



**OFFICE OF THE ADDITIONAL DIRECTOR GENERAL,  
DIRECTORATE GENERAL OF GOODS AND SERVICE TAX : MUMBAI**

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F. No. I/Adm/DGGST/WZU/AMC-Computers/23/2017-18  
Mumbai, the 1<sup>st</sup> February, 2018

**NOTICE FOR INVITING TENDER**  
**(FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS & PERIPHERALS)**

Quotations are invited from established service providers for Annual Maintenance Contract (AMC) of 16 Desktop Computer Systems, internet connections, wi fi connections, 14 Printers, 1 server and other peripherals in the Directorate General of Goods & Service Tax, Mumbai subject to the following conditions and requirements –

1. The Annual Maintenance Contract (AMC) of Computer Systems, internet connections and Printers etc. in respect of the Directorate General of Goods & Service Tax, Mumbai would be comprehensive i.e. inclusive of repairs and replacement of parts of original equipment installed, without extra payment.
2. The AMC would be for upkeep and maintenance of the hardware installed.
3. The AMC would be to provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipments.
4. The AMC would be for repairs of computer systems, internet connections and printers which are to be carried out at the location of the equipments.
  - a. Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs
  - b. Removal of virus and re-installation of software, if corrupted.
  - c. Any other maintenance work to be undertaken related to the Computers/peripherals.

- d. Deployment of qualified and experienced service engineer on call in the office premises, who would prepare log books for each of the machines to be taken under the AMC and monthly Preventive Maintenance with virus scanning and virus removal. The details of the Service Engineer such as Name, Address, Educational qualification, experience in the maintenance of the Computers should be provided along with copies of the proof.
  - e. Submission of Preventive Maintenance Report from the user/s to the officer in-charge of maintenance of computers.
  - f. Ensuring necessary support for maintaining virus free computer environment in the Directorate Office at Mumbai and help in upgrading Software's/Virus Detection mechanism.
  - g. Responsibility for taking backup of data on suitable devices, programs and application available on the computer whenever necessary before attending the fault and restoring the data, programs and applications after removing the fault to the satisfaction of the user/s. The service provider is to provide storage devices for taking backup and such storage device is to be kept in this office till the end of contract to ensure that data is not misused.
  - h. Restoring all backups to the user under acknowledgement.
  - i. The service engineers is to be prompt in taking up of any reported fault.
  - j. Repairs to be carried out on-site itself. In case the equipment is taken to the workshop, it should be ensured that a stand-by is provided for the same.
  - k. Submission of call sheet duly signed by the user of the system to the computer section after successfully attending the call.
  - l. The responsibility of the service provider would be to ensure all the computers and peripherals work satisfactorily through-out the contract period and also hand over the systems to the Department in working condition on expiry of the contract.
5. It may also be noted that in case the service provider backs out mid-term without any explicit consent of this office, the service provider will be liable to penalty for recovery at higher rates, vis-à-vis, those contracted with it, which may have to be

incurred by this office on maintenance of machines for the remaining period of contract through alternative means.

6. The service provider shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
7. Payment towards AMC would be subject to satisfactory rendering of service.
8. The Additional Director General of Service Tax, Directorate General of Goods & Service Tax, Mumbai shall reserve right to cancel the AMC so allotted, if the services are not found satisfactory.
9. (i) **Earnest Money Deposit of Rs.10,000/- (Rupees ten thousand only)** per application in the form of Demand Draft/Banker's cheque of scheduled Bank drawn in favour of **A. O., D. G. G. S.T, Mumbai** shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case of the successful bidders who withdraws or the details furnished in Annexure-I & Annexure-II are found to be incorrect/manipulated or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.

(ii) Performance Guarantee: The successful bidder has to submit 5% of the contract value as performance guarantee deposit in the form of Bank Guarantee from Nationalized Bank's Demand Draft/Banker's cheque drawn in favour of the Additional Director General - Directorate General of Goods & Service Tax, Mumbai Zonal Unit.

10. All quotations shall be submitted along with Name of Vendor, Registered office Address, Telephone No., Email.id, Service Tax Registration No. & ST No. etc.
11. Technical bid shall include documentary proof in respect of each of the points of Technical Terms & Conditions. Likewise, the financial bid cover shall contain only the rates quoted and their breakup. The rates may be quoted on comprehensive basis for all Computers, peripherals, Printers and Networking.

**12. Sealed tenders under two bid system :-**

- (a) Technical bid containing information relating to all aspects (including all details including vendor's profile, client list, performance report, accreditation letter etc., but excluding details of the price quoted) and
- (b) Financial bid containing the comprehensive price quoted, are invited from eligible vendors, for the maintenance of computer system, hardware peripherals and networking items installed in this office of the Directorate, for the period from 1<sup>st</sup> March, 2018 to 28<sup>th</sup> February, 2019. This intimation can be downloaded from the website [www.cbec.gov.in](http://www.cbec.gov.in).

The Bids, which do not cover AMC for the entire items will be disqualified and will be liable for rejection without any intimation. Technical Bid should cover a general undertaking to accept all the terms and conditions of this Bid Document, as modelled in Annexure-A attached to this document and should be signed by an authorized person of the applicant/vendor. Decision of the competent authority of this office, in respect of further processing of this tender, shall be final and binding on the Vendor. The AMC being Comprehensive in nature, it should be clearly mentioned which parts are covered under free replacement and also should mention clearly which parts vendor does not wish to replace free of cost in Annexure-B. The bidder should accordingly quote his price. No vague terms will be accepted by the department. Annexure-B attached to this Tender Notice should be filled in properly/clearly.

Technical bid shall include documentary proof in respect of each of the points of Technical Terms & Conditions. Likewise, the financial bid cover shall contain only the rates quoted and their breakup and Tender Security. The rates may be quoted on comprehensive basis for all Computers, peripherals, Printers and Networking.

### **13. Opening of Tender Documents**

1. The tender documents, soon after completion of the application period, will be opened in the presence of tender committee formed in this regard. In case where 'technical' bid of a vendor fails, the 'financial' bids will not be opened and may be returned to them as such. Financial bids shortlisted on the above conditions will

be finalized soon thereafter. This office does not bind itself to accept the lowest tender and also reserves the right to -

- (a) **reject any quotation without assigning any reason whatsoever or**
- (b) **order re-tendering afresh.**

**14. Rejection due to incomplete information or counter conditions:**

1. Bids in which any of the furnished particulars and prescribed information of the vendor are inadequate or incomplete in any respect or in which counter-conditions by the vendor are imposed, are liable to be rejected.
2. This tender is not transferable and the successful bidder shall not request for or be allowed, on its own, to devolve or sub-contract or transfer the awarded contract to any other person/vendor either before or after commencement of the contract period.
3. Sub contracting of the AMC is not allowed.

**15. Breakdown calls shall be attended and resolved as per schedule below :**

- a. Call attendance: Within 6 Hrs or if not same day by 6 p.m. (whichever is longer)
- b. Call resolving without parts replacement: From the time of call, within 48 hrs.
- c. Call resolving with replacement of parts: Within 72 hours from time of call.
- d. They should provide support from their respective local offices to our office.
- e. All sorts of problems relating to LAN-Network (except cost of cables) should be sorted as in the case of time-frame for Call resolving without parts replacement.

Preventive Maintenance service is to be carried out every month for all systems and peripherals of the Directorate's Office at Mumbai and the same shall include:

- (i) Checking of functionality of all the keys of the keyboard.
- (ii) Servicing and cleaning of all machines using vacuum cleaner/air blower, brush and soft muslin clothes. Cleaning of CD/DVD drives and checking of the head alignment.
- (iii) Checking of power supply source for proper grounding and safety of equipment.
- (iv) Ensuring that the covers, screws, switches etc., are firmly fastened, in respect of each equipment.

- (v) System scanning against all forms of attacks like virus, malware, spyware, etc.
- f. They should not duplicate the driver-software, nor share the product keys or license information available with this office, nor make them available for other use outside the purview of this office. All such software media if taken from the customer's library should be returned on day-to-day basis.

**16. Quality of replacements:**

Where any items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item / component / part and the empty carton/packing of the same with price label shall be handed over to this office. In case the hardware's brand/model has become obsolete, the same shall be replaced with equivalent or higher-end model of the faulty parts/components.

**17. Time limit for alternative:**

Where the replacement of the entire system with a new one is found necessary, the replacement of the entire system shall be provided within 7 days from the date of the failure of the old system, subject to levy of penalty from the 3rd day. A standby system should be provided during this period to enable the continuity of work and to avoid penalty.

**18. Restoration of hardware including re-installation: time limit:**

In all the cases of replacement of spares for items mentioned in Sl. No 4-C above, replacements must be done within 24 hours including the software re-installation and configuration of all utilities already in use as it existed before the break-down.

**19. Levy of penalty against delayed/failed call resolutions / restoration:**

- a. Penalty will be charged for every downtime of more than 48 hours in each case of desktop or other peripherals, provided that no penalty will be chargeable for the first 24 hours from the time of booking of calls/complaints or wherever an equivalent standby system has been provided after downtime expiry of the first 24 hrs in case of server or 48 hrs in case of others.
- b. If any particular computer/hardware is found to be under repeated failures due to poor servicing or replacement with inferior parts or when

troubleshooting is found to have been performed in piecemeal by the AMC Vendor, such instances will also be subject to levy of penalties. If such repetition occurs more than 3 times in a month causing an aggregate, such aggregate downtime for 7 days or more in each case will invite penalty.

- c. The vendor shall be responsible for assisting the system-in-charge for scheduled back-up tasks/routines.
- d. The AMC vendor should not tamper with the asset code already affixed on the equipments and ensure that asset code is always affixed on all systems under AMC and the same is quoted as reference.

#### **20. Penalty Rates:**

Penalty at the following rates per day or part thereof will be automatically deducted from the quarterly payable amount.

- Rs.250/- for PC
- Rs.250/- for LaserJet / Inkjet printer
- Rs.150/- for Dot matrix printer
- Rs.500/- for Switch/Hub/other network component
- Rs.150/- for any other hardware where the system or printer is in minimum working condition.

#### **21. Period of the Contract:**

- a. This Maintenance Contract shall remain in force from **1<sup>st</sup> March, 2018 to 28<sup>th</sup> February, 2019** or **for less than 365 days**, subject to adherence to all conditions.
- b. At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost.

#### **22. Payment of AMC Charges Schedule:**

The AMC charges will be paid quarterly, after satisfactory completion of each quarter. No demands for revision of rates on any account shall be entertained during

or after the contract period. Any penalty liable to be paid will be deducted at the time of payment of quarterly charges.

The bids should reach this office on or before **14<sup>th</sup> February, 2018 upto 3.00 pm.**

Tenders received after the last date will not be entertained. Technical Bids will be opened on **16<sup>th</sup> February 2018 at 12.00 hrs.** The financial bids of the vendors whose technical Bids are complete and acceptable will be opened thereafter.

Encl: Annexures A & B

( RAM KUMAR )  
ASSISTANT DIRECTOR  
DIRECTORATE GENERAL OF GOODS & SERVICE TAX  
MUMBAI

Copy to  
1. Webmaster, CBEC  
2. Notice Board



## **Annexure – A**

### **DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To

The Assistant Director,  
Directorate General of Goods and Service Tax,  
9th Floor, Piramal Chambers,  
Jijibhoy Lane, Parel, Lalbaug,  
Mumbai – 400 012.

Madam,

I have carefully gone through the terms and conditions contained in this tender notice for Comprehensive on- site Annual Maintenance Contract (CAMC) for Computers, Peripherals and Networking installed in various offices/locations under the jurisdiction of The Directorate General of Goods and Service Tax, Mumbai.

I declare that all the terms and conditions of the tender notice are acceptable to our company. Our company does not impose any terms and conditions of its own in respect of this bid being submitted for AMC.

I further certify that I am an authorized signatory of the company and I am therefore competent to make this declaration.

Signature of the Authorised Signatory

## Annexure – B

**Please mark the appropriate column as “Yes” or “No” as applicable for those specific parts**

Sr. No.	Name of part/component of computer/laptop/printer	Free replacement	Paid replacement
1	SMPS		
2	RAMS		
3	HARD DRIVE		
4	CARDS		
5	CIRCUIT BOARDS		
6	MOUSE		
7	KEY BOARD		
8	LOGIC CARD		
9	Any other component which will be supplied as free replacement		

Signature of the authorized signatory