

**DIRECTORATE GENERAL OF GST INTELLIGENCE (HQRS)
WEST BLOCK-8, WING 6, R.K.PURAM, NEW DELHI-110066**

D-428/CE/23/2012-Admn

Dated: 15.1.2018

NOTICE INVITING TENDER NO 07/2017

**Subject: Annual Maintenance Contract (AMC) of Computers, Printers & Laptops and
Other Accessories**

Electronic tender applications are invited for the Annual Maintenance Contract for computers, printers and laptops and other accessories installed in the office of the Directorate General of GST Intelligence (DGGSTI) Hqrs located at West Block-8, Wing 6, R.K. Puram, New Delhi-66. The applicants/tenderers can download the copy from <https://eprocure.gov.in/cppp/>. The search for Directorate General of GST Intelligence (Hqrs) can be done by the name of Directorate General of Central Excise Intelligence (Hqrs) on the portal <https://eprocure.gov.in/cppp/>. The general scope of work includes.

- a) Upkeep and maintenance of softwares installed in this Directorate.
 - b) Upkeep and maintenance of the hardware installed.
 - c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
 - d) Repair at the location of the equipment.
 - e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
 - f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software.
 - g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
 - h) Any other maintenance work to be undertaken related to the computer/peripherals.
2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e **Technical Bid** and **Financial Bid** electronically only.
 3. The list of computers, printers and laptops is enclosed in **Annexure-II**.
 4. The Technical and Financial terms and conditions of AMC shall be as follows:
 - (i) Customer satisfactory certificate (minimum 01 No. of Copy) issued by the Government Department must be submitted. The tenderers should have minimum experience of serving 50 computers in AMC in one Government

Organization in a year within a period of last three years. Complete details of the experience of AMC with Government department should be submitted.

- (ii) The address of the workshop with telephone numbers at New Delhi must be submitted.
- (iii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- (iv) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement.
- (v) The applicant firm should be a registered firm with registrar of companies or any other authority.
- (vi) The firm/company should produce the self attested photocopies of documents related to PAN, GSTIN, etc. as per the technical bid (Annexure I).

5. The other terms and conditions for the AMC shall be as under:

- (i) The vendor will provide one qualified technician, with experience in windows software and linux software and maintaining computer equipments in Govt./PSU Sector, on all the working days from 9.30 AM to 6.30 PM for attending and redress of complaints. The details of the name, address, educational qualifications, training certificates, experience of the qualified technicians, are to be provided by the vendor/ tenderer. The technician shall also be available on holidays as per requirement of this Directorate. Technician shall be equipped with mobile phones to ensure their availability. An amount of Rs. 500/- will be deducted if the technician remains absent/leave and no substitute is provided.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by this Directorate, based on the performance of the service provider.
- (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis.
- (iv) The technician would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (v) If the firm fails to carry out repairs within 48 working hours, to the satisfaction of the user, a penalty of Rs. 500/- (Rupees Five Hundred only)

per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired.

- (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in this Directorate and help in upgrading the Software's/Virus Detection mechanism.
- (vii) It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Directorate in working conditions on the expiry of the contract. In case any damage on the systems of the Directorate is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (viii) An Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand only) through a Demand Draft on any scheduled bank in Delhi drawn in favour of DDO, DGGSTI (Hq), New Delhi must accompany the financial bid. Financial bid received without EMD will not be considered. Earnest money received from unsuccessful tenders will be returned without interest on demand. The successful tenderer (L1) shall submit a performance security of Rs 20,000/- (Rs Twenty Thousand Only) in the form of demand draft in favour of DDO, DGGSTI (Hq), New Delhi. The security deposit will be refundable without interest after successful completion of the contract to the adjustment of dues against the contractor.
- (ix) The act of backing out of the L 1 awardee during the period of tender would automatically debar the firm from any further dealing with this Directorate for next three years and performance security amount would also be forfeited.
- (x) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

6. *The interested firms may apply for the tender electronically(as per the critical datesheet) over the portal <https://eprocure.gov.in/cppp/>. The search for Directorate General of Goods and Services Tax Intelligence (Hqrs.) can be done by the name of Directorate General of Central Excise Intelligence (Hqrs.). No hard copies shall be accepted.*

7 Bids shall be opened over the same portal. Technical bids shall be opened at the first instance. Financial bids of only technically qualified bidders shall be opened for further evaluation and awarding of contract.

8. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail/ By Hand" will not be accepted.

9. No discount or free services/offers quoted will be considered. **The rate must be quoted per piece per annum of each item of hardware.** The total annual value without taxes, applicable taxes and grand total annual value of AMC (in Rs) should be shown separately. For comparing quotation of different parties the grand total annual value will be considered for arriving at the L1. The tender is not transferable.
10. This Directorate reserves the right to accept or reject any or all tenders without assigning any reasons.
11. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering into contract is in working condition.
12. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
13. The contractor shall be responsible for the payment of the salary of the resident technician. **This Directorate shall not be responsible for payment of salary, allowances, or any statutory charges to the technician. Statutory compliance with respect to the technician shall be the sole responsibility of the vendor.**
14. Both the parties (this Directorate and the tender awardee) can break from the contact agreement with one month of proper notice. **In case of any dispute, the decision of the Additional Director General (Admn) of this Directorate shall be final and binding on both the parties.**
15. This Directorate is located at West Block VIII, Wing VI, R K Puram, New Delhi in 14000 square feet in two floors and is in the process of shifting from the current location to another location which will be around 5- 10 kms of North Block in Central Delhi. One of the locations under consideration is Jeevan Bharti Building with a space of 26,000 square feet in three floors. The contractor shall be providing all possible support during shifting of this office to the new location and shall continue to provide his services at the new location without any additional charge.

16. It shall be the responsibility of the tenderers to comply with all the relevant rules and regulations of the Government. Further the vendor shall ensure that he/ she complies with and submits all the relevant taxes on time; without any liability of this office.

B Mamgain
(Bhaskar Mamgain)
Administrative Officer

ANNEXURE I TECHNICAL BID

| | | |
|---|---|--|
| 1 | Name of the Firm | |
| 2 | Complete Address, Telephone and email | |
| 3 | Full name of the authorized signatory, residential address, mobile number and email | |
| 4 | Copy of the PAN | |
| 5 | Copy of GSTIN | |
| 6 | Details of the EMD | |
| 7 | Complete details of the experience of providing AMC services to Government Departments (minimum criteria is atleast one certificate in the last three years for AMC covering minimum 50 computers at one site at one time). Please provide number of years and number of computers for each government department. | |
| 8 | Whether the firm / owner has faced any FIR, Criminal cases, searches and raids by any government agency - tax, evasion notices, legal disputes etc with the government in the last 5 years. If yes please give details. | |

Signature with stamp

ANNEXURE II FINANCIAL BID*

| <u>S No</u> | <u>Description of the item</u> | <u>Quantity</u> | <u>Annual Rate per item in Rs (without tax)</u> | <u>Sub Total in Rs (without tax)</u> |
|--|---------------------------------------|------------------------|--|---|
| 1 | I5 systems | 36 | | |
| 2 | I3 Systems | 14 | | |
| 3 | Dual Core Systems | 8 | | |
| 4 | Core 2 Duo Systems | 6 | | |
| 5 | P IV System Systems | 1 | | |
| 6 | I 7 Systems | 1 | | |
| 7 | Laser Printer | 45 | | |
| 8 | Deskjet Printer | 3 | | |
| 9 | Inkjet Printer | 2 | | |
| 10 | Laptop | 5 | | |
| <u>Total annual Value without tax(Rs)</u> | | | | |
| <u>Taxes Applicable(Rs)</u> | | | | |
| <u>Grand Total Annual Value (Rs)</u> | | | | |

* The total annual value without tax, applicable taxes and grand total annual value of AMC (in Rs) should be shown separately. The grand total annual value of the AMC will be compared for deciding the L1 bid. In case of a tie in the Grand Total Annual Value of AMC the bidder having greater amount of experience of providing AMC service to Government Departments will be preferred.

Annexure III

Document Download:

Tender documents may be downloaded from Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled/registered in e-procurement should enrol / register before participating through the website <https://eprocure.gov.in/eprocure/app>.

CRITICAL DATE SHEET

| | |
|---|-----------|
| Published Date | 23.1.2018 |
| Bid Document Download / Sale Start Date | 23.1.2018 |
| Bid Submission Start Date | 23.1.2018 |
| Bid Document Download / Sale End Date | 23.2.2018 |
| Bid Submission End Date | 23.2.2018 |
| Bid Opening Date | 25.2.2018 |

Bid Submission:

Bids shall be submitted online only at CPPP website:

<https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Annexure IV

FINANCIAL BID

PRICE BID

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of BOQ_XXXX .xls

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, Annexure II inclusive of all applicable taxes.
4. I/We undertake that I /We have carefully studied all terms and conditions of the tender and shall abide by them. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.

Yours Faithfully,

Signature of
authorized
Representative

Annexure V

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & 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/ organisation 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. In case any provisions of this tender are found violated, then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure VI

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP 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 Enrolment" 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 / TCS / 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 DSCs 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 covers 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, annual reports, auditor certificates 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 "offline" to pay the tender fee / 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 downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the sky blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
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 openers 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 (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. 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. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.