

		
<p>वस्तु और सेवा कर एवं केन्द्रीय उत्पाद शुल्क आयुक्त का कार्यालय (अपील-1) OFFICE OF THE COMMISSIONER OF GST AND CENTRAL EXCISE (APPEALS-I) 26/1, महात्मा गांधी मार्ग, नुंगम्बाक्कम, चेन्नै-600 034 26/1, Mahatma Gandhi Road, Nungambakkam, Chennai 600 034 दूरभाष/ Telephone : 044-28331140 फेक्स/ Fax : 044-28331150</p>		

II/(39)/OTH/794/2021-ADMN

Dated: .04.2024

LIMITED TENDER NOTICE

Office of the Commissioner of GST & Central Excise, Appeals I Commissionerate, Chennai 600034, is in the process of concluding the Annual Maintenance Contract for the year 2024-25 for Desktop Computer systems, Printers & Other IT Peripherals. In this regard sealed quotations are invited from the service provider possessing the requisite infrastructure & expertise.

Scope of Work:

The Annual Maintenance Contract for 29 Nos. Desktop systems, 22 Nos. Printers, 6 Scanners, 4 Printer cum Scanners, 26 Nos. UPS & other IT peripherals and other newly purchased desktops and other IT peripherals pertaining to Appeals I Commissionerate, Chennai.

Inspection:

1. The service Provider possessing the necessary infrastructure for servicing & maintenance mentioned above may visit our Official Web-Site www.centralexcisechennai.gov.in for details. The Parties may visit the Office of the Commissioner of GST & Central Excise, Appeals I Commissionerate, GST Bhavan, II Floor, Nungambakkam, Chennai-600034 for any clarification required on any working day under intimation to the Administration wing, Appeals-I Commissionerate, Chennai-600034.

General Terms and Conditions:

1. This office reserves the right to reject any or all quotations without assigning any reasons.
2. This office reserves the right to terminate the contract in the event of unsatisfactory service or violation of contract conditions.



3. The AMC shall cover hardware, LAN and all software support including OS, formatting, & Reinstallation of software, Hardware & Anti virus etc.
4. The rate quoted should be on unit basis for a period of one year.
5. Taxes should be quoted separately.
6. Trouble shooting calls should be attended to and completed within 24 hours of lodging calls.
7. The contractor shall provide **One (1) qualified engineers** be stationed permanently in the premises of the office, **of the Commissioner of GST & Central Excise, Appeals-I Commissionerate, 26/1, Mahatma Gandhi Road, Chennai.**
8. The engineer shall attend the client's office on all working days from **09.15 a.m. to 06.00 p.m.** normally, and in case of necessity, beyond this period and also on holidays. Such work timings / days of necessity shall be notified by this office in advance for **which no extra charges** will be made.
9. The resident 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.**
10. The Agency shall replace the defective hardware spare parts and depute reliable service engineers, who have experience in Hardware & LAN etc.
11. Solution over telephone will not be accepted and the Service Engineers shall visit personally and solve the issues.
12. The welfare of Resident engineers (e.g., Timely payment of salaries and other benefits like ESI/PF etc.) shall be ensured by the contractor.
13. The Agency shall make all efforts to protect data of the desktop client, Servers and Networkork system.
14. No components/spares/computer parts shall be removed/replaced without explicit concurrence from the Competent Authority.



15. No upward revision of rates will be entertained during the contract period.
 16. 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.
 17. The AMC Service Bills shall be submitted on quarterly basis in Triplicate.
 18. This office reserves the right to terminate the services of the firm at any time without giving any notice whatsoever.
 19. If the services of the firm are terminated due to deficiency in quality, the contract for the remaining period will be awarded to next bidder.
 20. Not following any of the tender process in any manner will lead to automatic disqualification of the tenders.
 21. At the expiry of the contract all the equipment under maintenance shall be handed over in working condition.
 22. Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to arbitration by a group of 3 members committee, 2 from Commissionerate side and 1 from party side, failing which the dispute will be subject to Chennai jurisdiction only. The Office of the Commissioner of GST & Central Excise, Appeal-I Commissionerate, Chennai is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.
 23. The agency shall be held responsible for any violation in this regard
Interested parties should possess the following eligibility criteria.
 - (i) They should be registered with GST department, with PAN number and have experience in similar nature of work.
 - (ii) They should be registered with Govt.e-Marketing Portal.
- II. The envelope containing the quotation should be super scribed as



"QUOTATION FOR CONCLUSION OF ANNUAL MAINTENANCE CONTRACT"

and the same should be addressed to "**The Commissioner, Office of the Commissioner of GST and Central Excise, Appeals I Commissionerate, Nungambakkam, Chennai-34**". The quotation should be submitted in a sealed cover to Superintendent (Computer Section) in Room No: 214 of "Office of the Commissioner of GST & Central Excise, Appeals I Commissionerate, II Floor, GST Bhavan, 26/1, Uttamar Gandhi Salai, Nungambakkam, Chennai- 600034 on or before **15.04.2024** by **18.00 hrs.**

- (i) For Clarification if any, the following Officer may be contacted.
a) **Shri. Sanjeev Bharti**, Superintendent, Appeals I Commissionerate, Chennai. **Mob: 9717355980**
- (ii) The sealed quotation will be opened on the next day. The intending firm who would be allotted the tender must be in a position to complete the work within a day upon the receipt of the complaint.
- (iii) The Commissioner of GST & Central Excise, Appeals I Commissionerate has the power to accept / reject any tender without assigning any reason whatsoever and his decision will be final.

Signed by Chenchuraman M

Date: 04-04-2024 13:09:27

(M. CHENCHURAMAN, IRS)

ASSISTANT COMMISSIONER

O/o. COMMISSIONER OF GST & CENTRAL

EXCISE, APPEALS I COMMISSIONERATE,

CHENNAI

Copy to:

1. Superintendent (Computers), Chennai North - for uploading on Official Web Site.
2. Notice Board, CCO/Chennai North and Appeals I, Chennai

