



**OFFICE OF THE  
PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX  
COMMISSIONER OF INCOME TAX (ADMN & CO)  
3<sup>RD</sup> Floor, , Aayakar Bhavan, Mumbai – 400 020.**

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**DATED: 05.10.2017**

**NOTICE INVITING TENDER FOR  
CSMC FOR COMPUTERS & PRINTERS**

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For and on behalf of Principal Chief Commissioner of Income-tax, Mumbai, sealed tenders are invited from eligible bidders for Comprehensive Service & Maintenance Contract (CSMC) for Computers and Printers, confirming to the terms and conditions mentioned in the enclosed Tender Document.

2. Last date for submission of tender is **16.10.2017 at 3.00 p.m in the Office of Income-tax Officer (HQ) (Welfare & Staff. Griev.), Mumbai at Room No.14, Aayakar Bhavan, M K Road, Mumbai – 400 020.** The bid will be opened on the same day at 4.00 p.m by the Committee constituted for the purpose in the presence of tenderers or their Authorized Representatives who may wish to remain present.

3. Tender Document containing Terms & Conditions for the contract may be collected from the Office of the Income-tax Officer (HQ) (Welfare & Staff. Griev.), Mumbai at Room No.14, Aayakar Bhavan, M K Road, Mumbai – 400 020 and the same are also available on [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) and [www.incometaxmumbai.gov.in](http://www.incometaxmumbai.gov.in)

(Sd/-)  
( RITESH MISRA )  
Addl.CIT Rg.14(1), Mumbai &  
Chairman, Tender Committee  
For and on behalf of Pr.CCIT, Mumbai

## **LIMITED TENDER ENQUIRY**

**LAST DATE: 16.10.2017 at 3.00 p.m**

### **COMPREHENSIVE SERVICE AND MAINTENANCE CONTRACT (CSMC) FOR COMPUTERS & PRINTERS**

Sealed quotations are invited from Bidders for undertaking Comprehensive Service & Maintenance Contract (CSMC) in respect of 102 computers & printers in the office of the Pr. Chief Commissioner of Income-tax, Aayakar Bhavan, Mumbai and 10 computers & printers in the office of Ministerial Staff Training Unit (MSTU) at Mahalaxmi, Mumbai for one year starting from the date of award of contract which is however extendable further at the discretion of the department.

#### **A. GENERAL TERMS & CONDITIONS**

- (i) The Bidder should be in the business of maintenance/service of computers & its peripherals for the last 3 years;
- (ii) The Bidder must have three years experience of successful execution of CSMC in any Central/State Govt. Department/Organization; Copy of three years experience certificate and three years satisfactory performance certificate must be enclosed with the tender form;
- (iii) The Bidder must have a valid PAN/GST No and copy of both should be submitted alongwith the Bid;
- (iv) General details as per Annexure 'A' shall be submitted alongwith the Bid;
- (v) The Bidder must provide onsite support for computers & printers of different makes and models;
- (vi) The Successful Bidder must intimate the complete name & contact number of the Service Engineer to whom they will be appointing in our office for providing service on taking over of CSMC;
- (vii) The Service Engineer deputed should be a Graduate/Diploma Holder in Computer Science/IT/Electronics with at least 3 years post qualification

experience; He shall be available on all days to be present in office to attend to any break down.

- (viii) The Contractor is required to provide evidence in respect of qualification and experience of the Engineer which would be checked by the Authority to verify the suitability/competency of the Service Engineer;
- (ix) The Resident engineer provided by the Contractor shall not be changed frequently. However, if he is found incompetent by the Authority, he shall be changed immediately by the Contractor;
- (x) The Contractor shall arrange to get the character and antecedents of Engineer verified from Police authorities before being deployed for assignment. His full particulars should also be furnished to this Office.
- (xi) The Engineer must be equipped with mobile phone by the Contractor for quick communication. If leave of any kind is required to be taken by the Resident Engineer, suitable replacement shall be provided by the Contractor.
- (xii) The Service Engineer will be responsible for hardware maintenance and network trouble shooting, user software supporting including virus cleaning/patch installation and software installation. The Engineer responsible should have expertise to cover all the items of PC, Printers and network components;
- (xiii) A general undertaking that all terms & conditions of this Bid Document are acceptable in the format Placed at Annexure 'B' to this document. This needs to be signed by an authorized signatory of the Vendor. Only the firm/concern/company meeting the above terms & conditions should submit their quotations in sealed cover. The bid shall include documentary proof in respect of each of the above points of terms & conditions. Failure to comply with any of the conditions mentioned herein in the tender document will disqualify the bidders in the CSMC process.
- (xiv) The rate shall be quoted in the prescribed performa for financial bid (Annexure 'C'), separately for computers and printers and shall give grand total of the whole contract;

- (xv) In the event of acceptance of the bid, the bidder, after receiving the award of the contract, shall enter into an agreement with the Income-tax Department, Mumbai which shall be governed by the terms and conditions/scope of work given in the bid document.
- (xvi) In case the selected bidder fails to cope up with the workload or does not render satisfactory services, the contract awarded to him shall be cancelled after serving notice allowing 30 days time period. In this connection, the decision of the office shall be final and binding on the bidder;
- (xvii) Bidders are required to submit Earnest Money Deposit (EMD) of Rs.25,000/- alongwith the Bid document. The EMD may be submitted in the form Account Payee Demand Draft/Banker's Cheque in favour of Zonal Accounts Officer, CBDT, Mumbai. Tender received without earnest money deposit will not be considered. Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardee is over. However, the successful bidder shall furnish a Performance Security in the form of Account Payee Demand Draft/ Bankers cheque in favour of Zonal Accounts Officer, CBDT, Mumbai, the value of which shall be equal to 10% of the value of the Contract; This Performance Security shall be returned to the contractor without any interest upon satisfactory execution of the Contract.

## **B. SCOPE OF WORK**

The scope of work covers comprehensive annual maintenance of Computers, printers/scanners UPS etc. of different make & Model and also softwares installed in the computer Systems. The work also includes:

- (a) The maintenance will be provided from 9.30 hours to 18.00 hours (Monday to Friday) normally. However, in case of exigencies, services are to be provided beyond the above timings and also on holidays.
- (b) Providing onsite preventive and corrective maintenance of computers and printers;

- (c) Maintenance also includes removal of virus, software updation, software support/ trouble shooting to keep the system fully operational and internet support.
- (d) Maintenance will also include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost. The parts/components/sub-assemblies used for repair/replacement by the agency will be new and of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer cartridges and toners, cables, the contractor will supply all other parts/components/ sub-assemblies free of cost
- (e) The contractor shall carry out period preventive maintenance including external cleaning of equipments once every month; The preventive maintenance includes:-
- (i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes;
  - (ii) Running test programmes to ensure quality print
  - (iii) Checking power supply source for proper grounding and safety of equipment
  - (iv) Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment
- (f) A register shall be maintained showing cleaning of each equipment which shall be countersigned by the Head of Office of each section.
- (g) A Log book shall be maintained by the Contractor/Resident Engineer and the same shall contain, date & time of complaint and date & time on which it attended and nature of work carried out, which shall be countersigned by the Head of Office of respective section which made such complaint.
- (h) All the complaints received shall be attended by the Engineer in following manner:-
- (i) Minor faults immediately

- (ii) Major fault within 4 hours of receipt of complaint by replacement method, with the available spares;
- (i) The contractor shall be responsible for maintaining the integrity of data available in PCs before attending the fault and shall be responsible for restoration of the programmes/application data etc. The backup copies, if any taken, are to be returned to the user under acknowledgement. Strict confidentiality must be ensured in this regard;
- (j) Any damage or loss caused to the computers, printers/scanners due to negligence, mishandling of engineers shall be made good by the Contractor either by payment in prevailing market rate of that item or by a new one of the same make and specifications;
- (k) The Contractor shall maintain the equipments and shall use genuine/original components for replacement wherever needed. Until and unless orders of the Authority are conveyed, the original specification/characteristics/ features shall not be changed or modified under any circumstance;
- (l) It shall be the responsibility of the firm to make all the computers/printers work satisfactorily throughout the contract period and to hand over the systems in working condition to the Authority after expiry of the Contract.

#### **C. PERIOD OF CSMC CONTRACT**

The contract shall be valid for a period of one year, starting from the date of award of contract. No demand for revision of rate on any account shall be entertained during the contract period;

#### **D. PENALTY**

- (i) If the successful vendor does not attend the complaint and rectify/solve the faults within 24 hours from time of complaint registered, the Vendor shall be liable for penalty @ Rs.1000/- per day w.e.f. time and date of complaint registered;

- (ii) If the successful vendor fails to repair the system for one week, this office is at liberty to get the system repaired from other parties and made functional and the expenditure incurred thereon shall be recovered from the AMC Vendor, apart from the penalty levied as stated above. This may even entail termination of the Contract;
- (iii) Penalty shall be deducted from the running payments;

#### **E. PAYMENT**

- (i) No advance payment would be made in any case. However, quarterly payment after completion of each quarter would be made on due certification of satisfactory services, by the Authorized Officer in the Office of Dy. Commissioner of Income-tax (Finance), Mumbai;
- (ii) The Bidder will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reasons;

#### **F. DATE & TIME OF FILING AND OPENING OF BIDS**

- (i) The interested bidders should submit their tender in sealed cover duly superscribed with "Bid for CSMC for Computers & Printers" and send to the office of Income-tax Officer (HQ) (Welfare & Staff. Griev.), Mumbai at Room No.14, Aayakar Bhavan, M K Road, Mumbai – 400 020 at the earliest but not later than 15.00 hours on 16.10.2017.
- (ii) Bids received without sealed cover or without quoting rates in the specified proforma will not be accepted; Further, the tenderers are expected to examine all the instructions and terms & conditions in the tender documents. Failing to furnish all the informations required by the tender document in every respect will be at the tenderer's risk and may result in rejection of the tender;

- (iii) The sealed bids shall be opened at 4.00 p.m on 16.10.2017 in Conference 3<sup>rd</sup> Flr; Aayakar Bhavan, M K Road, Mumbai.
- (iv) For any clarification, the Bidders may contact the office of Income-tax Officer (HQ) (Welfare & Staff. Griev.), Mumbai at Room No.14, Aayakar Bhavan, M K Road, Mumbai – 400 020.



**ANNEXURE 'A'**

(To be filled by the authorized signatory of the firm/concern and to be put  
in the sealed envelope)

1	Name of the organization/concern	
2	Name of the proprietary/partners/ directors	
3	Complete address with telephone No. fax No. & e mail ID	
4	Whether registered under GST (If yes, pls. furnish copy of the same)	
5	PAN of the organization/concern with a copy of the same	
6	Copy of three bills raised for last 3 years ( 1 bill for each year) in support of the claim that he is providing services to Central/State Govt. Department/ organization	
7	Copy of 3 years certificate for satisfactory completion of work carried out as stated above.	

Lists of documents attached:-

- 1)
- 2)
- 3)
- 4)

## **ANNEXURE-B**

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

To,

The Commissioner of Income-tax (Admn. & TPS)  
3<sup>rd</sup> Flr; Aayakar Bhan,  
M K Road,  
Mumbai – 400 020.

Sir, I have carefully gone through the Terms and Conditions contained in the Limited Tender Enquiry Notice dated 19.09.2017 regarding on site Comprehensive Service Maintenance Contract (CSMC) of Computers and Printers. I declare that all the Terms and Conditions of this Tender Notice are acceptable to my concern/firm/company. My firm/company/concern does not have any terms and conditions of its own in respect of quotation being submitted for CSMC. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration. I also understand that the office of the Pr. Chief Commissioner of Income tax does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason(s) whatsoever.

Signature of authorized signatory

**CSMC FOR COMPUTERS & PRINTERS**  
**ANNEXURE 'C'**

1	Name & address of the Bidder	
2	Telephone No. including mobile No.	
3	Rate in rupees (excluding taxes) of CSMC for computers & printers for one year, per machine, separately for computer and printer)	
4	Grand total	

(NAME & SIGN OF THE AUTHORIZED SIGNATORY)

