

OFFICE OF THE COMMISSIONER OF SERVICE TAX-I: MUMBAI

5th Floor, Central Excise Building, 115, M. K. Road, Churchgate Mumbai – 400 020.

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0618

F. No V/HQ/AMC-Comp/10-11
Mumbai, the December 2011

To,
Annual Maintenance Contract vendors,
(Limited Tenders),
M/s Kendriya Bhandar, Mumbai,
M/s Bhanu Enterprises,
M/s Anjali Enterprises,
M/s Unique Infotech,
M/s Limra Computers,
M/s Shree Mahalaxmi,
M/s YNC Systems,
M/s Forum Traders,
M/s Cygnus Solutions
Notice Board

Gentlemen,

**Subject: - Calling of Tenders for Annual Maintenance Contract
(AMC)for Computer, Printers & Laptops of Service Tax-I,
Mumbai Commissionerate**

The Service Tax-I, Mumbai Commissionerate is having 70 computer, 91 Printers and 22 Laptops, installed at various offices situated at Central Excise Building, Churchgate, Old Customs House, Fort, Construction House, Ballard Pear and Madhu Industrial Estate, Worli for which Annual Maintenance Contract is required

Tenders are invited from experienced Service Providers/Contractors having vast experience in the field of repairs and maintenance of computer hardware and peripherals for:-

- 1 Call Basis AMC, for computer, for one site per day
- 2 Call Basis AMC, for printer, for one site per day
- 3 Call Basis AMC, for Laptop, for one site per day
- 4 Computer system formatting and reinstallation, for one site per day

The quotation should be given as rate per computer, Printer & Laptop. (rates should be inclusive of all taxes). The service will be rendered according to the terms and conditions of AMC which are mentioned below.

The Bidders are requested to submit their Sealed Tenders (Technical and Financial Bid in separate sealed envelopes) for the AMC in the under mentioned format addressed to the Joint Commissioner (Systems), Service Tax-I, Mumbai having his office at 6th Floor, Central Excise Building, Churchgate,

Mumbai on or before 12.00 hrs of 03-01-2012. The sealed tenders will be opened on 03-01-2012 at 4.30 Hrs.

Any attempt to canvass or deliberate on the issue in any manner shall render the contractor/tendorer liable to rejection of their tender.

TECHNICAL BID FOR MAINTENANCE OF COMPUTERS, PRINTERS & LAPTOPS IN SERVICE TAX-I, MUMBAI

1	Name of the Firm	
2	Details of Technical Staff with qualification and experience Note- The firm should have a qualified Engineer, having at least three years experience in the field of Computer Maintenance	
3	Whether the contractor firm has a 2 year experience in Govt. Department. Yes/No. If yes proof shall be attached	
4	Clientele details in Mumbai- client wise	
5	Whether the contractor firm is an Income Tax Assessee(Yes/No) If yes copy of PAN shall be attached	
6	Service Tax Registration Number (Yes/No). copy of Service Tax Registration	

FINANCIAL BID FOR MAINTENANCE OF COMPUTER, PRINTERS & LAPTOPS IN SERVICE TAX-I, MUMBAI

Fianciad Bid Format	
Particulars	AMOUNT
Rate for Call Basis AMC, for computer, one site per day	
Rate for Call Basis AMC, for printer, for one site per day	
Rate for Call Basis AMC, for Laptop, for one site per day	
Rate for Computer system formatting and reinstallation for one site per day	
<ul style="list-style-type: none"> I agree with all terms and condition as per tender 	
<p>Note: The above Text may either be printed on a plain paper with your office address stamp on it or on a letter head of the firm</p>	

TERMS AND CONDITIONS OF ANNUAL MAINTENANCE CONTRACT

1 Maintenance service shall consist of preventive and corrective maintenance of computers system hardware, printers & Laptop. An expert Engineer/s (Hardware/Software) of the contractor firm should be deputed/stationed in the headquarter office (churchgate) during office hours (from 9.30 Hrs to 18.00 Hrs) and he will visit various Commissionerate offices as per call requirement.

2 No separate replacement and repairing charges should be made for the Computer/Printers/Laptop under AMC

3 Maintenance contract will be effective from the date of signing the contract/work order

4 Payment of AMC will be made on Bi-monthly basis.

5 The AMC service provider shall attend the complaints immediately to rectify the computer system, printer & Laptops and make them in working condition

6 Response time of a call should be within 24 hours and in case of any failure to respond within the stipulated time, a penalty of Rs 100/- per day shall be imposed which will be deducted from the payment of the AMC contractor. However, penalty clause will not be applicable if a standby system is provided by the contractor firm.

7 Contractor firm should have a proper Complaint Call Register which will provide traceability of all complaints from registration of complaint to call clearance. Contractor firm shall issue and maintain Customer Service Slip which will be duly filled after every service visit, clearly indicating the time of call by the user department, time of attendance of the fault by the AMC engineer, nature of fault observed, corrective action taken and whether said call closed or not. If the fault needs further observation, then the Customer Service Slip should indicate whether normal usage can be continued and details of subsequent visit after 2 days of observation, closure of call and other related information. After closure of call it should be signed by both complainant officer and AMC engineer who has attended the complaint.

8 The Final Payment in respect of bills shall be made only after the receipt of certified "Customer Service Slips" as mentioned above.

9 Service provider shall take adequate measures for protection of Computers & Laptops from virus.

10 The amount of AMC includes service tax and other taxes to be paid by AMC contractor

11 In case service is not found satisfactory, this office will terminate the contract on its own after giving 15 days notice and inform the contractor accordingly.

12 In case of shifting of office premises, the AMC contractor shall provide services at new office premises at same rate and terms and conditions

13 Any tender received without adhering to terms and conditions and/or incorporating contrary to any conditions shall be liable to be rejected summarily

Sd/-16/12/2011
(RISHI GOEL)
JOINT COMMISSIONER (SYSTEMS)
SERVICE TAX-I, MUMBAI