



GOVERNMENT OF INDIA
Ministry Of Finance
Department Of Revenue

COMMISSIONER OF CENTRAL EXCISE, CHENNAI IV
MHU Complex, 692, Anna Salai , Nandanam, Chennai 600 035
Phone 2431 2041 Fax 2431 2797

C.NO.03/2016

Dated : 11 /03/2016

**Tender Document for Annual Maintenance Contract Of
Computers, Peripherals, Printers, Multifunction Devices, And Local Area Network
At Office of Commissioner of Central Excise, Chennai IV**

Commissioner of Central Excise, Chennai IV invites sealed quotations from reputed firms / companies engaged in the business of providing preventive and breakdown maintenance of computer systems for its Desktop Pcs, Printers, Multifunction Devices, Local Area Network including LAN switches installed in commissionerate and its divisions and ranges detailed in the Annexure A, for a period of one year from 1.4.2016 to 31.3.2017.

The tender forms complete in all respects should be submitted to the Commissioner, MHU Complex, 692 Anna Salai, Nandanam by 17.00 hrs on 28.03.2016. The list of computer hardware items to be covered under the AMC is provided in Annexure A & B.

Tenders will not be accepted after the time and date fixed for the receipt of tenders.

Prerequisites for the tender

1. The tender quoted should include repair of all components/parts of hardware items including keyboard and mouse.
2. The firm should be registered with Central Excise & Service Tax Department.
3. The firm should be in existence for a minimum of three years in the field of Computer Service Maintenance.
4. The firm should have executed three AMCs satisfactorily for Government Department or PSU of 100 or more computers connected in LAN in the last five years.
5. The firm's AMC should not have been terminated due to deficiency of service in the last five years.
6. The firm must have expertise in onsite maintenance and repair of computers (Windows Vista / Windows 7 / Windows 8), Laptops, LaserJet Printers, network components and other hardware parts and accessories.
7. The following documents should be provided along with tender quotations.
 - i. Service Tax Registration Certificate Copy
 - ii. Copies of AMC contract with Other government Departments where AMC had been undertaken in respect of desktop pcs of 100 nos or more
8. The bid should contain the item wise rate in terms of yearly basis only.
9. The bid should also mention the total maintenance charges for the whole year showing tax components separately.
10. Price quoted shall separately mention all taxes and levies applicable.
11. No escalation of prices would be permitted on any ground during the AMC period.

General Terms & Conditions

1. The contract period will be for one year from 1.4.2016 to 31.3.2017 and the rates quoted will remain in force during the period of contract.
2. Two qualified resident service engineers shall be stationed one at the office of the Commissioner of Central Excise, Chennai IV premises and another at C-48 II Avenue, TNHB Complex, Anna Nagar. They shall attend to all calls during the time from 9-15 AM till 6-00 PM on all working days.
3. The resident service engineers shall also be available on Holidays whenever any requirements arise. Prior intimation will be given to the resident engineers, one day in advance.
4. It is the responsibility of the firm to provide standby resident engineers whenever the resident engineers are not available for any reason such as leave etc.
5. The service 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.
6. No revision of rates will be entertained during the contract period.
7. 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.
8. The AMC shall include installation, configuring all software's including Operating System and antivirus software's and installation of necessary drivers.
9. 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.
10. The AMC will not cover Computer consumables.
11. The AMC is not transferable.
12. The tenders shall be addressed to the Commissioner of Central Excise, Chennai IV Commissionerate, 5th floor, MHU Complex, 692, Anna Salai, Nandanam, Chennai-600 035.
13. Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.

14. **The sealed tenders shall be submitted in this office either by post or in person so as to reach on or before 28-03-2016, 5.00 PM.**
15. In case of the firm backing out any time during the period of AMC 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.
16. 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.
17. 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 Commissionerate of Central Excise, Chennai IV is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.
18. If the services of the firm are terminated due to deficiency of firm the contract for the remaining period will be awarded to L2.

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 in the AMC process.


(R MUKARRAM SHERIFF)
ASSISTANT COMMISSIONER

Copy to

The PRO, Chennai I/II/III/IV/Service Tax Commte/ADG systems
Chennai for putting up in the notice board of the respective
Commte.Superintendent, Computer Sn, Chennai for uploading on
website.

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ANNEXURE A

IT Hardware Locations in Chennai IV commissionerate

SI No	Name of office	Address
1.	Commissioner of Central Excise, Chennai IV	MHU Complex, 692, Anna Salai, Nandanam, Chennai 600035
2.	Perungudi Divisional offices & its Ranges	EVR Periyar Maligai IV Floor, 690, Anna Salai, Nandanam, Chennai 600035
3.	Chrompet Divisional offices & its Ranges	III Floor, Guna Complex, 445, Anna Salai, Teynampet, Chennai 600018
4.	Tambaram Divisional Office & its Ranges	No. 40, Ranga Colony, Rajakilpakkam, Tambaram Chennai - 73 (1 & 3 Floor)
5.	Sriperumbudur & Oragadam Divisional Offices	C-48 II Avenue, TNHB Complex, Anna Nagar, Chennai -40 (1 st & 2 Floor)
6.	Sriperumbudur & Oragadam Ranges	Plot No.40, Opp. To BDO 's Office, Trunk Road, Poonamallee, Chennai -56 (2 & 3 Floor)



ANNEXURE B

Installations of IT Hardware in Chennai IV commissionerate

Sl No	Name of the Office	Desktop Pcs	All in one Desktop	Laptop	HP Laserjet	HP color Laserjet	HP Inkjet Printer with Scanner	HP Laser printer with Scanner	Network Switch
1	Commissioner of Central Excise, Chennai IV	45	2	13	26	3	1	1	3
2	Perungudi Divisional offices & its Ranges	10		-	10	-	-	-	1
3	Chrompet Divisional offices & its Ranges	10		-	9	-	-	-	1
4	Tambaram Divisional Office & its Ranges	12		-	10	-	-	-	1
5	Sriperumbudur & Oragadam Divisional Offices	14		-	11	-	-	-	2
6	Sriperumbudur & Oragadam Ranges	9		-	9	-	-	-	1
		100	2	13	75	3	1	1	9