

Telephone: Fax:	044-2833 1054 044-2833 8573		Visit us at <a href="http://centralexcisechennai.gov.in/">http://centralexcisechennai.gov.in/</a> e-mail ID : <a href="mailto:chennai3cex@rediffmail.com">chennai3cex@rediffmail.com</a>
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**GOVERNMENT OF INDIA : MINISTRY OF FINANCE**  
**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE : CHENNAI-III COMMISSIONERATE**  
26/1, Mahatma Gandhi Road : Nungambakkam : Chennai - 600 034.

C.No. IV/16/01/2014-Comp.

Date: 14/01/2014

## **// TENDER INVITATION //**

**Sub: CENTRAL EXCISE – Annual Maintenance Contract (AMC) for Computers, Printers and other related accessories for Chennai – III Central Excise Commissionerate for the financial year 2014-2015 – Regarding.**

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This Commissionerate (includes Hqrs. Office, Divisional Offices and Range Offices) has got a wide range of PCs and other Computer related accessories/Peripherals (including Printers). It invites sealed quotations under Two Bid Systems (“**Technical**” and “**Financial(Price)**” Bids) from system integrators for managing and providing support for Annual Maintenance Contract (AMC) of desktop Computers, Laptops, Printers and peripherals as described in the **Annexure-A**. The period shall be for about **12 months** from “**01.04.2014 to 31.03.2015**” for the financial year **2014 - 2015**. The Tender Document can be downloaded from the Website: [www.centralexcisechennai.gov.in/chennai3](http://www.centralexcisechennai.gov.in/chennai3).

### **TERMS AND CONDITIONS:**

#### **1. Details of Bid:-**

- |  |   |
|--|---|
| a). Tender Reference                           | : C.No.IV/16/01/2014-COMP.  |
| b). Last date and time of receipt of bid       | : March 11 <sup>th</sup> , 2014, 16:00 Hrs.   |
| c). Date and time for Opening of Technical Bid | : March 12 <sup>th</sup> , 2014, 11:00 Hrs.   |
| d). Date & time for Opening of Commercial Bid  | : March 12 <sup>th</sup> , 2014, 16:00 Hrs.   |
| e). Place of receiving the Bid                 | : <b>The Commissioner of the Central Excise,<br/>Hqrs. Computer Section,<br/>Chennai III Commissionerate,<br/>5<sup>th</sup> Floor, Annex Building,<br/>No.26/1, Uthamar Gandhi Road,<br/>Nungambakkam, <u>CHENNAI – 600 034.</u></b> |



## 2. Bidding Procedure:

- a). Bids are invited in Two Bid Systems, (1) **Technical** and (2) **Financial(Price)**. This shall be sealed separately and enclosed in a single sealed envelope.
- b). **Technical Bid** consisting of all technical details along with commercial terms and conditions against list of items mentioned in the Annexure-A.
- c). **Financial(Price) Bid** indicating item-wise price for the items mentioned in the technical bid. This shall be submitted as list mentioned in the Annexure-A with details as **particulars of Items, Quantity, Rate per unit** and **AMC Rate**. Rate list should be mentioned for **each zone** along with **abstract**. Abstract should be submitted with the compilation for each zone along with nomination of Resident Engineer.
- c). Sealed Bids shall be received not later than **16:00 hrs. on March 11<sup>th</sup>, 2014**. **No Bids will be accepted after this date and time under any circumstances**. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- d). **Technical Bids** of all the tender will be opened on pre scheduled date, time & venue. **Financial (Price) Bid** of only successful Technical Bids will be opened on pre scheduled date, time & venue as mentioned above.
- e). All relevant rules and regulations of Government of India on tenders will be final and applicable & binding on all bidders.

## 3. Terms and conditions:

- a) **Four qualified Resident Service Engineers** with degree or diploma in computer/electronics/telecommunication engineering with an experience of not less than 3 years in computer hardware as well as software maintenance should be posted one in each zone (i.e. Hqrs. Office as **zone-1**, Tambaram-I&II as **zone-2**, Vellore & Ranipet as **zone-3** and Hosur-I&II as **zone-4**) should be posted permanently between **9:00 AM to 06:00 PM on all working days**. If required, they will have to stay back after office hours and even on holidays too, to attend to any emergency work. If the resident engineers are on leave, proper substitutes should be provided, otherwise a penalty charge of 1% of the total AMC charges will be deducted per day from agreed payment
- b) The Resident Service Engineers should maintain Log Registers of all calls attended / Pending issues / Preventive maintenance records and details of all replacement of spares and should forward to Hqrs. Office through proper channel for settling the AMC payments. Report from even one zone is pending, the settlement for the quarter will be kept pending.
- c) If the faulty components / Computer(s) are not rectified within the same working day, necessary equivalent stand-by components / computer(s) shall be provided on the

following day for smooth functioning of office work and the original component / computer(s) taken shall be returned within a week's time after rectification. Otherwise, penalty of 2% of the total AMC charges will be deducted per day from agreed payment, against downtime of more than 24 hours in an individual case where standby is not provided.

- d) The AMC shall cover comprehensive contract for all parts of the machine including parts such as Printer Heads / Teflon Sheets / Key Boards / Mouse, etc. and shall include preventive maintenance. The schedule of preventive maintenance shall be as follows:-
- i. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
  - ii. Running of test programmes to ensure quality, proper working of the machine including parts.
  - 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. Shifting of equipment as and when required.
  - vi. Running of diagnostic software for system performance.
- e) Maintenance shall include installation of all kinds of Software including O.S., Anti Virus software, periodical virus scanning, etc., the software for which will be provided by this Office.
- f) No components(s) / Spare(s) / Computer(s) shall be removed without informing the competent authority.
- g) Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the Contracted Services to the Purchaser. No tax or duty will be payable by the Purchaser.
- h) No TA / DA / any other Allowance will be paid to the staff of the Contractor.
- i) Payments will be made on quarterly basis only after satisfactory completion of each Quarter viz., "1<sup>st</sup> Quarter will be April 2014 to June 2014, 2<sup>nd</sup> Quarter will be July 2014 to September 2014, 3<sup>rd</sup> Quarter will be October-2014 to December-2014 and 4<sup>th</sup> Quarter will be January-2015 to March-2015".
- j) The agreement shall be in force "till 31.03.2015" and is liable to be terminated at any time by giving notice of one month by either party.
- k) In case of any constrained situation during the above period, if the no. of Computer(s) / Printer(s) / other related parts / peripherals are reduced, then the AMC amount would be reworked accordingly on pro-rata basis and payment would be made based on the reworked amount, for the remaining period.

- l) A Comprehensive Memorandum of Understanding (MoU) shall be signed, if AMC is awarded.
- m) Contractor must have sufficient numbers of qualified and experienced engineers and a list of those engineers with qualification and experience must be enclosed with technical bids.
- n) List of Clientele with Name & Address, Contact Tel. No. of the clients shall be submitted at the time of submission of quotations.
- o) In addition to the aggregate rate quoted, the item/Unit wise rate should also be indicated in the quotation.

#### 4. Eligibility/Qualification Criteria:

- a). The bidder shall preferably be a Government Department / organization / Society (registered under established relevant central Acts) or those who have been approved by any Government Department / organization.
- b). The bidder shall have to provide services required at Four Zones as mentioned in Sl.No.3.
- c). The bidder should have experience preferably in system integrator managing and providing support for network equipment including Hardware, Software and peripherals of existing IT hardware at least in one Government organization.
- d). The bidders who are registered/approved by any Government department/ organization will be given preference.
- e). The firm may enclose sufficient documents regarding execution of Government work order, specifically maintenance of Network/computer hardware etc.
- f). The bid may be rejected on not meeting any one criteria mentioned above or the terms and conditions mentioned above.

#### 5. Submission of Bids / Opening of Bids:

- a) The first envelope shall be super scribed with the name of work and the words "Technical Bid" in capital letters. The first envelope shall be opened on the date of opening of tender as mentioned above. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender.

- b). The second envelope shall be super scribed with the name of work and the words "**Financial (Price) Bid**" in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.
- d). Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid.
- e) The firms who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. "**Financial(Price) Bid**", if the opening of commercial bid could not be conducted on the scheduled date and time.
- f). All offers shall be made available in **hard and soft** copies as specified in the technical specifications and should be **signed by the authorized signatory** of the firm on **all pages of the hard copy and must have page numbers on each page properly.**
- g). All prices and other information in this regard having a bearing on the price shall be written **both in figures and words** in the prescribed offer form.
- h). Late submission of bids will be rejected.
- i). No modification in the bid shall be allowed after the deadline for submission.
- j). Bidders shall furnish clause-by-clause commentary on all clauses of Bid Document including Technical Specifications and **must specify the reference page number.**
- k). Any **firm will not be allowed to participate in the bid**, if the firm is having any **pending issue / disputes in this office, like, pending of work, technical, financial issues** etc.
- l). The bidders' representatives who will be present shall sign in the designated register evidencing their attendance. In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.

## 6. The following Services are not included in the Maintenance Service:

- a). Neglect or misuse, including use of the machines for purposes other than, for which they are designed.
- b). Alterations, including any deviation from original Machine design unless authorized by Successful Bidder and Damage caused by rodents or natural disaster.

**7. Service warranty:**

- a). The bidder should cover services provided including the quality of workmanship under warranty.
  - b). The successful bidder will not be allowed to frequently change the hardware/resident engineers.
8. All envelopes placed inside the main envelope should be separately sealed and stamped. The sealed envelopes must be super-scribed with the following information:
- Type of offer (Technical or Commercial):
  - Tender Reference:
  - Name and address of Tenderer:
  - Date of submission of Tender Offer and Time:

  
(D. VENKATESWARA REDDY)  
ADDITIONAL COMMISSIONER (P&V)  
CHENNAI III COMMISSIONERATE

**Encl:** Annexure-A showing number of Computers, Printers and Laptops with their location and full address.

**To**

All Notice Boards in Chennai I / II / III / IV / Service Tax / LTU Commissionerates.

**Copy to**

The Home Page of Internet, Chennai-I Commissionerate.

**Annexure A**

S.No.	Headquarters / Division	Address	PC (Personal Computer)						Printers						
			Laptop	Compaq	HP	ACER	HCL	Total	Dot Matrix	Laser Jet	All-in-one	Ink-jet	Desk jet	Xerox Phaser	Total
1	Headquarters	Nungambakkam	11	0	59	0	2	72	5	26	3	0	1	21	56
2	Tambaram I	Plot No.40, Ranga Colony, Rajakilpakkam, Chennai - 73	1	8	4	1	0	14	0	11	0	0	1	1	13
3	Tambaram II	Plot No.40, Ranga Colony, Rajakilpakkam, Chennai - 74	1	3	11	0	0	15	0	10	0	0	0	3	13
4	Vellore Division	Central Revenue Building, Barracks Maidan, Officers Line, Vellore - 632 001		7	6	4	2	19	5	9	0	0	0	4	18
5	Ranipet Division	No.161/1, SIPCOT Industrial Complex, Ranipet - 632 403.		6	6	2	5	19	0	10	0	0	0	4	14
6	Hosur I Division	Central Excise, Thally Road, Hosur - 635 109.	0	6	6	2	3	17	0	9	0	0	0	0	9
7	Hosur II Division	67/A, SIPCOT, Phase I, Hosur - 635 126.	0	0	16	0	1	17	2	0	1	1	1	0	5
	<b>Total</b>		<b>13</b>	<b>30</b>	<b>108</b>	<b>9</b>	<b>13</b>	<b>173</b>	<b>12</b>	<b>75</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>33</b>	<b>128</b>