

	<p>केंद्रीय शुल्क के प्रधान आयुक्त का कार्यालय OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL TAX हैदराबाद जीएसटी आयुक्तालय HYDERABAD GST COMMISSIONERATE जीएसटी भवन, एल बी स्टेडियम रोड, बशीर बाग, हैदराबाद 500004</p> <p><b>GST BHAVAN, L B STADIUM ROAD, BASHEERBAGH, HYDERABAD-500004</b></p>	 <p>IS 15700 BUREAU OF INDIAN STANDARDS SQMS IS 15700 : 2005 Certified Commissionerate</p>
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C.No. I/07/02/2015-Admn

Date: 09.03.2020

### **NOTICE INVITING TENDER**

The Principal Commissioner of Central Tax, Hyderabad GST Commissionerate on behalf of the President of India, invites online Bids i) Technical Bids and ii) Financial Bids exclusively from interested AMC Service providers to the office of the Principal Commissioner of Central Tax & Customs, Hyderabad GST Commissionerate through **eprocure.gov.in** portal.

Last date for submission of online tenders/bids is 26.03.2020 by 12.00 Hrs and tenders/bids will be opened on 27.03.2020 at 15.00 Hrs.

The Terms & Conditions for the Technical & Financial Bids are stipulated in the attached documents.

Sd/-

(Waghmare Jay G)  
Deputy Commissioner (Admn)

### **TENDER NOTICE NO. 10/2020-21** **HYDERABAD GST COMMISSIONERATE**

#### **Comprehensive Annual Maintenance Contract (CAMC) of Computers, Printers, UPS, LAN, Switches, Network Equipment etc.**

Online Bids are invited from parties / firms for the Comprehensive Annual Maintenance Contract (AMC) in respect of Computers, Printer, LAN, switches & Network Equipment and other Networking equipment installed in the offices falling under the jurisdiction of O/o The Chief Commissioner, Principal Commissioner of Central Tax and Customs, Hyderabad GST Commissionerate, including 08 city Divisions and city Range offices Of Hyderabad GST Commissionerate, Hyderabad for the period from 01.04.2020 to 31.03.2021 (01 year). The AMC is for maintenance of 232 Nos. Desktop Computers, 166 Nos. Printers, 140 UPS and LAN/other Networking equipment, the details of which are attached in Annexure-D. The technical and financial terms and conditions of the AMC shall be as follows:

**(A) TECHNICAL**

- a) The firm should be in the business of maintenance of Computers and its peripherals at least for the last 3 years. A copy of Company Registration document should be submitted. (Requisite documents to support this claim will have to be produced for verification).
- b) The firm must be willing to provide onsite support for PCs, Printers of different make and models and LAN/other networking equipment.
- c) The firm should be registered with GST Department, if so applicable, and should submit a copy of GST Registration Certificate.
- d) The firm should submit the complete list of the Hardware & Network engineers on the rolls of the firm with qualifications & experience, contact details as well as list of engineers whom they will be able to provide to this office in case they are selected in the tender. Resident Engineers should have sufficient and requisite knowledge of maintenance of servers and trouble shooting in the Windows / LAN etc. environment and should be capable to diagnose and to provide quick solutions.
- e) The address of the firm with telephone nos, fax nos and E-Mail ids in Hyderabad should be furnished.
- f) A general undertaking should be submitted that all terms and conditions as detailed in Annexure-A to this bid document is acceptable. This needs to be signed by an authorized person of the applying firm.
- g) The firm must have expertise and experience in Hardware / Software maintenance and must have executed AMC of at least three similar infrastructures (more than 100 systems and 75 printers in each AMC) to the Government Departments.
- h) Three years IT returns with annual turnover worth Rs. 75,00,000/- (Rupees Seventy-Five Lakhs only) per annum during the years (2017-18, 2018-19 & 2019-20) should be enclosed to the bid document.
- i) The quotations should be filled in and signed by the bidder on all pages including the Annexures.

Only the firms meeting the above technical terms & conditions should submit their quotations online through e-procurement portal. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & Conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.

**(B) FINANCIAL**

- a) The rates for AMC may be quoted on comprehensive basis for the computers, printers, UPS, LAN/other Networking equipment etc in the Proforma placed at Annexure-C, in financial bid to be submitted.
- b) The amount of AMC should be inclusive of GST and other taxes to be borne by the vendor.
- c) The wages proposed per person per month should not be less than Standard Minimum Wages as fixed by the Labour department from time to time (inclusive of all statutory levies and Taxes).

Only the firms meeting the above financial terms & conditions should submit their quotations Online through e-procurement portal. The firm which fails to fulfill any of the above conditions will be disqualified.

**(C) GENERAL TERMS AND CONDITIONS**

**1. Scope of Work**

The scope of contract covers comprehensive annual maintenance of Hardware (such as Computers, Printers, UPS of different make & model, LAN and other Networking equipment) and software programs installed in the various offices under the jurisdiction of Hyderabad GST Commissionerate and the city based divisions and its ranges. The scope of work also includes replacement of parts of Original Equipment Manufacturer (OEM) such as Motherboard, RAM...etc, except replacement of exhausted battery of UPS and cartridges for printers.

To provide regular on-site Preventive maintenance.

Upkeep and maintenance of the hardware installed.

**2. Deployment of Engineers**

The vendor will provide two qualified Resident Engineers (REs) on all the days from 09.30 AM to 06.00 PM on all working days (Monday to Friday). The REs will be stationed at Hyderabad GST Commissionerate, Hqrs and attend to the work in other offices on call basis.

The firm should submit the complete list of the Hardware & Network engineers on the rolls of the firm with qualifications, experience & contact details as well as list of engineers whom they will be able to provide to this office in case they are selected in the tender.

Resident Engineers should have sufficient and requisite knowledge of online UPS servicing and batteries maintenance and server maintenance and trouble shooting in Windows / LAN etc environment and should be capable to diagnose and to provide quick solutions.

The resident engineer(s) provided by the firm shall not be changed frequently. However, if found incompetent by Hyderabad GST Commissionerate, the resident service engineer shall be changed by the firm immediately.

The engineers should be equipped with mobile phones to ensure their availability.

The services of the engineer of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

The contractor shall ensure that full particulars of engineers should be furnished to Administration Section (Hqrs.) before their deployment for the purpose of entry passes.

### 3. **Service Assurance**

The firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms / place where they are placed / located. If there is shifting of the equipment / s under this AMC, the firm will have to make changes in record accordingly. Administrative Officer and Superintendent (Systems) would co-ordinate with the firm in this task and ensure that this is done under their supervision.

Preventive maintenance will be carried out on weekly basis and special cleaning of the Monitor, Printer, Key Boards, Mouse, LAN/other networking equipment etc., from outside with liquid cleaner should be done once in a fortnight. A preventive maintenance report (weekly) and monthly cleaning reports of all the items installed at different locations should be submitted along with the quarterly bill of AMC in the name of Principal Commissioner of Central Tax & Customs, Hyderabad GST Commissionerate failing which an appropriate penalty would be imposed.

The contractor should visit the office once in a month and appraise the performance to the Administrative Officer & Superintendent (Systems). The quarterly payment will be made strictly on the basis of the satisfactory report of the user.

The schedule of preventive maintenance shall be as follows:

- Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
  - Checking of power supply source for proper grounding and safety of equipment.
  - Ensuring that the covers, screws, switches etc., are firmly fastened in respect of each equipment.
  - Scanning for all types of virus and elimination and vaccination of the same.
  - Shifting of equipment within the building as and when required.
  - Up-dating softwares online once in a week.
  - Ensuring uninterrupted and swift access to LAN server system from all the PCs connected to LAN.
  - Ensuring proper LAN connectivity to all the PCs, photocopiers, Biometric Attendance machines and other equipment connected to LAN.
- The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs should be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same. All standby inventories should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of software drivers of the machines (branded one like HP, HCL, IBM etc.,) they will be required to arrange themselves from their sources. The service call report along with register should be approved by the tender floating authority or any other officer designated by him and no spares should be installed or replaced without prior approval. Further the service call report should contain signature of concerned in-charge of the sections.
- The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the Company's own risk and expenses. In case of any theft, loss of equipment, damage the Contractor should bear the cost.
- The firm shall be responsible for taking back up of data and programme available in PC before attending to the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement from the user. In case of data is lost, the firm shall be responsible for recovering the same at their cost.
- The contract will be valid for a period from 01.04.2020 to 31.03.2021 (01 Year). The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.
- AMC excludes computer stationery like paper/ ribbons/ laser printer toners/ inkjet cartridges/ cables/ Teflon/ Net working Switches, cost of spares, Hard Disks etc., in

case of replacement the old/un-used spares should be returned to this office.

- The vendor shall check all the computers related equipment in 3 days of signing the contract and submit report to the Administrative Officer (Hqrs). In case no report is submitted within stipulated time, it will be assume that all the machines are in running conditions.
  - At the end of the AMC-Contract period, both the user and AMC holder shall certify separately that the computer systems/ electronic device are in satisfactory working condition and that no fault or complaints are pending.
- It may also be noted that in case of the contractor terminating the contract in midstream without explicit consent of the Department, he / she will be liable to recovery of the amounts to be incurred by this department on maintenance of machines for the balance period of contract by alternative means, even if they are of higher rate than agreed upon in the contract.
- The above act of backing out would automatically debar the firm from any further dealing with this department.
- This Commissionerate shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about contractor's infrastructure or otherwise.
- The contract can be terminated by this Department at any time without giving a notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of the contract. In this connection, decision of the competent authority of this office shall be final and binding on the firm.
- This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
  - At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC contractor without any extra cost to the department.

4. **Penalty**

If the company does not attend the complaint and rectify/ solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs. 500/- per day shall be levied w.e.f. time and date of complaint registered.

If the company fails to repair / replace the system for one week, the system may be got repaired from other company/ firm and made functional and the expenditure incurred thereon shall be recovered from the AMC holder company, apart from the penalty levied as stated in the preceding Para. This may entail termination of the contract.

If the company fails to clean the equipments under AMC on monthly basis, a penalty of Rs. 1,000/- each month shall be levied.

Contractor is responsible for the attendance of the service engineers. In the event of Service Engineer remaining absent / on leave, without substitute thereof, deduction will be made @ Rs. 500/- for each day of absence, from the contracted amount. In case of leave / absence of Service Engineer, alternative arrangements should be provided by the contractor.

Penalty shall be deducted from the following quarterly payments, unless it is waived off by the tender-floating authority or any other officer nominated by him.

5. **Payments**

No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made, on submission of feed-back reports from the sections.

The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reasons. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than the number as per the Annexure, then proportionate amount will be increased, if the number is reduced proportionate amount thereof will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever. Items procured in the middle of the AMC period will also be included in the AMC.

Bid Security of Rs. 15,000/- (Rupees Fifteen thousand only) in the form of demand draft (DD) payable to the Chief Accounts officer (CAO), Hyderabad GST Commissionerate must accompany the tender. Tenders without EMD and in any form

i.e. Cheque or Cash etc will not be considered. A scanned copy of EMD must be uploaded on the e-procure portal and the original DD of EMD should be submitted in a sealed envelope to the Principal Commissioner of Central Tax, Hyderabad GST Commissionerate, GST Bhavan, Hyderabad-500004 on or before 26/03/2020 by 12.00 Hrs.

The selected party should submit the performance Security for an amount of Rs. 30,000/- in the form of Demand Draft drawn in any nationalized bank in favour of The Principal Commissioner, Hyderabad GST Commissionerate, Hyderabad within one week from the date of finalization of the Tender.



**Annexure-A**

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To

The Joint Commissioner (P&V)  
O/o. The Principal Commissioner of Central Tax & Customs,  
Hyderabad GST Commissionerate,  
GST Bhavan, Basheerbagh, Hyderabad-500004.

Sir,

I have carefully gone through the terms and conditions contained in the tender notice dated.\_\_\_\_\_Regarding on-site comprehensive Annual Maintenance Contract (CAMC) of Computers, printers, UPS, LAN / other networking equipment in the office under the jurisdiction of the Principal Commissioner of Central Tax & Customs, Hyderabad GST Commissionerate, Hyderabad and 08 city divisional offices situated at various locations (Abids Div & its ranges, Ameerpet Div & its Ranges, Banjara Hills Div & its ranges, Begumbazar Div & its ranges, Charminar Div & its ranges, Falaknuma Div & its ranges, Mehdipatnam Div & its ranges, Himayath nagar Div & its ranges).

I declare that all the terms and conditions of the tender notice are acceptable to my company. My company does not have any terms & conditions of its own on respect of the quotation being submitted for CAMC. I further certify that I am an authorized signatory of my company and am therefore competent to make this declaration.

Yours very truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of the firm:

Address:

**Annexure-B**

(To be filled by the authorized signatory of the firm & submitted as “**Technical Bid** for CAMC of Computers, Printers and other peripherals”)

S. No	Details	
1	Name of the Organisation / Firm	
2	Name(s) of the proprietors / partners / directors	
3	Registered Address, Telephone & Fax No.	
4	Address of branches, if any, with Telephone and Fax No.	
5	Whether firm is registered under Companies Act	
6	Whether firm is registered under GST Act	
7	Permanent Account No of the firm. Copy of the PAN Card to be attached	
8	Provident fund No. Allotted by Regional Provident Fund Office, if applicable. Copy of the same to be attached	
9	Name of the website, e-mail d etc, if available	

Signature of authorized signatory with date:

Name:

Designation:

Name of the firm:

Address:

**Annexure-C**

(To be filled & signed by the authorized signatory of the firm & submitted as “**Financial Bid** for CAMC of Computers, printers and other peripherals”)

The GST/Taxes / other charges should be mentioned clearly.

For rejected technical bids, respective financial bid will not be opened.

S. No	Items	Tentative Quantity	Charges per unit	Total price
1	Computer HP / Others	232		
2	Printers HP / Canon / Samsung/ others	166		
3	UPS (APC/Microtek others)	140		
3	Maintenance charges for LAN, Networking Switches and other networking material. Lumpsum amount can be quoted instead of Unit rate.	Qty in Annx D		
	GST/Taxes (if any)			
	Total Annual Amount (all inclusive)			

Signature of authorized signatory with date:

Name:

Designation:

Name of the firm:

Address:

**Annexure-D****Details of Computers, Printers, network devices & their respective premises**

S. No	Name of the office	Address of the premises	No. Of PCs	No. Of Printers	No of UPS	LAN/Switches /Network Devices
1	Chief Commissioner's Office	GST Bhavan, 1 <sup>st</sup> floor, Basheerbagh, Hyderabad-500004.	41	24	27	<b>02 Nos</b> (24 ports Switch), <b>01 No</b> 12 ports switch, 13 wireless router
2	Hyderabad GST Commissionerate	GST Bhavan, Ground floor, 2 <sup>nd</sup> , 3 <sup>rd</sup> , 01 room in 4 <sup>th</sup> and 02 rooms in 7 <sup>th</sup> floor. Basheerbagh, Hyderabad-500004.	110	67	46	<b>02 Nos</b> (24 ports Switch), <b>01 No</b> (16 ports Switch), <b>03 Nos</b> (08 ports switch), 32 wireless routers
3	Abids, Charminar, Begum Bazar, Falaknuma Divisions including Ranges ( 1 <sup>st</sup> floor to 4 <sup>th</sup> floor)	Akira Sikhara Plaza, Jushbagh, Nampally, Hyderabad-500001.	38	38	20	<b>04 No</b> (24 ports switch) <b>01 Router</b>
4	Ameerpet Division	8-3-1040, plot No. 140, 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> floors, Srinagar Colony, Hyderabad-500073	16	13	5	<b>01 No</b> (24 ports switch) <b>01 router</b>
5	Banjara Hills Division including Ranges	3 <sup>rd</sup> floor, Amizo plaza, Banjara Hills, Hyderabad.	9	10	5	<b>01 No</b> (24 ports switch) <b>01 router</b>
6	Himayath nagar Division including ranges	H.No. 3-6-436/1 & 438/1, 1 <sup>st</sup> floor, Naspur House, Himayath nagar main road, Himayath Nagar, Hyderabad-500029.	10	7	5	<b>01 No</b> (24 ports switch) <b>01 router</b>
7	Mehdipatnam Division including Ranges	H.No. 10-3-301-303, 2 <sup>nd</sup> floor, Serene Heights, Humayun nagar, Masab tank, Hyderabad-500028.	8	7	5	<b>01 No</b> (24 ports switch) <b>01 router</b>
	<b>Total (Rs)</b>		<b>232</b>	<b>166</b>	<b>140</b>	<b>As above</b>

The parties, who wish to be present at the time of opening of Tender may present themselves or authorize their representatives with an authorisation during the opening of tenders on 27/03/2020 at 15.00 Hrs.

It is to inform that the Principal Commissioner of Central Tax, Hyderabad GST Commissionerate reserves the right to reject all or any of the offers without assigning any reason thereof and the decision of this office shall be final and binding.

FOR ANY CLARIFICATION IN THE MATTER AND/OR FOR INSPECTION OF THE PREMISES, PRIOR APPOINTMENT MAY BE MADE WITH ADMINISTRATIVE OFFICER (ADMN), CENTRAL TAX, HYDERABAD GST COMMISSIONERATE, THIRD FLOOR (ROOM NO. 408), GST BHAVAN, L.B. STADIUM ROAD, BASHEERBAGH, HYDERABAD-500004.

Phone No. 040-23244429, 9848559874.

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