

**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE PLOT NO. 19
C.R. BUILDING SECTOR 17-C, CHANDIGARH.
0172-2702371-75 (EXT. 219, 421)**

C.No.1- 18(19)Admn./Hqrs./AMC-TELEPHONE/2012²⁰¹⁰ Dt.31.07.2012

TENDER ENQUIRY

ANNUAL MAINTENANCE CONTRACT FOR THE YEAR 2012-13

Sealed Quotations are invited from parties/ firms for annual maintenance contract in respect of inspection, maintenance and service of new EPBAX lines and connected instruments as well as other telephone lines which are installed in Central Excise Commissionerate, C.R. Building, Sector 17/C, Chandigarh.

The Terms & condition of maintenance /servicing are as under :

(A) TECHNICAL :

- (i) The firm should be in the business of maintenance of EPBAX and connected instruments as well as telephone lines at least for the last 3 years. A copy of company Registration documents should be submitted. (Requisite documents to support this claim will have to be produced for verification).
- (ii) The firm must have executed AMC of at least five Central Govt. organizations (Ministries, Govt. department, PSUs etc.) in the year during 2009-10, 2010-11 & 2011-12.
- (iii) A satisfactory performance certificate regarding AMC from at least 3 Govt. department/PSUs shall have to be furnished.
- (iv) The firm should be registered with Service Tax Department and should submit a copy of Service Tax Registration Number and also VAT Registration Certificate/ Number.
- (v) The firm should submit the complete list of the technicians / mechanics on the rolls of the firms with experience as well as list of technicians / mechanics whom they will be able to provided to this office in case they are selected in the tender.
- (vi) The address of the company/shop with telephone No. & Fax Nos. in Chandigarh should be furnished.
- (vii) A general undertaking that all terms and conditions of this BID documents are acceptable in the format place at Annexure-A to this documents. This needs to be signed by an authorized person of the applying firm. Only the firms meeting the above technical terms & conditions should submit their quotations in sealed cover. 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.

(B) FINANCIAL :-

- (i) The rates may be quoted on basis for the maintenance of EPBAX and connected instruments as well as telephone lines.

- (ii) The amount of AMC should include Service Tax if applicable and other taxes to be borne by the vendor. Only the firms meeting the above financial terms & conditions should submit their quotations in sealed cover. The firm which fails to fulfill any of the above conditions will be disqualified.

(C) GENERAL TERMS & CONDITIONS :-

1. SCOPE OF Work :-

- 1.1 The scope of work covers AMC of respect of inspection, maintenance and service of new EPBAX lines and connected instruments as well as other telephone lines installed in Central Excise Commissionerate, C.R. Building, Sector 17/C, Chandigarh-I & Chief Commissioner Unit(CZ), CHD.
- 1.2 To provide regular on-site Preventive maintenance

2. DEPLOYMENT OF TECHNICINES/ MECHNICS :-

- 2.1 The vendor will provide One mechanic on all the days from 9.00 am to 5.30 p.m. on all working days (Monday to Friday).
- 2.2 The mechanic should be qualified with an experience of not less than three years in the repaid as well as maintenance. The service mechanic provided by the firm shall not be changed frequently. However, if found incompetent by the office, the service mechanic shall be changed by the Firm immediately.
- 2.3 The mechanic should be equipped with mobile phone to ensure their availability.
- 2.4 The services of the mechanic of the contractor may be required on non-working days or beyond office hours on working days on some occasions tom meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.
- 2.5 The Contractor shall ensure that full particulars of mechanic should be furnished to Admn. Officer(Hqrs.) before their deployment for the purpose of entry passes.

3. Service Assurance:-

3.1 The Firm would put asset number on each of the telephone lines being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed/located. If there is shifting of the equipment/s telephone under this AMC, the firm will have to make changes in record accordingly. Admn. Officer (admn.) / Telephone Operator would assist the firm in this task and ensure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis. A preventive Maintenance reports (quarterly) of all the items installed at different branches/offices

would be submitted along with the quarterly bill of AMC in the name of "Commissioner of Central Excise and Service Tax Commissionerate Chandigarh-I, Chandigarh". The quarterly payment will be made strictly on the basis of satisfactory report of the user.

3.2 The schedule of preventive maintenance shall be as follows:-

- (a) Shifting of equipment within the building as and when required.

3.3 The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by for the same. The firm will also provide maintenance and repair services on holidays in case of emergency.

3.4 The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.

3.5 Where the items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.

3.6 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.

3.7 The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.

3.8 The vendor shall check all the telephone within 3 days of signing the contract and submit report to the Admn. Officer (Hqrs.). In case no report is submitted within stipulated time, it will be assumed that all the telephone lines are in running conditions. not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies / components, will be withdrawn from the maintenance contract. The decision of competent authority regarding non- availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

- 3.9 At the end of the AMC – contract period, both the user and AMC holder shall certify the all telephone and other items are in satisfactory working condition and that no fault or complaints are pending.
- 3.10 It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Department, he/she will be liable to recovery at higher rates, vis-à-vis those contracted with, which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- 3.11 The above act of backing out would automatically debar the firm from any further dealing with this Department.
- 3.12 This Commissionerate shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- 3.13 The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- 3.14 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- 3.15 At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

4 . Penalty :-

- 4.1 If the company does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company the penalty of Rs.200/- per day shall be levied w.e.f. time and date of complaint registered.
- 4.2 If the company fails to repair/replace the system for one week, the system may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.
- 4.3 If the company fails to clean the equipments under AMC on quarterly basis, a penalty of Rs. 1,000/= each month shall be levied.
- 4.4 The Service mechanic will have to make attendance in the attendance sheet placed at Systems branch. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @ Rs. 1,000/- for each day of absence, from the contracted amount.
- 4.5 Penalty shall be deducted from the running payments.

5 . Payment:-

- 5.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- 5.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

6 . General:-

- 6.1 The interested firms should submit their tenders in bid system i.e. **Technical Bid** and **Financial Bid** separately. The technical bid and the financial bid should be sealed by the bidder in separate covers duly super scribed with “ **AMC of telephone line & EPBAX** ” and “**Financial bid for AMC of telephone line & EPBAX** ” respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with “**Bids for AMC of telephone line & EPBAX** ” for the **Office of the Commissioner of Central Excise and Service Tax Commissionerate, Chandigarh-I** and sent to the undersigned at the earliest, but not later than **1200 hrs on 14.08.2012**. Bid will

- 6.1 be opened first and Financial Bid will be opened only of those firms, who fulfill the Technical terms & conditions.
- 6.2 Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of AMC. In case contract is given for higher number of equipment than number as per the Annexure, then proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.
- 6.3 The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.
- 6.4 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 by the Admn. Officer after serving notice allowing 30 days time period In this connection, the decision of the Addl. Commissioner (P&V) shall be final and binding on the bidder.
- 6.5 The Tender Enquiry Notice is also available at the official website i.e. in **www.cexchd1.gov.in** and on the Notice Board of Central Excise and Service Tax Commissionerate Chandigarh-I, Plot No. 19,C.R. Building, Sector-17 C, Chandigarh.

7 DATE OF OPENING OF SEALED TECHNICAL BID:

3.00 p.m. on 14.08.2012 at Administrative Officer(Hqrs.) O/o the Commissioner of Central Excise and Service Tax, 2nd floor, Plot no. 19, C.R. Building, Sector-17 C, Chandigarh-160017. The details of short-listed parties will be displayed on the Notice Board in the ground floor of the same Building **by 11a.m. on 16.08.2012.**

8 DATE OF OPENING OF SEALED FINANCIAL BID: The financial bids of the short-listed parties will be opened at **11.30 a.m. on 16.08.2012.**

Vinod Kumar
31/7/2012
Additional Commissioner(P&V)
Central Excise & Service Tax Commissionerate Chandigarh-I
Chandigarh-160017

ANNEXURE-A

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

To

The Addl. Commissioner (P&V),
Central Excise Commissionerate,
Chandigarh-I.

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Enquiry Notice dated .0 .2012 regarding on site Annual Maintenance Contract (AMC) of Computer Lines & EPBAX in the offices under jurisdiction of the Commissioner of Central Excise Commissionerate Chandigarh-I Tender Enquiry Notice Dated .0 .2012.

I declare that all the Terms and Conditions of this Tender Enquiry Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for AMC. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Very Truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Office Seal

Annexure-B

(To be filled by the authorized signatory of the firm & this is to be put in sealed envelope super scribed with Bid for AMC of telephone lines & EPBAX etc.

1. Name of the Organization/Firm
2. Name(s) of the Proprietors/
Partners/director
3. Registered Address, Telephone
(Landline/Mobile) & Fax No
4. Other Address of any branches with their
telephone No. and Faxes
5. Whether firm is registered under Services
Tax Act. If yes, then Service Tax No.
6. Permanent Account Number of the firm.
Copy of Pan Card to be attached

Annexure-C