

Office of
The Pr. Chief Controller of Accounts
Central Board of Indirect Taxes & Customs
1st Floor, 'B' Wing, DGACR Building,
I.P. Estate, New Delhi-02
Tele: 2370 2311
Email:prccacbec1@gmail.com

No. E-I/CBIC/IT/AMC/83/2020-21/112

Dated: 08/07/2021

Notice Inviting Quotations

Sub:- Notice Inviting Quotation for Providing Comprehensive AMC of computers and peripherals in O/o Principal Chief Controller of Accounts, CBIC and its attached office in Delhi, NOIDA and Ghaziabad.

Online Quotation, in a two bid format on behalf of the office of the Principal Chief Controller of Accounts, CBIC are invited from reputed Firms/Agencies for providing Comprehensive AMC with details of the hardware to be put under AMC given in table as per terms and conditions attached:

PAO	O/o Pr. CCA, CBEC HQ, New Delhi	PAO CGST, New Delhi	PAO, DGPM, New Delhi	PAO, DDM, New Delhi	PAO, CUSTOMS, New Delhi	PAO, CGST NOIDA	PAO, CGST, GHAZIABAD	TOTAL
COMPUTERS	89	6	10	4	21	6	6	142
PRINTER	78	10	8	1	11	5	3	116
UPS	5	6	0	0	0	1	2	14
SERVER	2	3	2	2	3	3	2	17
SCANNER	1	0	1	0	1	3	0	6
MONITOR	0	12	0	0	0	0	0	12
CPU	0	9	10	4	0	0	0	23
SERVER(UPS)	0	1	0	0	0	0	0	1
TOTAL	175	47	31	11	36	18	13	331*

• **Details of Make & Model are as per Annexure-IV.**

In addition to that the AMC providing firm shall have to maintain the networking, LAN, internet connectivity, technical assistance in e-payment and solving the problems in various software installed in Central Government Ministries/Departments of various ministries.

The services of **two (02) resident engineers** shall be required to look after the AMC work in office hours (09:30 AM to 06:00 PM). The engineers will be stationed at the Estt-I Section in DGACR Building, IP Estate, New Delhi to attend the calls. Salary/Wages are to be borne by the Company.

Service providers are therefore, requested to quote their price for the AMC of above hardware. The financial bid shall be opened for only those firms who are found to be technically qualified.

Schedule: I.

I	Date of publishing Bid	08/07/2021
II	Bid submission start date	08/07/2021
III	Bid submission End date	29/07/2021
IV	Technical Bid open date	30/07/2021
V	Financial Bid open date	04/08/2021

Interested Agency shall obtain the Notice Inviting Quotation (NIQ) on the central public procurement portal **www.eprocure.gov.in** and ARPIT website **www.arpit.gov.in**. Bidders may submit their concerned documents only on CPP portal i.e **www.eprocure.gov.in**. The uploaded documents should be legible.

This NIQ has consisted six (06) annexure along with General Terms & Conditions.

O/o Pr. CCA, CBIC reserves the right to amend or withdraw any of the terms and conditions contained in the Quotations Document or to reject any or all Quotations without giving any notice or assigning any reason. The decision of the Head of Department of this office in this regard shall be final and binding on all.

(Y.P. Singh)
Sr. Accounts Officer
Roshan
07/07/21

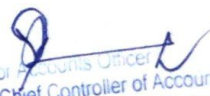

Copy to:

1. Central Public Procurement Portal.
2. GST (IT), CBIC, New Delhi for publishing on ARPIT portal.
3. Notice Board.

General Terms and Conditions

1. The firm shall provide **two resident Engineers** permanently stationed at Estt.-I Section, DGACR Building, IP Estate, New Delhi-110002, for the monitoring and maintenance of hardware, software, Networking and other technical solutions as and when required.
2. Minimum Qualification of the Resident Engineers should be Graduate.
3. The firm should have experience of AMC with any Central Government Ministries/Departments of various ministries for at least 03 (Three) years.
4. Frequent change of engineers will not be allowed, in normal circumstances. Their wages would not be less than the Minimum Wages regulated by Delhi Govt.
5. The firm shall provide the services to all places mentioned in the NIQ and no extra charge will be paid.
6. Successful bidder will be required to furnish **PERFORMANCE SECURITY @ 3%** of the value of contract as quoted in the bid document in the form of Bank Guarantee or Fixed Deposit Receipt from any Commercial Bank, which should be valid for at least 60 days beyond contract period and would be returnable after completion of the contract period subject to fulfilment of terms & conditions of the contract and any deductions that may be decided by competent authority. These must be drawn in favour of "**Pay & Accounts Officer (HQ), CBEC, New Delhi.**"
7. No TA will be given to the firm for the movement of the service engineer.
8. There is no provision for Advance Payment.
9. The firm will attend all calls on the very same day from the PAOs.
10. The Agency shall raise the bill in triplicate, duly pre-receipted on Revenue Stamp of One Rupees (Rs.1/-).
11. Resident engineers of the firm shall be placed under Pr.AO (Admn). The resident engineer shall maintain proper service call sheets/logbook which will be duly signed by the engineer and the user of the equipment.
12. Resident engineers will attend all the services in PAOs, under intimation to Senior Accounts Officer (Estt.).
13. The timing of resident engineers would be **9.30 AM to 6.00PM** on working days.
14. The Contract shall be comprehensive in nature, i.e. the rates quoted will cover the maintenance of operating system, software installation virus checking/elimination configuration of interval/e-mail on computers, configuration of file tracker and cost of all spare parts including Mother Board except consumable, plastic parts, printer bands, fuser assemblies, roller of printer, printer head, scanner tube, HDD media and battery.
15. If any hardware is not repaired within 12 hrs from the date of complaint, the firm will provide a standby for the same, so that the work may not suffer.
16. Quarterly cleaning and maintenance of all the PCs, Servers, Faxes UPS and Printer will be done by the firm.

17. The AMC charges shall be payable to the service provider in **four equal quarterly instalments** at the end of three months/each quarter of AMC period **on production of satisfactory reports** from the concerned users.
18. TDS and Education Cess as applicable shall be deducted as per the provisions of Income Tax Department.
19. The payment will be made as per the approval rate+ GST extra.
20. The Head of Department reserves the rights to terminate the AMC without assigning any reason after giving fifteen days notice to the firm.
21. If there are more numbers of calls to be attended on a particular day, the firm should depute additional engineer for the same.
22. The work of Repair/Maintenance of Networking will be done free of cost by the firm.
23. To be technically qualified, the firm should fulfil all the conditions in Technical Bid Format in Annexure-II.
24. The award of contract shall be given to the firm quoting lowest price (L1). The financial bids of only those firms qualifying the technical bid shall be opened. In case more than one bidder quotes the same rates, resulting in a tie, the lowest bidder will be decided on the basis of draw of lots in the presence of the bidders.
25. Disputes, if any shall be settled within the jurisdiction of Delhi.
26. The tender is initially for a period of one year and may be extended for another one (01) year only on satisfactory performance during Tender Period on the same terms and conditions and rates.
27. The firm must not be debarred by the Department of Commerce or Ministry/Department concerned.
28. The firm should fill all the details correctly in the attached format and submit all necessary documents accordingly.
29. The registered office should be located in DELHI-NCR with service center.
30. The firm has to furnish "Bid Security Declaration" as per Annexure-V.
31. Bid shall be valid up to 90 days from date of opening of Financial Bid. If the firm withdraws or modify their bid during the period of validity, they shall be suspended for one (01) year from the date of withdraw/modification of the bid.



Senior Accounts Officer
O/o Principal Chief Controller of Accounts
Central Board of Indirect Taxes & Customs
DGACR Building, I.T.O., New Delhi-110002

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Annexure-I

GENERAL INFORMATION ABOUT THE FIRM

1. Name of the Organisation:
2. Place of business:
3. Contact Details (Telephone/Mobile):
4. Contact Person:
5. E-mail ID of the organisation/Firm/Company:


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Technical Bid Format

The information is to be filled in by the bidder in the following pages will be used for purpose of evaluating the Technical Part of the bid:

Sl. No.	Particular
1.	Copy of Certificate of Registration along with Registration No.
2.	Copy of GSTN Registration No and PAN.
3.	Details of Work performed for similar nature of work of at least 03 years in any of Central Government Ministries/Departments. (Copy of work order is to be enclosed).
4.	Bid Declaration form as per Annexure-V to be attached .
5.	The firm should be registered with ESIC/EPFO & documentary proof to be attached .
6.	The firm should have at least 10 engineers on company pay roll during last two years. Documentary proof should be attached .
7.	Total Turnover of bidding company from IT services business for the last three financial years must exceed Rs.25 lakhs. (Certificate from CA to be attached).
8.	Undertaking/Self declaration by the firm stating that they/ their firm is not debarred by the Department of Commerce or Ministry/Department concerned as per Annexure-VI to be attached .
9.	This is to certify that I/We before signing this tender (No..... dt.) of O/o Principal Chief Controller of Accounts, CBIC have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Seal & Signature of the Firm


 Senior Accounts Officer
 O/o Principal Chief Controller of Accounts
 Central Board of Indirect Taxes & Customs
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FORMAT FOR FINANCIAL BID

ITEMS	TOTAL	Consolidated rate per annum excluding taxes
Computer	142	
Printer	116	
UPS	14	
Server	17	
Scanner	6	
Monitor	12	
CPU	23	
Server (UPS)	1	
Total	331	

Note:-The agency shall depute **Two full time skilled service engineers** with appropriate qualifications for attending the routine preventive maintenance, besides attending of complaints.

Name:.....
 Signature:.....
 Date.....
 Firm's Seal:

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 Pradeep Kumar
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Annexure-IV

SL NO	Machine type	make	model	Qty.
1.	All IN ONE Computer	Lenovo think centre, IBM,	A08GIH,	36
2.	Desk top Computer WITH MONITOR	Hp, Lenovo, DELL	HP COMPAQ ELITE8100/8300/8000/DX7380MT, LINOVO THINK CENTRE ,	146
3.	Server	HP, IBM	PRO LIANT ML330 G6, X-3400	17
4.	Printer mono	HP, SAMSUNG, KYUCERA	HP LJ P1007/P1008/1020, SAMSUNG-C460FW/M2071F/ML2161/, KYUCERA-FS11020 MFP	113
5.	Color Printer	HP	COLOR LASERJET PRO M252 DW/ CLJ PRO MFP M377DW/ HP LJ CP3525 DN	03
6	UPS		1KVA/3KVA/600VA/	14
7	Server UPS		PULSETECK 3KV.	01
8	SCANNER	CANON	SACN LIDE-300	01

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Bid Security Declaration Form



If We /Our Firm withdraw or modify our bids during period of validity etc. , We/ our Firm will be eligible for suspension for the time specified in the tender document.

Name:.....

Signature:.....

Date.....

Firm's Seal:


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Undertaking/Self Declaration

I/We, the undersigned, declare that my/our firm is not debarred by the Department of Commerce or any Ministry/ Department of the Government of India. If found so, my/our firm is liable to be suspended for a period of one year.

Name:.....
Signature:.....
Date.....
Firm's Seal:

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Pradeep
Sinha
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