

		<p>Phone No. 044-26159101          Fax No. 044 2615 5200          Email ID:          auditict2020@gmail.com</p>
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भारतसरकार

GOVERNMENT OF INDIA

वस्तु एवं सेवा कर और केन्द्रीय उत्पाद शुल्क के आयुक्त कार्यालय, लेखापरीक्षा-I आयुक्तालय  
 OFFICE OF THE COMMISSIONER OF GST & CENTRAL EXCISE,

AUDIT-I COMMISSIONERATE

सं 1775, जवाहरलाल नेहरू इन्टर रिंग रोड,

No. 1775, Jawaharlal Nehru Inner Ring Road,

अन्ना नगर पश्चिम विस्तार, चेन्नै-600 101.

Anna Nagar Western Extension, Chennai – 600 101

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File.No.GADT/SYS/11/2024-TECH and LEGAL  
 -O/o COMMR-CGST-ADT-I-CHENNAI

Date: /05/2024

**NOTICE INVITING e-TENDER for providing Comprehensive Maintenance Contract of Computers, Peripherals, Printers, Multifunction devices, Server and Local Area Network**

The office of the Commissioner of GST and Central Excise, Audit-I Commissionerate, Chennai-600101 invites e-tender quotations in the prescribed proforma from the experienced, eligible, reputed, registered firms / companies engaged in the business of providing **Annual Maintenance of Computers, Peripherals, Printers, Multifunction Devices, Servers and Local Area Network** as specified in the scope of work on monthly basis for its office located at 1775, *Jawaharlal Nehru Inner ring Road, Anna Nagar Western Extension, Chennai - 600101* for a contract period of one year from the date of award of contract.

## **2. SCOPE OF ANNUAL MAINTENANCE CONTRACT OF Computers, Peripherals, Printers, Multifunction devices, Server and Local Area Network**

**2.1.Scope of work:**The approximate number of Server, Desktop Computers, and Printers/Scanners to be covered under AMC is as mentioned below:

**Tender Inviting Authority:** Office of the Commissioner of GST & Central Excise, Audit-I Commissionerate, Chennai

**Name of the work:** COMPREHENSIVE MAINTENANCE SERVICES FOR COMPUTERS & PERIPHERALS

**Contract No.** GADT/SYS/11/2024-TECH and LEGAL-O/o COMMR-CGST-ADT-I-CHENNAI

<b>S. No.</b>	<b>DESCRIPTION</b>	<b>Qty</b>
	<b>Server</b>	
1	HP Proliant DL 180 Server (Windows 2008-OS)	1
	<b>Desktop Computer</b>	
2	DELL OPTIPLEX 980	7
3	DELL OPTIPLEX 3050	16
4	HP 406 G1MT	14
5	HP 7800P	6
6	HP 6305 PRO	4
7	HP 7900	4
8	HP 7700P	5
9	HP ELITE 8300	5
10	HP ELITE 8000	4
11	DELL OPTIPLEX 9030 (AIO)	5
12	HP 400 G2MT	6
13	LENOVO (AIO)	1
14	ACER VERITON M200 H110	2
15	HP 280 G3MT	6
16	ACER VERITON 6833K	2
17	HP DX 2480	1
18	ACER VERITON M 4660G	6
	<b>TOTAL (SL.NO 2 TO 18)</b>	<b>94</b>
	<b>Printers/Scanners</b>	
19	HP LASERJET PRO MFP M128FN	11
20	HP LASERJET P1108	8
21	HP LASERJET 3055	5
22	CANON LBP2900B	3
23	HP LASERJET P3005DN	3
24	HP LASERJET 1020PLUS	9
25	HP LASERJET M1522NF	4
26	HP LASERJET P2055DN	1
27	HP LASERJET PRO MFP M226DW	1
28	HP 3005DN LASERJET	1
29	SAMSUNG ML2161	1

30	HP LASERJET PRO M202DW	3
31	HP LASERJET CP1025 Color	2
32	CANON IMAGE CLASS MF0750	1
33	HP COLOR LASERJET 2600N	1
34	HP OFFICEJET PRO 9010 COLOR	1
35	HP LASERJET 1536DNF MFP	1
36	EPSON SCANNER DS-50000	1
37	HP SCANJET PRO 3000 S3	4
	<b>TOTAL (SL.NO. 19 to 37)</b>	<b>61</b>

### 3. Document Download

Tender documents may be downloaded from [www.gem.gov.in](http://www.gem.gov.in) as per the schedule given in TIME SCHEDULE.

#### **TIME SCHEDULE OF TENDER**

S.No	Particulars	Date	Time
1	Tender e-publish date	31.05.2024	17.00 hrs
2	Document download start date	31.05.2024	17.00 hrs
3	Start date for seeking clarification	31.05.2024	17.00 hrs
4	Last date for seeking clarification	17.06.2024	17.00 hrs
5	Bid submission start date	31.05.2024	17.00 hrs
6	Bid submission last date	21.06.2024	17.00 hrs
7	Tender opening date (Qualifying Bid)	21.06.2024	17.30 hrs

### 4. **Bid Submission:**

- i. Bids shall be submitted online only at [www.gem.gov.in](http://www.gem.gov.in). Tenderer/Contractor are advised to follow the instructions — Instructions to Bidder for Online Bid Submission of the bid is provided in the Annexure-E.
- ii. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- iii. Tenderer who has downloaded the tender [www.gem.gov.in](http://www.gem.gov.in) **shall not tamper/modify the tender form in any manner**. In case, if the same is found to be tampered/modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing business with this Office.
- iv. Intending tenderers are **advised to visit again [www.gem.gov.in](http://www.gem.gov.in) regularly**

**till closing date of submission** of tender for any corrigendum / addendum/ amendment.

- v. The tenderers should fulfil the following eligibility conditions:-

## **TECHNICAL BID**

1. The firm should be a registered company with the Registrar of Companies (if applicable) and GST department and **service provider should have a local functioning office in Chennai.**
2. The firm should be in existence for a minimum of five years in the field of Computer Service Maintenance with a turnover of more than 50 lakhs during each of the last three years ending March 2023.(ie. 2020-21, 2021-22, 2022-23) (Requisite documents supporting this claim i.e Annual turnover certified by Chartered accountants is to be submitted)
3. The firm should have executed three AMCs satisfactorily for Government Department / PSU / Reputed Private Entity of 100 or more computers connected in LAN in the last five Years- 2018-19 2019-20, 2020-21, 2021-22 and 2022-23. Copies of AMC contract with where AMC had been undertaken in respect of desktop PCs of 100 nos. or more to be uploaded.
4. The firm should be in possession of at least one AMC in respect of a Central/State Government Department / Central / State Government PSU during the financial years 2021-22 / 2022-23. Copies of Award of contract for AMC to be uploaded.
5. The firm's AMC should not have been terminated due to deficiency of service in the last three years. (2020-21, 2021-22 and 2022-23)
6. The firm should have expertise in trouble shooting Windows 8 / Windows 10 Server and in LAN.
7. The firm must have expertise in onsite maintenance and repair of Windows servers, clients, stand alone computers (Windows Vista / Windows 7 / Windows 8 / Window 10), Laptops, LaserJet Printers, network components and other hardware parts and accessories.
8. The following Annexures have to be provided in support of the technical eligibility criteria.(To be uploaded in the Company's letter head with seal and signature)

### **ANNEXURE -A : TECHNICAL BID DOCUMENT WITH TABLES 1,2 AND 3 WITH NECESSARY ENCLOSURES.**

### **ANNEXURE -C :TENDER ACCEPTANCE LETTER**

### **ANNEXURE -D :UNDERTAKING BY THE BIDDER**

9. In addition to the above, the following documents should be provided.
  - i. GST Registration Certificate Copy
  - ii. Copy of the PAN.
  - iii. Company's Annual Report for the last three years (FY-2020-21, 2021-22 and 2022-23)
  - iv. Letter of authorization to submit the bid (To be uploaded in the Company's letter head with seal and signature)
  - v. GSTR monthly returns for the year 2023-24 (Filed for last 6 months)
5. Bids will be opened as per date /time as mentioned in the **Time schedule of Tender**. After online opening of Technical Bid, the results of their qualification as

well as Financial Bid opening will be intimated later.

- i) The agreement will be in force for a period of one year from the date of award of contract. This office reserves the right to extend the duration of the contract for a further period of 12 months subject to satisfactory performance and on mutually agreed terms and conditions.
- ii) Conditional tenders, late tenders, tenders incomplete or not meeting all the tender conditions specified herein will be rejected.
- iii) This office reserves the right to accept or reject any tender in part or full or without assigning any reasons thereof.

### **Financial Bid.**

1. The financial bid should contain the quotation for maintenance charges per item in terms of whole contract period basis only--- **SCHEDULE OF PRICE (Item rate for Bill of Quantity)** in the prescribed excel format.
2. The financial bid should also mention the total maintenance charges for the whole Contract Period.
3. The amount of Contract should be inclusive of GST and other taxes to be borne by the vendor.
4. No escalation of prices would be permitted on any ground during the Contract period.
5. Price bid undertaking--- ANNEXURE – B (To be uploaded in the Company's letter head with seal and signature)

### **General Terms & Conditions**

1. The contract period will be for one year from the date of award of contract and the rates quoted will remain in force during the period of contract.
2. The scope of work covers Comprehensive Maintenance of Hardware (such as Desktop computers, Printers (including fuser assembly), multifunction devices, servers, scanners, networking components etc., of different make and model) and various software installed in all systems of this office.
3. **A qualified resident service engineer shall be stationed at our office premises. He shall attend to all calls during the time from 9-15 AM till 6-00 PM on all working days.**
4. The resident service engineer shall also be available on Holidays whenever any requirements arise. Prior intimation will be given to the resident engineer, one day in advance.
5. It is the responsibility of the firm to provide standby resident engineer whenever the resident engineer is not available for any reason such as leave etc.
6. The service engineer shall attend to any complaint immediately. As far as possible the repairs shall be carried out on site itself and shall maintain record to that effect.
7. No revision of rates will be entertained during the contract period.

8. The firm shall prepare and maintain at this office premises, a separate log book for each of the machine to be taken under Contract and preventive maintenance.
9. 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.
10. The Contract shall include installation and configuring all software including Operating System, Antivirus and necessary drivers.
11. PC/Printer/Mother Board /CPU may be taken outside the office premises for the purpose of repairs, with prior approval of Superintendent (ICT Section) with necessary permission letter and if not repaired within forty eight hours, the firm shall provide a standby for the same immediately and 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.Entry must be made in the register maintained in the ICT section , to that effect.
12. The Contract will not cover Computer consumables.
13. The Contract is not transferable.
14. Bidders who do not submit ***Annexures A TO D AND TABLES 1,2, AND 3*** along with necessary tender documents will be disqualified for not following the tender process and their Financial Bid will not be opened.
15. **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the TENDER process.**
16. In case of the firm backing out any time during the period of Contract 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.
17. If the firm fails to carry out repairs/provide any standby PC/printer within 3 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.
18. The agency shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men / women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the agency personnel shall be charged to the agency and recovered from its dues / bills.
19. All existing statutory regulations of both Central & State Governments shall be adhered to & complied with by the agency and all records maintained thereof should be available for scrutiny by this Office. The agency shall strictly comply with the terms and conditions of the agreement which will be executed with the successful tenderer. Failure by the agency to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services

- shall result in termination of the contract.
20. 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 Chennai jurisdiction only. This office is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.
  21. This office reserves the right to terminate the services of the firm at anytime without giving any notice whatsoever.
  22. If the services of the firm are terminated due to deficiency of firm, the contract for the remaining period will be awarded to L2.
  23. Not following any of the tender process in any manner will lead to automatic disqualification of the tenders.
  24. 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.
  25. **Earnest Money Deposit (EMD)**: Each tender/Bid should be accompanied by an Earnest Money Deposit (EMD) amounting to Rs. 10,000/- (Ten thousand Rupees Only) which shall be in the form of Demand draft from any Nationalized Bank / Scheduled Bank drawn in favor of “**PAO, GST AND CENTRAL EXCISE, CHENNAI**” payable at Chennai. Cash and cheque will not be accepted. The DD should be valid for a period of 90 days. Quotations received without earnest money shall be summarily rejected without assigning any reason there of and applicant shall not have any right to represent against it, even if, their quotation happens to bear the lowest amount. The earnest money deposit shall be returned to the unsuccessful bidder after the finalization of the contract. Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department or Start-ups as recognized by Department of Industrial Policy and Promotion (DIPP) are exempted from the submission of EMD on submission of relevant documents / certificates.
  26. The successful tenderer shall submit a **Performance Guarantee** either by way of Bank Guarantee or Demand draft within three days from the day of obtaining the contract valid till the end of the contract. The successful bidder shall provide the Performance Guarantee as per the rate existing on the date of entering of the contract. It will remain valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on this deposit.

## **General Information**

1. Audit I Commissionerate, Chennai is a Central Government office and is an ultra-modern state of the art office having over 100+ computers in a centralized air conditioned atmosphere. The systems and other hardware items are kept in very controlled and dust free environment.
2. **All supporting documents should be furnished without fail. This office will not call for any supporting documents not submitted with the bids**

**subsequently. It is therefore advised that adequate care may be exercised in preparing and submitting the bids. It is reiterated that non compliance of any of the conditions mentioned in this document will render the bidder ineligible to participate in the tender process.**

3. Financial/technical bids received without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reject any quotation/ cancel the tender without assigning any reason.
4. The rates quoted should be net and no discount, free services / offers quoted in the quotation will be considered.
5. English version will prevail over the Hindi translation.

### **SUBMISSION OF TENDER**

- i) The tender shall be submitted online in Two parts viz. **Technical bid and Financial bid.**
- ii) All the pages of bid being submitted must be **signed and sequentially numbered** by the bidder irrespective of nature of content of the documents before uploading.
- iii) The offers submitted by Telegram / Fax / Email shall not be considered. No correspondence will be entertained in this matter. After opening of Technical Bid, the original documents as per requirement of the e-tender document will be verified by this office.
- iv) This office reserves the rights to seek any document in original in respect of I.T. Return / Experience / GST Returns for verification at any stage of tender process.
- v) After evaluation of technical bid, bidders will get the information regarding their eligibility / pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to successful bidders. The bidders can check the same from the portal.
- vi) The financial bid of the successful bidders (i.e. qualified in the technical bid) will be decrypted and opened on-line after the pre-scheduled bid-opening time. The bidders will get the information regarding the status of their financial bid and ranking of bidders on the website.

**(H. RAJASEKAR)**  
**ASSISTANT COMMISSIONER**

Copy to:

- i) CBIC website
- ii) Pr.CCO, Chennai Zone website

**ANNEXURE-A**



**TECHNICAL BID DOCUMENT**

(To be uploaded in the Company's letter head with seal and signature)

1	Name of the party	:	
2	Address with Telephone No. / Mobile No. / Fax No	:	
3	Name & Address of the proprietor / Partners / Directors (with Mobile No.)	:	
4	Contact person(s) (with Mobile No.)	:	
5	Details of clients with more than 100 systems in providing Comprehensive Maintenance contract for Computer services (enclose proof such as Performance Reports from clients <b>(Table 3)</b> )	:	
6	Average Annual Turnover for last 3 years certified by Chartered Accountant <b>(Table 1)</b>	:	
7	Permanent Account Number (PAN) (The evidence for filing of IT returns along with Profit & Loss Account & Balance sheet for the last three financial years 2020-2, 2021-22 and 2022-23 to be enclosed)	:	
8	Details of GST Registration along with evidence with GST monthly returns for the year 2023-24 (Filed for last 6 months)	:	
9	List of qualified Engineers in the organization <b>(Table 2)</b>	:	

**DECLARATION**

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.

Date:

Place:

Signature of the authorized person  
(Name and Designation)

**ANNEXURE-B**  
**ENCLOSURE TO THE FINANCIAL BID DOCUMENT**  
**PRICE BID UNDERTAKING**

(To be uploaded in the Company's letter head with seal and signature)

From: (Full name and address of the Bidder)

To,

The Principal Commissioner of GST & Central Excise,  
Audit-I Commissionerate,  
1775, Jawaharlal Nehru Inner Ring Road,  
Anna Nagar Western Extension,  
Chennai-600101.

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.

Yours faithfully

Signature of the authorized person

**ANNEXURE-C****TENDER ACCEPTANCE LETTER**

(To be uploaded in the Company's letter head with seal and signature)

Date:

To,

The Principal Commissioner of GST & Central Excise,  
Audit-I Commissionerate,1775, Jawaharlal Nehru Inner Ring Road ,  
Anna Nagar Western Extension,  
Chennai – 600101.

SIR,

Sub: Acceptance of Terms &amp; Conditions of Tender.

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

Name of Tender / Work: -  
  
\_\_\_\_\_

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned  
"Tender/Work" from the web site(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/ organizations 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-D****UNDERTAKING BY THE BIDDER**

(To be uploaded in the Company's letter head with seal and signature)

I/We undertake that my/our firm M/s .....

has not been **blacklisted** by any Govt. Department / Public Sector Undertaking / Autonomous Body and there has been no litigation with any government department on account of any issues/services.

2. I ..... Son / Daughter / Wife of  
Shri..... Proprietor / Partner / Director /  
Authorized signatory of M/s ..... am competent to sign  
this declaration and execute this tender document.

3. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

4. The information / documents furnished along with the above application are true and correct to the best of my knowledge and belief. I / We, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date :

Signature of the authorized Signatory of the firm

Place :

Company / Office Stamp / Seal

## **Annexure-E**

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

The bidders are required to submit soft copies of their bids electronically on the GeM 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 enroll 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 Enrollment** 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 / 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 offers 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, 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 —offlinell to pay the Earnest Money Deposit(EMD) as applicable 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 filled by all the bidders in the given format.
- 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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking —Freeze Bid Submission in the portal), the portal will give a successful bid submission message.
- 10) Summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 11) 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.

(To be uploaded in the Company's letter head with seal and signature)

**TABLE -1**

S.NO	Financial Year	Total Turnover (in `)	Total Turnover under Annual Computer Maintenance (in `)	GST PAID
	2020-21			
	2021-22			
	2022-23			

**TABLE- 2**

Sl. No.	Name of the Qualified Engineer	Educational & Technical Qualification	Experience in IT Hardware	Contact No. (Mobile)

Signature of the authorized person  
(Name and Designation)



**TABLE -3**

(To be uploaded in the Company's letter head with seal and signature)

**List of Clients with more than 100 Systems where AMC has been undertaken**

S.N O	Name of the Client	Complete Address of the Client	Contact person with Telephone No and Mobile No	Name of the Resident Engineer with Contact No.	Indicate whether the client is private/PSU/Govt. Dept

S.N o.	Name of the Client	No. of Servers	No. of Desktop PCs	No. of Printers	Value of Contract	Period of Contract	CONFIGURATION IN BRIEF

Signature of the authorized person  
(Name and Designation)