified /debarred/ blacklisted by any Government office/Semi-Government Office / PSUs / Banks for any default for such services in the past."
- d) The firm must have expertise in onsite maintenance and repair of computers (Windows Vista/Windows7/Windows 8/Windows 10/ Windows 11/Linux), Laptops, LaserJet Printers, network components and other hardware parts and accessories.

e) The bidder must have Permanent Account Number (PAN) under Income Tax Act, 1961 and should furnish and provide Income Tax Assessment certificates for the three years viz., 2021-22 , 2022-23 & 2023-24.

f) The bidder should have valid ISO Certificate. The same should be submitted.

g) All the documents/Annexure has to be submitted in the company's letter head with seal and signature.

3. GENERAL TERMS & CONDITIONS

The contract period will be for one year from 01.05.2024 to 31.03.2025 and the rates quoted will remain in force during the period of contract.

The AMC shall be a comprehensive contract for all the parts of the machines/accessories/peripherals including parts such as Printer Heads/ Teflon sheets/key boards/mouse etc.

The contractor shall provide one qualified engineer (hereinafter called 'the Maintenance engineer') on call basis to attend to any complaint in the Office of the Commissioner of GST & Central Excise, Appeals – II, Chennai - 600 040.

He shall attend the client's office on all working days from 09.30.00 a.m. to 06.00 p.m. normally, and in case of necessity, beyond this period and also on holidays, whenever the Commissionerate Computer Section functions requires so. Such work timing /days of necessity shall be notified by this office in advance for which no extra charges will be made.

It is the responsibility of the firm to provide standby maintenance engineer whenever the maintenance engineer is not available for any reason such as leave etc.

The maintenance engineers shall rectify or resolve any complaint within 24 hours. All repairs have to be carried out on site itself except in respect of items covered under warranty.

The maintenance engineer once provided shall not be withdrawn /removed or replaced with another engineer or disturbed from attending to the calls in this office, by the contractor, without proper, prior explicit concurrence of this office.

Where the maintenance engineer becomes non-available due to reasons as resignation etc., an immediate replacement has to be provided by the contractor.

In case of necessity / any emergency, if this office so requires, the contractor shall additionally deploy one or more qualified service engineers to quickly set-right any demanding situation that has arisen unforeseen.

No revision of rates will be entertained during the contract period.

The maintenance service by the contractor shall include preventive and breakdown maintenance of all computer hardware items in the entire Commissionerate.

The maintenance/on call service engineer shall maintain Log Registers of all calls attended/pending issues, and Preventive maintenance records and details of all replacement of spares and any such items.

No advance payment in any case will be made. However, quarterly payment on pro rata basis will be made on satisfactory completion of the contract.

The AMC Service Bills require to be submitted on quarterly basis in Triplicate.

In case of any constrained situation during the above period, if system configuration change, Upgradation and the number of computers / printers/other related parts/peripherals have to be increased/reduced by the client, then the contractor would be intimated and the AMC amount would be reworked accordingly on pro-rata basis and payments would be made based on the reworked amount, for the remaining period.

The AMC shall include installation, configuring all software including Operating System and antivirus software and installation of necessary drivers.

In case any equipment is taken outside the office premises for the purpose of repairs, if any PC/printer is not attended/repaired within forty eight hours, the firm shall provide a standby for the same immediately.

Where the parts / components have failed/damaged or gone out of use by any reason, replacement of those parts/components including hard disk, wires, cables, chords, circuit boards, mouse & keyboards etc., have to be provided by the contractor within 24 hours of attending to the call, including the software installation, if necessary.

Where the replacement of parts or support could not be obtained due to obsolescence, the entire system (such as Server, Printer, Scanner etc.) must be replaced by the contractor with a new system with at least the existing configuration of the same make and brand from the same manufacturer of the defective system.

Where replacement of the old system with a new one of the existing configuration of the same make and brand of the failed system could not be provided, a system with higher configuration of the same make and brand from the same manufacturer shall be provided by the contractor.

In case of replacement of any hardware parts such as Hard Disk, etc, the replacement should be of the same make and brand and either of the same configuration or higher.

The AMC will not cover Computer consumables and is not transferable.

Bidders who do not submit Annexures along with the bid will be disqualified for not following the tender process and their tenders will not be considered.

Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.

In case of the firm backing out any time during the period of AMC without any explicit consent of this office, the firm will be liable to recovery at the rates that will have to be incurred by this office on maintenance of the machines/hardware for the balance period of the contract through alternative means.

If the firm fails to carry out repairs/provide any standby PC/printer within 3(three) days to the satisfaction of this office, a penalty of Rs 100/- per day will be charged for delay beyond three working days till such time the PC/printers are repaired.

G Nagabhusnam
15-04-2024
(G NAGABHUSNAM)
Asst. Commissioner
APPEALS-II COMMISSIONERATE

ANNEXURE I

| Items | Brand/make of system and model | Operating system (OS) | No. of PC's |
|----------------------|--|--|-------------|
| PC's All in one PC's | Hp/ Dell/ Lenovo /Compaq /samsung | Window 7 Window 8 Window 10 Window 11 | 30 |
| Printers | HP/Samsung Single Functional (B/W) | -- | 9 |
| | HP/ Samsung Multifunctional Printer (Colour) | -- | 13 |
| Scanners | HP/ EPSON | -- | 06 |
| UPS | ZEBRONICS | -- | 25 |

ANNEXURE - A (TENDER ACCEPTANCE LETTER)

Date

To, _____

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No:

Name of Tender /Work:

Dear Sir,

1 I/We obtained the tender document(s) for the above mentioned 'Tender/Work' from the website(s) namely: 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/ organization 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. I/we do hereby declare that our Firm has not been blacklisted / debarred by any Govt. Department / Public sector undertaking.

6. I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

**Signature of the Bidder
with Official seal**

ANNEXURE- B

(LETTER OF AUTHORISATION TO SUBMIT BID)

AN UNDERTAKING (SELF-CERTIFICATE) THAT THE BIDDER HAS NOT BEEN BLACKLISTED BY A CENTRAL /STATE/UT GOVERNMENT INSTITUTION AND THERE HAS BEEN NO LITIGATION WITH ANY GOVERNMENT DEPARTMENT ON ACCOUNT OF ANY ISSUES/SERVICES

**SIGNATURE OF THE BIDDER
with Official seal)**

ANNEXURE-C

COMPANY'S TURNOVER DETAILS

To be submitted in Company letter head with seal and sign

| YEAR | COMPANY/FIRM OVERALL TURNOVER | TURNOVER UNDER COMPUTER SERVICE MAINTENANCE |
|---------|-------------------------------|---|
| 2021-22 | | |
| 2022-23 | | |
| 2023-24 | | |

ANNEXURE-D

LIST OF TWO QUALIFIED ENGINEERS IN THE PANEL OF THE COMPANY

| Sl. No. | Name of the qualified engineer | Employee Code | Educational Qualification | Technical qualification | Relevant experience in years |
|---------|--------------------------------|---------------|---------------------------|-------------------------|------------------------------|
| | | | | | |
| | | | | | |

ANNEXURE -E

LIST OF 1 OR 2 CLIENTS WHERE AMC HAS BEEN UNDERTAKEN SUCCESSFULLY

| Sl. No. | Name of the Client | Address of the Client | Name of the Engineer | Value of the Contractor | State whether the client is Govt./ PSU |
|---------|--------------------|-----------------------|----------------------|-------------------------|--|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

ANNEXURE- F
PRICE BID UNDERTAKING)

From (Full name and address of the Bidder)

To

Dear Sir/madam,

I submit the price Bid for _____ and related activities as envisaged in the Bid Document.

2.

I have thoroughly examined and understood all the terms and conditions as contained in the Bid Document, and agree to abide by them.

3.

I offer to work at the rates as indicated in the price Bid inclusive of all applicable taxes.

**SIGNATURE OF THE BIDDER
WITH OFFICIAL SEAL)**