

**OFFICE OF THE COMMISSIONER OF CENTRAL EXICSE: DELHI-I
C. R. BUILDING, I. P. ESTATE, NEW DELHI – 110002.**

Dated: 16th June, 2008.

TENDER NOTICE

Sealed bids are invited from experienced service providers having experience in repair and maintenance of Computer Hardware, for Annual Maintenance Contract of Computers and Peripherals in Central Excise Commissionerate, Delhi-I.

2. The Annual Maintenance work will comprise of maintenance of Personal Computers, UPS, Printer etc.
3. The details of AMC, terms & conditions may be obtained free of cost from Superintendent (Computers), Hqrs. Computer Cell, Room No. 256, 2nd Floor, C. R. BUILDING, I. P. ESTATE, NEW DELHI – 110002 and is attached herewith.
4. Interested vendors are requested to submit their quotation for the AMC before 16.00 Hrs by 30.06.2008 at the office of the Joint Commissioner (Computers), Room No.120, Ist Floor, C. R. Building, I. P. Estate, New Delhi – 110002. Any quotation received without adhering to the conditions and / or incorporating any conditions contrary to any of the conditions specified will be liable to be rejected summarily. The same will be opened on 01.07.2008 at 11.30 hrs in Room no.120, Central Excise Commissionerate, Delhi-I and interested parties may appear.
5. The acceptance of tender rests with the Commissioner of Central Excise, Delhi-I who will be final authority and his decision will be final.
6. The Commissioner of Central Excise, Delhi-I reserves the right to reject any or all of the tenders so received without assigning any reason.

Sd/-
Joint Commissioner of Central Excise
Computers, Delhi-I.

QUOTATION FOR MAINTENANCE OF COMPUTERS and PERIPHERALS IN CENTRAL EXCISE COMMISSIONERATE DELHI-I: NEW DELHI

A. TECHNICAL BIDS

1. Tender are invited from only those firms which follows the following conditions. Firm must have an Office in DELHI / NCR.
2. Firm must have experience in Govt. Deptt. Preferably in Delhi/NCR.
3. Firm must also have at least two years experience in UNIX/LINUX/Oracle 9i based Server.
4. An Earnest Money of Rs. 7,500/- in the form of Bank Draft in favour of The Commissioner, Delhi-I Central Excise, Delhi is required to be submitted along with the technical bid. The Bid security should remain valid for a period of 45 days beyond the final bid validity period.

5. Information to be supplied by vendor

1.	Name and address of the Firm	
2.	Details of the Technical Staff	
3.	Address of the Firm and particulars thereof including name, address and contact number of technical staff.	
4.	The working experience in Government Department (preferably at least one department in Delhi/NCR) for UNIX/LINUX/ORACLE 9i based Server (yes/no), if yes, proof shall be attached.	
5.	Clients details in Delhi/NCR.	
6.	Whether the firm is an Income Tax assessee (yes/no) if yes, copy of the latest assessment certificate shall be enclosed.	
7.	Whether the firm is registered with the Service Tax. If yes, the registration number be given.	

6. The vendor must fill all columns, only successful vendor's bid will be opened.
7. The Technical Bid and the Financial Bid must be in seperate sealed envelopes. The Bidder should put these two sealed envelopes in a bigger envelope duly sealed and submit the same to the Department by the date and time specified.

B. FINANCIAL BIDS:

Items covered under the AMC:-

S. No.	Hardware	Quantity	Unit Rate (in Rs.)	Taxes, if any (in Rs.)	Total Amount
1.	P-3 computers	15			
2.	P-4 computers	72			
3.	IBM PCs	27			
4.	HP Desktop	2			
5.	Toshiba (Laptop)	2			
6.	HP S3180	4			
7.	Printers (Inkjet/Dot Matrix)	45			
8.	Laser Printers	55			
9.	Pentium Servers with all accessories	4			
10.	Server	1			
11.	UPS 5 KVA	1			
12.	UPS 2 KVA	4			
13.	UPS 600 VA	100			
14.	Scanners	6			

The Vendor must fill all the columns.

**C. TERMS & CONDITIONS OF THE ANNUAL
MAINTENANCE CONTRACT FOR COMPUTERS AND
PERIPHERALS**

Maintenance services shall consist of preventative and corrective maintenance of computer systems hardware. An expert engineer (hardware / software) of the company will visit Central Excise Commissionerate, Delhi-I, Delhi office as also the 4 (four) Divisions as need be on call basis for setting right the Computer systems. The Vendor will also provide two resident engineers who will report to the System manager every morning 9.30 am and will stay upto 6.00 pm.

2. Maintenance services shall be provided during normal working hours of Central Excise Commissionerate, Delhi-I i.e. from 9.30 am to 6.00 pm. Services will not be executed on Saturday, Sunday & National holidays except any emergency.

3. No replacement and repairing charges for the parts covered under the AMC shall be made.

4. Maintenance contract will be effective from the date of signing the contract and will remain effective for one year. It can be extended further with mutual consent of both parties.

5. Payment of the AMC will be made on quarterly basis after the report duly verified by the Assistant Commissioner/Deputy Commissioner of each Division and Branch Incharge in case of the Headquarter.

6. The vendor shall attend the complaints within 24 hours to repair the computers systems and machines.

7. The vendor shall provide all software which are useful for day to day functioning.

8. Reasonable time of a call should be within 24 hours and in case of failure to respond within the stipulated time, a penalty (as per details given below) shall be imposed which will be deducted from the payment of the quarters being made to the vendor. However, the penalty clause will not be applicable if a standby computers/peripherals is provided by the vendor.

The vendor shall submit a Performance Security Deposit in form of a bank guarantee which should remain valid for a period of 60 days beyond the date of completion of all contractual obligation to the value of 40% of the total annual maintenance contract value, which shall be forfeited by the department, if it is not able to provide fault clearance in time or if overall downtime of the Computer system exceeds 30 days in an annual contract. 50% of bank guarantee amount (or 20% AMC value) will be forfeited if the downtime of a computer peripherals like printer / scanner / tape drive exceeds 30 days in an annual contract.

Bid security shall be refunded to the successful bidder on receipt of the Performance Security.

Reference for **penalty**:

	Type of computer / peripherals	Suggested downtime panalty
1.	Server computers	Rs.1000/- per day after 2 days for every day / part thereof.
2.	All Client Computers (General use)	Rs.100/- per day
3.	All other printers	Rs.100/- per day.
4.	Part of computer failures will be treated as computer failure	Same as computers.
5.	If equivalent standby is given within 2 days, downtime is NIL.	NIL Penalties.
6.	UPS equivalent to or above 1 KVA.	Rs.1000/- per day after 2 days for every day/parts thereof.
7.	All other UPS.	Rs.100/- per days.
8.	Downtime > 30 days for mission critical servers/computers/peripherals	50 % of the Bank Guarantee.

9. Vendor should have a proper complaint call registration procedure, follow-up etc. and provide traceability of all complaints from registration to call clearance; vendor shall issue a customer service slip after every service visit, clearly indicating the time of call by the user Department, time of attendance of the fault by the AMC holder, nature of fault observed and whether cleared or not, and it should have the signatures of the Branch Incharge. If under further observation, then whether normal usages can be continued and details of subsequent visit after 2 days of observation, closure of call, clearance of fault and any other relevant information. This may be shown to Superintendent (Computer) on weekly basis.

10. 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.

11. AMC exclude clause: AMC will not include computer stationery like paper / ribbons / laser printer toners / inkjet cartridges. However, comprehensive AMC includes all the plastic items, knobs, movable / rotational parts necessary for normal operation of the original equipment excluding only the stationery items like tapes, ribbons, toners etc.

12. Being a comprehensive contract, all liabilities arising out of any fault / replacement of any part. will be borne by the vendor, if not mentioned separately otherwise in this tender documents.

13. In case the service is not found satisfactory, this office will terminate the contract on its own and inform the vendor accordingly. The liabilities if any of the vendor will be adjusted towards Bank Gurantee at the sole discretion of the Commissionerate of Central Excise, Delhi-I.

14. Virus protection (software) will be provided by the vendor.

15. The amount of AMC includes Service Tax and other taxes by the vendor.

16. The vendor shall check all the computers / Printers/UPS within 3 days of signing the contract and submit report to the Superintendent (Systems) alongwith the Status/Report of each computer in details alongwith accessories. In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions and it will be responsibility of the vendor to submit all the equipments in working condition at the end of the AMC period.

17. In case of any dispute between the vendor and this office, the decision of the Commissioner of the Central Excise, Delhi-I, Delhi will be final and binding on the vendor.

18. For proper evaluations, Technical bid and Financial bid may be given separately with documents in support of claim for experience etc. No financial Bids will be entertained, if the Technical conditions required are not fulfilled by the vendor.

19. A contract will be entered into between the vendor and this office in standard format. The stamp duty for the said contract will be paid by the contractor.

Addresses of the offices of Central Excise Commissionerate, Delhi-I

<u>Formations</u>	<u>Name and Addresses of the office</u>
Headquarter	O/o Commissioner of Central Excise, Delhi-I C. R. Building, I P Estate, New Delhi.
Division – I	O/o Dy./Asstt. Commissioner of Central Excise, Division – I, Deepshikha Building, Rajendra Place, New Delhi.
Division – II	O/o Dy./Asstt. Commissioner of Central Excise, Division – II, Shopping Complex, Karampura, Near Milan Cinema, New Delhi.
Division – III	O/o Dy./Asstt. Commissioner of Central Excise, Division – II, Gagandeep Building, Rajendra Place, New Delhi.
Division – IV	O/o Dy./Asstt. Commissioner of Central Excise, Division – IV, Gagandeep Building, Rajendra Place, New Delhi.