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	<p>भारत सरकार Government of India केंद्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड Central Board of Indirect Taxes & Customs मानव संसाधन विकास महानिदेशालय Directorate General of Human Resource Management 507, दीपशिखा बिल्डिंग, राजेंद्र प्लेस, Rajendra , Deep Shikha Building, 507 Place नई दिल्ली/New Delhi-110008</p>	 <p>आज़ादी का अमृत महोत्सव</p>
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F.No. I/(7)/MR/40/2020-ADMN

Dated: .12.2022

NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT (NON COMPREHENSIVE) OF COMPUTERS, PRINTERS AND PERIPHERALS IN THE OFFICE OF DIRECTORATE GENERAL OF HUMAN RESOURCE DEVELOPMENT, HRM-II, 507/8, DEEPSHIKHA BUILDING, RAJENDRA PLACE, NEW DELHI

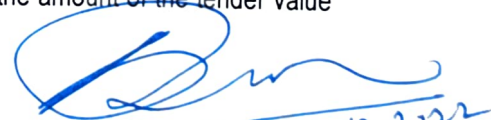
A. DGHRD(HRM II), CBIC, 507/8, Deepshikha Building, Rajendra Place, New Delhi – 110008 invites sealed tenders for the **ANNUAL MAINTENANCE CONTRACT (NON COMPREHENSIVE) WITH ONE ENGINEER OF COMPUTERS, PRINTERS & PERIPHERALS, UPS, SCANNER AND FAX** as per details given below:

B.

S. No.	Name of the Machine	No. of Machines
1.	Desktop computer (Acer-9, HP-33, Lenovo-6, Dell-6 & Assmble-2)	56
2.	All in one Computers (HP-4, Lenovo-1 & Dell-5)	10
3.	Printers Black & White (Model- HP-52, Brother-1 & Canon-04)	57
4.	Printer Colour (Model H-08, Brother 01)	09
5.	Scanner (Make-HP-04 & Canon-01)	05
6.	UPS (APC 5KVA-32, Microtek 600VA-20, Luminous 1KVA-5 & IPC1KVA-01)	58
7.	Fax Canon	02

B. Also note the following general conditions for submission of the quotation :

1. The quotations may be sent by post or delivered at reception at our office premises.
2. Interested suppliers are requested to submit their quotation/tender in two parts in two separate sealed covers, one containing "**Technical Bid**" and the other containing "**Financial Bid**". Both these bids should be kept together in another sealed cover superscribed as "**QUOTATION FOR ANNUAL MAINTENANCE CONTRACT (NON COMPREHENSIVE) WITH ONE ENGINEER OF COMPUTERS, PRINTERS & PERIPHERALS, UPS, SCANNER AND FAX**". The format of the Technical Bid and Financial Bid is enclosed as Annexure –'A' and Annexure – 'B'.
3. The quotations in sealed covers should be sent to the **Deputy Director, DGHRD(HRM II), CBIC, 507/8, Deepshikha, Rajendra Place, New Delhi-110008**
4. The last date and time of the tender is **on or before 02.01.2022 till 05:30 p.m.** Bids received after the due date shall not be entertained. The Sealed tenders will be opened on 03.01.2022 at 11:00 a.m.
5. The terms and conditions of this tender shall be as per **Annexure 'C'**.
6. The tenders/quotations which are received Incomplete and/or filled after the due date shall be summarily rejected. If the awardees of the tender cannot fulfil the terms and conditions of the tender to the satisfaction of the office of the DGHRD (HRM II), New Delhi on the day appointed then the tender will be awarded to the next lowest bidder who has fulfilled the conditions of the technical bid. This office reserves the right to accept or reject any or all tenders without assigning any reason.
7. The tenderer should be duly registered with the concerned state/Central authorities and should be well established to provide Non comprehensive annual maintenance contract of computers, printers, UPS and peripherals to Central Government. Such service providers should also submit details of other such government organizations to which they have extended similar service in the recent past as well as the present.
8. The firm should have been in business of maintenance of computers and peripherals for a period of not less than 2 years. A copy of the Company's Registration document should be submitted *requisite documents to support this claim will have to be produced for verification)
9. The firm intending to submit the tender should be a reputed organisation in the field of hardware and software maintenance and must have provided AMC to at least two Central Government Organisations for at least 2 years.
10. A satisfactory performance certificate regarding AMC from at least 2 government Departments shall have to be furnished.
11. The firm must be willing to provide onsite support for PCs, UPS and printer & peripherals, Scanner and Fax of different makes and models.
12. The successful bidder will have to provide bank guarantee for 10% of the amount of the tender value for a period of year.



(Anil Kr. Gunavat)
Assistant Director

23.12.2022

TERMS AND CONDITIONS

1. The AMC shall exclude the spare parts fitted for maintenance of the equipments and the AMC holder will attend the call immediately (within 1-3 hours) and setting right all computer systems to smooth working conditions. The AMC holder will be maintaining LAN & Remote Locality Service. Installation of Anti Virus software etc. will be done by the AMC holder.
2. The contract shall be valid for an initial period of one year.
3. The agency/firm shall have sufficient numbers of Technicians and Computer Engineers with them. In case of non-availability of Engineers at any time, the firm shall provide substitute engineers as the case may be List of engineers/support staff has to be provided along with their qualifications.
4. The agency/firm should have good financial viability and can cushion credit up to three months.
5. The contract can be terminated by this office at any time without giving any notice or without assigning any reason. If the work of the contractor is found unsatisfactory during the period of this contract, decision of the competent authority of this office shall be final and binding on the firm.
6. The firm should submit the list of Engineers along with their contact numbers, whom they will be able to provide to this office in case they are selected in the tender.
7. The address along with the telephone numbers and fax numbers of the workshop in New Delhi should be furnished.
8. A general undertaking shall be given that all the terms and conditions of the Bid document are acceptable
9. Only the firms meeting the above technical terms & conditions should submit their quotations in sealed covers. 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.
10. Any matter during the period of this contract which has not been specifically covered by this contract shall be decided by the office of DGHRD(HRM II) whose decision shall be final and conclusive.
11. In case of any dispute of any kind and in any respect whatsoever, the decision of this office shall be final and binding.
12. The service provider should have GST Registration or submit an undertaking that he is not liable to pay GST. The rates offered shall be considered exclusive of all taxes including GST (All taxes may be shown separately).
13. The service provider must have 24 hours working telephone system so that he can be contacted over phone at short notice and at odd hours and on holidays. In case of requirement of any service Engineer it would also be essential for each service Engineer to have a mobile number so that he could be contacted for duty.
14. The department is not liable to pay any other charges in addition to the above.
15. The Vendor will provide one (1) dedicated Engineer on all the working days during working hours of DGHRD(HRM II), which may even be called for on Saturdays & Sundays and other public holidays if required. The service of the Engineer may also be required beyond working hours on some occasions to meet any emergency situations. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.
16. TDS will be deducted as per rules.
17. The firm of service provider should be located in Delhi.

TECHNICAL BID

1. Name, Address and Telephone number of Tenderer :
2. Name and address of the Proprietor/Partner/Directors of the firm:
3. Registered Address, Telephone No. & Fax No.
4. Other Address of any branches with their tel. No.
5. Address & Contact no. of the workshop
6. Firm should be registered under GST
7. PAN no. of the firm
8. Total engineers working under the firm
9. Name(s) of the Public sector/Govt. org. whom similar Services have been provided by the firm
(please attach the service certificate)
10. Name of the website, email ID etc. if available

*Attach Relevant Documents

"I have read the terms & conditions of the tender notice and agree to abide by them."

Signature:
Name of Authorized Signatory:
Seal/ Stamp:

Date:

FINANCIAL BID

1. Name, Address and Telephone number of Tenderer:
 2. Name and address of the Proprietor/Partner/Directors:
 3. GST Registration Number:
 4. Rate quoted for AMC Non comprehensive) with one engineer for one year
- "I have read the terms & conditions of the tender notice and agree to abide by them."

Signature:

Name of Authorized Signatory:

Seal/ Stamp:

Date:

Copy to:

- a) DGHRD Website
- b) CBIC Website
- c) Notice Board
- d) Guard File