

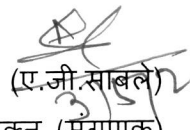
सीमित निविदा क्र.01/2019-20

विषय : औरंगाबाद आयुक्तालय के संगणक/प्रिन्टर/यू.पी.एस।/ सॉफ्टवेयर/Firewall/Laptops/ LAN-WAN आदि के ए.एम.सी. के बारे में।

माल एवं सेवा कर तथा केंद्रीय उत्पाद, औरंगाबाद आयुक्तालय के संगणक/प्रिन्टर/यू.पी.एस।/ सॉफ्टवेयर / Firewall/ Laptops आदि की वार्षिक रख-रखाव हेतु तकनीक-कुशल एवं इच्छुक सेवा-प्रदाताओं से उपरोक्त विषय के संबंध में वार्षिक रख-रखाव (Annual Maintenance) की सेवाएं प्रदान करने हेतु आयुक्तालय की ओर से निविदाएं आमंत्रित की जाती हैं। वार्षिक रख-रखाव के लिए किए जाने वाले अनुबंध की अवधि आगामी एक वर्ष (दिनांक 01/06/2019 से 31/05/2020) के लिए मान्य होगी तथा जिसे आवश्यकता अनुसार बढ़ायी भी जा सकती है। इस संबंध में इच्छुक सेवा-प्रदाताओं से मुहरबंद निविदा (Sealed Quotation) आमंत्रित की जाती है। इससे संबंधित नियम व शर्तों के लिए कृपया परिशिष्ट-I (Annexure-I) देखें। इस संबंध में अधिक जानकारी के लिए कार्यालय अवधि में उप-आयुक्त, (संगणक), माल एवं सेवा कर तथा केंद्रीय उत्पाद, कार्यालय, एन-5, टाऊन सेंटर, सिडको, औरंगाबाद से सम्पर्क किया जा सकता है।

मुहरबंद निविदा (Sealed Quotation) जिस पर “ तकनीकी बिड ” तथा “ वित्तीय बिड ” लिखा हो, बोलियाँ इन्हें भेजें - प्रणाली-प्रबंधक (Systems Manager), माल एवं सेवा कर तथा केंद्रीय उत्पाद,, (सीजीएसटी) औरंगाबाद, एन-5, टाऊन सेंटर, सिडको, औरंगाबाद - 431003, दिनांक 27.05.2019 (05:00 pm) तक अवश्य पहुँच जानी चाहिए। सक्षम प्राधिकारी किसी भी निविदा को बिना कारण बताए पूर्णतः या अंशतः रद्द/उपेक्षित करने का अधिकार सुरक्षित रखते हैं।

सीमित-निविदा सूचना की प्रति को (नियम व शर्तें परिशिष्ट-I), (तकनीकी बिड परिशिष्ट-A”) व वित्तीय बिड” परिशिष्ट-B, सहित निम्न लिखित वेबसाइट से डाउनलोड किया जा सकता है, www.centralexciseaurangabad.gov.in


 (ए.जी.साबले)
 सहा-आयुक्त (संगणक)
 सी.जी.एस.टी. आयुक्तालय, औरंगाबाद

फा.सं.मुख./संग./03-47/AMC/Pt-III/2006
औरंगाबाद, 03.05.2019

प्रति प्रेषित :

1. कार्यालयीन सूचना-पट्ट ।
2. आयुक्तालय की वेबसाइट, माल एवं सेवा कर तथा केंद्रीय उत्पाद औरंगाबाद (मु)



Limited Tender Notice No. 01/2019-20

Inviting quotations for Limited Tender Notice No. 01/2019-20, to avail Annual Maintenance Contract Services of Computers / Laptops / Printers / UPS / Software / LAN-WAN / Firewall Software etc. installed at CGST & Central Excise Commissionerate Office, at N-5, Town Centre, CIDCO, Aurangabad.

Tenders are invited from reputed and experienced parties / agencies for Annual Maintenance of Computers / Laptops / Printers / UPS / Software / LAN-WAN / Firewall Software etc. installed at CGST & Central Excise, Commissionerate office for the period from 01.06.2019 to 31.05.2020, which may further be extended, if necessary. Interested parties / agencies willing to comply with the terms and conditions annexed to this notice, may submit their bids before 27.05.2019 by 05:00 PM. The complete Address of the Office and the number of Computers / Laptops / Printers / UPS / Software / LAN-WAN / Firewall Software etc. as under.

Sr. No	Complete address of the office.	No. of Computers / Laptops.	No. of Printers	No. of UPS.	No. of Firewall Server / Quick heal Terminator.
01	CGST & Central Excise Commissionerate, N-5, Town Centre, CIDCO, Aurangabad.-431003 (M.S.).	135	92	79	01

There should be attachments for Technical Bid (Annexure-A) and Financial Bid (Annexure-B). The Financial Bid / Bids will be taken up only if the Technical specifications are satisfied in all respects otherwise the Technical bid will be straight away rejected. Details of tender notice are also available on the www.centralexciseaurangabad.gov.in

3. The Critical Dates for the bid submission and processing are as under.

Bid Submission Start Date.	07.05.2019
Premise (s) Visit.	13.05.2019 to 17.05.2019 (11:00 AM to 06:00 PM)
Bid Submission End Date.	27.05.2019 (05:00 PM)
Technical bid Opening Date.	28.05.2019 (11.30 AM)
Financial Bid Opening Date (Those bidders who have qualified in the Technical Bids)	29.05.2019 (11.00 AM)

3. Bid Submission:

- The vendor/ service provider shall submit Technical and Financial Bids in separate sealed envelopes and submit these to this office in person or by post before last date. .

Annexure-I

Terms And Conditions of the tender notice.

1. The vendor/service provider has to undertake to maintain all computers / Laptop, printers, UPS, Firewall server, Modems, switches, LAN/WAN, System for windows-XP, windows-7, windows-8.1, windows-10, and higher / latest version of windows home, office applications, Antivirus etc. Installed at Office of the Commissioner, of CGST & Central Excise Aurangabad and all its Divisions and Ranges respectively.
2. The vendor / service provider shall check all the computers, printers and ups within 3 days of signing the contract and submit report to the Administrative Officer and the Superintendent (Computer). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running condition.
3. The vendor / service provider will have to take necessary back-up of all data from computers / laptops or any other technical accessories before undertaking maintenance.
4. The parts and spares required for repairs if any, will be supplied by the department. Alternatively, the vendor / service provider may be asked to supply the parts required if any as per the discretion of the Department.
5. For Hardware / Software which fails under Warranty, the vendor / service provider undertakes to cover such hardware / software immediately after warranty period gets over. It also undertakes to cover / advice in the matter / issues not covered in the warranty.
6. Special cleaning of the monitors, printers, key boards, mouse etc, from outside with liquid cleaner should be done once in a month and will have to maintain a record. The vendor / service provider shall remove dust from the equipment by vacuum cleaning (by a small vacuum cleaner).
7. The vendor / service provider undertakes to give Hardware & Software services at Aurangabad with maximum downtime of 48 hours including Saturday / Sunday / Gov. Holidays. After completion of prescribed downtime of 48 hours, a penalty of Rs. 500/- (Rs. Five Hundred only) per day or part thereof would be levied for every non-working Technical Accessories like Computer / Printers / UPS / Firewall Server / LAN / Software / Antivirus / Operating System / Office Applications / RDBMS / Application Software etc. In case, no service is received. The penalty would not be more than Rs. 500/- per day per Technical Accessories / Computer System. This penalty period will exclude any time taken by the Department or the vendor / service provider to procure any parts required, if any. The decision of Systems Manager regarding the quantum and necessity of the penalty under the clause will be final and binding.
8. The vendor / service provider has to deploy a qualified; a well-trained and well behaved Resident Engineer (RE) / Technical Expert (TE) / exclusively for Aurangabad

headquarters. The RE/TE should possess a technical degree / diploma from a recognized institution. The RE / TE will have to look after Annual Maintenance Contract (AMC) work only limited to Aurangabad (HQ), Divisional Offices, Range Offices within the office premises at Aurangabad. Maintenance of technical accessories / Computers Systems / LAM etc. Installed at will be looked after by the Vendor at their end within 48 hrs. The RE / TE deployed at Aurangabad (HQ) will have to be available during office hours on all working days. In case of leave of regular RE / TE, vendor / service provider will have to deploy another well conversant and qualified engineer to attend work as an alternate.

9. The payment of annual charges, as approved / contracted, for AMC will be made on equal Quarterly basis after completion of each quarter starting from 01.06.2019 on the condition of supply of prompt and satisfactory service to the Department. No advance payment will be made in any case. Payment shall be made quarterly at the end of each quarter after satisfactory completion of maintenance on the basis of quarterly performance report duly countersigned by the competent Authority.
10. In case any of technical accessories needs to be taken out from the office premises for repair / maintenance, a prior written permission is to be received from system in-charge / Comm. Admin.
11. At the end of the AMC period, both the user and AMC holder shall certify separately that all the systems are in satisfactory working condition and that no fault or complaints are pending. The vendor / service provider shall provide services for at least 15 days from the date of expiry of the contract for smooth transfer of the AMC to the new vendor / service provider without any extra cost.
12. Department reserves the right to cancel the Annual Maintenance at any point of time, if required, without assigning any reasons, if the Systems Manager feels that the work is not satisfactory or is not completed within the due course. In that case, payment for AMC will be made on proportionate basis as per discretion of the Systems Manager and no complaint will be entertained in this regard. The notice for dis-continuation will be given at least one month in advance from either side.
13. The vendor / service provider shall not terminate the AMC without prior notice of at least one month.
14. The vendor / service provider shall submit Technical and Financial bids in separate sealed envelopes and submit these to this office in person or by post before last date.
15. The Technical Bid shall contain details of vendor viz. no. of clients (Private and Govt. Agency), last financial year turnover, PAN Details, GST Registration No., a list of satisfied clients (private or Govt. Agency) alongwith their contact details (Name / Address / Mobile No. / Email-Id etc.) where the vendor / service provider is currently providing services. Self attested photocopies of these documents shall be attached

with the Technical bid. Please mention educational qualification of the RE to be deployed in the event of selection. There shall be no mention of any financial matters such as amount quoted per month / annum etc., in the Technical bid. Tender will be summarily rejected in failure of any points mentioned in technical Bid.

16. The Technical Committee reserves the right to set the minimum qualifying criteria depending upon the number of the bids received; the educational qualification of the RE / TE and the number of years of work experience. Preference will be given to the vendors providing / provided services to Govt. Agencies.
17. The Financial Bid shall contain the amount per annum quoted for tender both in figure and words inclusive of all applicable taxes.
18. The Financial Bid will be opened only if the Technical Bid is found to be satisfactory and complying all terms and conditions.

DECLARATION

I undertake that I have read all the general terms and conditions and will abide by the same.

(Signature of Authorized Signatory with date and seal)

ANNEXURE-A
TECHNICAL BID.
QUALIFYING CRITERIA FOR QUOTATION

1.	Name of the Registered firm / Company.	
2.	Status of ownership proprietary / partnership/Company.	
3.	Address of firm / company (with Tel. Mob./Fax No. & Email.)	
4.	Name & address of proprietor / partners / Directors with Mob. No.	
5.	Name of Contact person (s) (with Mob. No.)	
6	PAN no. of the Proprietor firm as allocated by the Income Tax Department. (Attach copy of the PAN)	
7	GST Registration Details (please attach self attested copies of the GST Registration Certificate).	
8	Last financial year gross turnover Rs.	
9	Educational Qualification of RE / TE to be deployed	
10	Experience in Computer A.M.C., to PSU/Govt./Department etc. copies of the contract papers / letters may be attached. (attach a list mentioning details / no. of Govt. clients and Pvt. Clients with no. of years of experience)	

DECLARATION

I herby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage: I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date and seal)

ANNEXURE-B

FINANCIAL BID
PRICE BID UNDERTAKING

From: (Full Name and address of the Bidder) _____

To,

Sir,

I submit the Price of Bid of Rs. _____/- (in words. _____) inclusive of all applicable taxes for the said AMC and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understand 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 'B') 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 Government Department.

Yours faithfully,

(Signature of the Authorized Signatory with date and seal)