

**OFFICE OF THE COMMISSIONER, CUSTOMS & CENTRAL EXCISE
48, ADMINISTRATIVE AREA, ARERA HILLS, HOSHANGABAD ROAD,
BHOPAL**

F. No: I(07)02/AMC-Computer/Admn/Hq/15-16 3672 Dated 05-8-2015

To

M/s Oasis Infosystems Pvt.Ltd. 31-C, S 7 Goyal Zone-II Bhopal.	M/s Unique Systems LIG-12 & 7 Ist Floor Shabri Complex-II Bhopal 462011	M/s Advance Technology U-1, Radhekrishna Complex, Zone -II, Bhopal 462011	M/s I.T. Zone Plot No. 205, Nilkamal Complex, Shop no. 108-114, Zone-I, Bhopal. 462011
M/s Srigitarius Micro Systems D-17, Machna Colony Bhopal.	M/s Friend Trading Corpn. Akansha Complex, Plot No. 2/218-III floor, Zone I Bhopal.	M/s Orbit Systems M-3/6 Zone-II Bhopal.	M/s Smith Systems Plot No. 194 Zone I Bhopal
M/s PCS Technologies Ltd. HX/ 123/ E-7 Arear Colony, Bhopal	M/s HCL Infosystems Ltd. E-5 Ajay Tower Opp. Habibganj, Bhopal	M/s Wipro Infotech 176 M.P.Nagar Zone II Bhopal.	M/s Global Marketing M-2, Plot No. 101 Zone I Bhopal.

Gentlemen

Subject:- **Annual Maintenance Contract of Computer, Peripherals (Printer, Scanner, UPS etc) and Local Area Network (LAN) – Regarding.**

The Central Excise Commissionerate, Hqrs., Office Bhopal is desirous of putting under AMC for the Computer, Peripherals (Printer, Scanner, UPS etc) and Local Area Network (LAN) installed in the Office of the Chief Commissioner, Commissioner's Building, Commissioner (Appeals) office, 172 Bhagya Bhawan, M.P.Nagar, Zone II, Dy. Commissioner, Dn.1 & Dn.II, Paryawas Bhawan, Bhopal for the period of One year from the date which will be intimated after the acceptance of the quotation.

2. This office is interested in awarding a comprehensive maintenance contract to the suitable reputed vendor, capable of providing quality and timely services and fulfilling the eligibility Criteria and the list of equipments to be covered in subject to AMC alongwith configuration and respective locations is given in the Annexure-I. It may be observed that the equipments are located mainly at Bhopal. Therefore, we are looking for a vendor who can provide timely and efficient service engineers. It is also suggested that the local resident service engineers may be required to be appointed at Bhopal to minimize the downtime and to provide efficient service.

3. The vendor should be agreeable to the terms and conditions of the AMC as specified in sealed envelope as per the requirement given at para 2.10 of the terms and conditions attached with the letter and should be submitted alongwith the tender for evidence purpose.

20. Defining the proper backup policy for the organization, implementation and shortage schedule, action plan, security of database, files.
21. The Department reserves the right to cancel the Vendor Bid / AMC services, if any information provided by the vendor is found unverifiable during the selection procedure, or the AMC period.
22. The P.C. etc can be inspected during the working hours between 10AM to 2.00 PM at the weekdays.
23. The AMC is valid for the period of one year from the date of awarding of the contract.
24. The rates shall be inclusive of all the taxes / duties as applicable.
25. Payment will be realized on Quarterly basis, on completion of the work on the basis of invoices raised, supported with copies of maintenance certificate, signed by concerned invoices raised, supported with copies of maintenance certificate, signed by concerned departmental officers in respect of both preventive and on call maintenance. Suitable reductions will be made in respect of clause 11, 12 & 17 for overshooting of time lines.
26. The quotation should contain the following:-
 - i. Technical Bid:- Containing your detailed service offers and conditions + all documents asked for all relevant papers above. This should not indicate any financial issue.
 - ii. Financial Bid:- They will be in separate sealed covers each containing the name of the bidder and the expression "Technical Bid" and "Financial Bid" superscribed on the envelope.
27. Those bidders who satisfy the technical requests and provide all the requisite valid documents will be short tested and only their financial bids will be opened for consideration subsequently.

Hans K. Sharma
(Hans K. Sharma)
Addl. Commissioner (P&V)
Central Excise, Hqrs., Bhopal.

Terms and Conditions

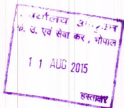
1. Company must be holding appropriate Trading License (copy of the same to be provided with quotation).
2. Company must submit its PAN Number with quotation.
3. The Company must be in AMC Business for atleast 3 years.
4. Company must have experience in maintenance for Personal Computer, Peripherals (Printer, Scanner, UPS etc) and Local Area Network (LAN).
5. The Company must have procured atleast 03 orders for AMC in the last 3 years for quoted value or above in which atleast one from the Central Govt. Department (Documentary evidence to be submitted with the quotation).
6. The company must be authorized service partner of OEM's for Hardware/ Networking Equipments.
7. The AMC for maintenance and servicing of equipments, listed in Annexure-II and replacement of defective parts, if any. The parts replaced will be new and equivalent in performance.
8. For equipment which are under warranty (as indicated in remark column of Annexure II) the AMC will be effective only after the expiry of warranty. The rates of AMC be quoted accordingly for these equipments.
9. The Service Engineers should have sufficient knowledge of Operating Systems like Unix and Windows.
10. Software support for all the versions of Windows and Unix, Office Automation, Packages Installation, Configuration of Programmers like MS Office 97/2000/ SP, Star office, Lotus SmartSuite.
11. Cables and connectors used to connect P.C. Switch Modem and TA are also include in AMC.
12. Maximum downtime allowed is on working day (24 hrs) Excluding holiday for all locations.
13. In case of operational defect of any equipment proper standby has to be provided. Penalty per day @300 for PC, Rs.200/- for a Printer and Rs.100/- for UPS will be imposed for downtime beyond one day.
14. Preventive Maintenance (checking and servicing of equipments) is to be carried out at all locations once in a quarter and certified by the user. Failure to be preventive maintenance would attract a peanty for Rs.3000 for each quarter.
15. Trouble shooting of the device driver problems, Modifications / updates in all the Hardware drivers, uninstalling and installing device drivers. Fine tuning the device driver parameters for optimum output / best performance.
16. Printer and other devices configuration on PC/ Network. Installation and configuration of Network Printers.
17. Checking of all the keys of the key board for proper operation.
18. Cleaning of floppy/ CD drivers and checking of the head alignment.
19. Within a week of awarding the contract the vendor should make a complete study of the entire system under AMC and comp up with appropriate suggestions, if any, procurement of special watch is required. Thereafter, their will be responsible for regular updation and maintenance and ensure protection of system. Machine failure during the AMC due to viral infection will attract same penalties for PC as in enclosed.

4. You are hereby intimated to submit the quotations for AMC submitted in sealed envelope as per the requirement given at Para 2.10 of the terms and conditions, which should be addressed to " The Commissioner, Customs & Central Excise, 48 Administrative Area, Arera Hills, Bhopal".

5. The sealed quotations should be submitted on or before 17-8-2015 by 3.00 pm. The envelope containing the quotations may be superscribed as "Quotation for AMC of Computer". The quotations will not be accepted after the aforesaid time and date under any circumstances and the quotations received before the expiry of the aforesaid time will be opened at 11.30 AM on **25-8-2015** for further action.

Any other details can be had from this office during the working hours. The authority inviting tender reserves the right to accept or reject any or all the quotations without assigning reasons whatsoever.

Encl: As above.



Yours sincerely

Hans K. Sharma
(Hans K. Sharma)
Addl. Commissioner (P&V)
Central Excise, Hqrs., Bhopal.

Copy to:
1. Deputy Commissioner (systems) Hqrs Bhopal for uploading on cbec website. Please ensure that the tender notice should be uploaded on cbec website immediately.

2. Notice Board

Addl. Commissioner (P&V)