

17

**F.No 10(5)/CESTAT/AMC/COMP SEC/2017  
CUSTOMS EXCISE & SERVICE TAX APPELLATE TRIBUNAL  
WEST BLOCK-II R.K.PURAM, NEW DELHI-110066**

Date 23.10.17

**NOTICE INVITING TENDER**

**Sub:** Comprehensive AMC for Computers including peripherals and LAN etc at CESTAT

The CESTAT (Hqr.) is an subordinate office under Department of Revenue, Ministry of Finance, Govt. of India, New Delhi and it is interested to entrust Comprehensive AMC for Computers including peripherals and LAN etc, therefore, sealed tenders are invited in two bids system viz. Technical Bid and Financial Bid. The interested firms/agencies may submit their bids/quotations in sealed envelope super scribing in bold letters " Quotation for AMC of Computers including peripherals and LAN " and addressed to Deputy Registrar (Administration),CESTAT (Hqr.) West Block-II, R.K.Puram, New Delhi-110066 latest by 31.10.17 upto 3.00PM. Technical Bids will be opened on the same day, financial bids will be opened, only of those bidders, who are qualified technically. The bids/quotations should be accompanied by EMD of Rs. 25000/- by way of DD/Pay orders in the name of Deputy Registrar payable at New Delhi. The details of Computers, Printers ,Scanners and LAN Networking etc are as specified in the Schedule attached herewith at Annexure-II

**General Terms & Conditions:**

I The Technical Bid must contain information/documents signed by the authorized signatory of the bidding firm/agency and should be kept in Technical Bid envelope along with other documents/information prescribed in this tender notice.

II The bidder must furnish a copy of the Registration Certificate of the firm/agency or other documents as proof of their experience of atleast 3 years.

III The bidder must furnish list of clients in Govt./Semi Govt. Sector with address, name of contact person and contact numbers where they have AMC for Computers & its peripherals and LAN work.

IV The bidding firm should not have been blacklisted by any Govt./Semi Govt./Semi Govt. Department, therefore , bidder should furnish an Undertaking to this effect that any Govt./Semi Govt Deptt/Office has not blacklisted their firm/agency.

V The bidder must have VAT(TIN No.), Service Tax Registration and PAN number (copies of the Certificates/Card should be enclosed as a proof), if the same is applicable to this firm.

VI The Annual turnover of last 3 years should be more than 15 Lakhs.

Financial Bid

VII The bidder shall quote/indicate the rates for all items (in Indian Rupees) offered by it in the 'Proforma for Financial Bid' attached with this tender notice at Annexure-II.

VIII The Technical bid and the financial bid should be sealed by the bidder in a separate envelope duly superscribed and both these sealed cover are to be put in the bigger envelope which should also be sealed and duly superscribed in bold letter as " Quotation for AMC of Computers including peripherals and LAN"

IX The Technical bids will be opened and evaluated by a committee and only the bidders technically acceptable would be considered further.

X The bids received after due date and time will not be accepted.

XI The quotation received without EMD will not be entertained under any circumstances.

XII The EMD of unsuccessful Bidders will be refunded after award of contract to successful bidder and EMD of successful bidder will be returned on receipt of performance security of Rs. 25000/-

2. List of items, in approximate numbers, to be given under AMC is indicated in the enclosed Proforma (Annexure-II). However, the CESTAT reserves the right to exclude any of the items mentioned in the list from the contract. The terms and conditions, which are given below, should be read thoroughly and ensure to make a specific mention in your quotation, to that effect, that the terms and conditions are acceptable to you, in toto.

- I Taxes and any other charges should be indicated separately.
- II The quotations/bids which are not in conformity with the instructions in this tender notice are liable to be rejected. The CESTAT reserves the rights to reject any Bid/Quotation without assigning any reason.
- III The AMC shall be awarded for a period of 12 months from the date of commencement of the contract and it can be extended/renewed on mutual consent depending on satisfactory performance by the firm. The CESTAT reserves the right to terminate the AMC by giving one month's notice without assigning any reasons or to entrust the job to any other firm/party at the risk/expenses of the defaulting contractor.
- IV The bidding firm must be specialized in AMC and trouble shooting of computers including peripherals and LAN work.
- V The firm/agency shall make its own arrangements for installation of drivers/antivirus.
- VI The contract shall be on comprehensive maintenance service basis and no extra charges for any general wear and tear for the spare parts shall be borne by the CESTAT. The Comprehensive AMC will include replacement, if required of all the items like CPU, Hard Disk, Mother Board, RAM, Floppy Drive, CD/DVD Drivers, Speaker, Mouse Key Board, Cards, Cables, SMPS, Printers and all other parts not specifically mentioned. The AMC shall include repair/replacement of all other vital/non-vital components as mentioned above required for smooth operation of the equipment except plastic parts printer head, batteries and consumables etc. Only Original Equipment Manufacturers' parts shall be used. Software calls concerning operating systems and application problems shall be serviced under AMC. In case data is to be

20/7

retrieved from any HDD due to Hard Disk failure, the firm shall have to do it at its own cost and no amount will be paid extra on this account.

VII AMC shall also include repair/replacement of Display/Sound/LAN/ SCSI/Other cards

VIII AMC shall include the repair caused by virus attack and shall also support in upgrading the virus definition update.

IX During the period of contract, it will be responsibility of the contractor to keep the equipment in perfect working order. The repair work will have to be carried on-site. Only in exceptional circumstances the vendor will be permitted to take out the requisite equipment for repairs with prior permission of the Computer Section. However, in such circumstances, the standby arrangement of compatible equipments shall be provided by the vendor for no extra cost.

X The vendor will be responsible for satisfactory completion of repairs at the earliest. However, if the repair/maintenance had not been carried out satisfactorily within 24 hours of reporting the complaint, the vendor will be penalized @ Rs. 50/- per day per equipment. The charges will be deducted from the subsequent payments.

XI The firm shall provide one well mannered and technically qualified resident Engineer who has minimum experience of three years from repair/maintenance of LAN and in computer hardware and software. Selected firm should produce list of their staff along with their necessary credential's Computer Section will select any one of them. Further salary as per Minimum Wages Act of Govt. of India/Govt of NCT of Delhi shall be paid to AMC staff by the firm. The service shall be provided on all working days between 9.30 AM to 6.00PM. If need arises, the Engineer may also be called on Saturday/Sunday/Holiday. A Complaint register shall be maintained by the Engineer. The Engineer shall also require to make daily attendance (in and out) in the register maintained in Computer Section.

S/7

XII Immediately after award of the contract, the contractor shall be required to furnish performance Guarantee in form of FDR/DD/Banker Cheque Drawn in the name of CESTAT (Hqrs.), West Block-II, R.K.Puram, New Delhi-110066

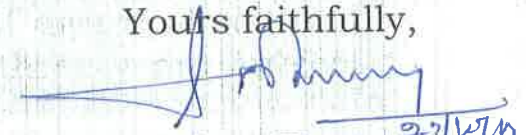
XIII The rates quoted by the vendor will remain unchanged for a minimum period of one year from the date of award of contract. It can be extended upto maximum period of three years subject to approval of CESTAT.

XIV The vendor would require to clean all the equipment covered under AMC from outside as well as inside once on quarterly basis.

XV The CESTAT reserves the right to accept or reject any quotation without assigning any reason whatsoever.

XVI The systems can be inspected by the bidders on all working days between 3.00 PM to 5.00PM before submitting the bid.

Yours faithfully,



(A.Mohan Kumar)

Registrar

**Copy to :-**

- 1 Website for wide publicity
- 2 Notice board
- 3 Office copy

6/7

**Annexure-1****TECHNICAL BID**

M/s -----

(Name, address Landline and Mobile Nos  
Of the bidding firm/agency firm/agency) :-

S.No	Documents kept in the Technical Bid envelope	Whether enclose (The firm would write Yes OR No in the respective columns)
1	EMD Amount (for showing interest in out tender)	
2	Copy of Registration/License and other documents as a proof of having AMC in Govt. /Semi Govt. offices	
3	Experience – List of Clients in Govt./Semi Govt. with address, name of contact person and contact numbers	
4	Self certificate in respect of not being blacklisted by any Govt./Semi. Govt. Office	
5	Details & copy of VAT/Service Tax (TIN) No. if applicable to the firm	
6	Copy of PAN	

It is hereby declared that the Terms and Condition of the CESTAT 10(5)/CESTAT/AMC/COMP SEC/2017 dated /----/-----/2017 are fully acceptable to our firm/agency.

(To be signed by the Authorized Signatory)  
Of the Firm/Agency with Name and Stamp)

**PROFORMA FOR FINANCIAL BID/QUOTATION**

## (I) AMC of Computers &amp; peripherals

S.NO	ITEMS	Product Description	Quantity	Unit Price	Total Price
1	Desktop	HP/HCL Model: 2280, 6120, 8100, 7200, 8200 & Etc.	66		
2	Server	Hp Proliant ml330 G6	02		
3	Printer	HP LASERJET Model: 1015/1020/1022/P1007 /P1108/P1005/3030/CP 1515 & Etc.	66		
4	Scanner	HP SCANJET 5590	01		
5	Offline UPS	UPS 1KVA/800VA	20		
6	Online UPS	10 KVA Online UPS	03		
7	Online UPS	03 KVA Online UPS	01		
8	Networking Nodes	Networking Nodes	70		
9	Router	Cisco Router 1841	01		
10	Switch: Non- Manageable	8Port (One), 16Port (One), 24Port (05) Qty. Switch 10/100: D-Link	07		
11	Switch: Manageable	24Port Switch 10/100 :Bay Stack	02		

**Note:** S.No. 8 to 11, the rates quoted should be for only two months/ from the date of award of contract only