

GOVERNMENT OF INDIA
INCOME TAX DEPARTMENT
Tender Notice for AMC for LAPTOPS
Tender No.3/CIT(CO)/11-12

Income Tax Department, Chennai, invites sealed tenders, separately for **Technical and Financial bids** (enclosed in separate sealed covers) from reputed service providers having tie-up with manufacturers / authorized distributors / dealers of Laptops and accessories.

DESCRIPTION OF WORK: The contract will cover maintenance of around 37 nos. of HP brand Laptops (Model No.6530b). The subsequent additions, if any, of any brand, shall also be included and charges will be paid on proportionate basis. The equipments are located in various Income Tax Offices in Tamilnadu and Pondicherry. **The period of contract will be from 16.02.2012 to 15.02.2013.**

TERMS AND CONDITIONS:

- (1) The service provider should be in the Information Technology business especially in service at least for the last 5 years.
- (2) The service provider should have either **their own** Branches or Call Centres or own offices in Chennai, Coimbatore, Madurai, Salem, Trichy, Tirunelveli and Pondicherry.
- (3) The service provider should have an average annual turnover of Rs.10 Crores or more for the last three financial years **in service business.**
- (4) The service provider should be able to supply original spare parts for laptops and they should have current agreements with those companies.
- (5) The service provider should have handled at least five multi-location service contracts worth Rs.50 lakhs and should be **ISO certified** vendor.
- (6) The service provider should be an authorized service provider for major IT vendors, like IBM, Intel, HP, Wipro, Acer, TVSE, etc.
- (7) The service provider should have their own test and repair facility with certified engineers.
- (8) The maintenance / repair service should be carried out at the I.T. Office premises only.
- (9) **If contract is awarded, the final agreement should be drawn and duly signed by the vendor on or before 10th February 2012.**

Tender Documents can be obtained from the Income Tax Officer (HQ) (CO), O/o the Commissioner of Income-tax (Computer Operations), Room No.236, 2nd Floor, Main Building, Aayakar Bhavan, No.121, Mahatma Gandhi Road, Chennai-34 (Ph. No.2833 8656) on all working days **between 11.00 a.m. and 4.00 p.m. from 09.01.2012 to 12.01.2012 for a cost of Rs.500/-** (Non-refundable). The cost of tender form may be remitted by means of a crossed Demand Draft drawn in favour of 'The Administrative Officer, O/o CIT (Computer Operations), Chennai-34'.

LAST DATE OF RECEIPT OF COMPLETED TENDER DOCUMENTS:

Both technical and financial bids should be filled in with relevant details, duly signed and completed bid documents in separate sealed covers, enclosed in a common cover along with EMD by crossed Demand Draft in the name of the 'The Administrative Officer, O/o CIT (Computer Operations), Chennai-34' for Rs.50,000/- (Rupees Fifty Thousand only)(Refundable) should either be delivered in person or sent by Registered Post to the Income Tax Officer (HQ)(CO), O/o the Commissioner of Income-tax, (Computer Operations), Room No.236, 2nd Floor, Main Building, Aayakar Bhavan, No.121, Mahatma Gandhi Road, Chennai-34, so as to reach **not later than 5.00 p.m. on 13.01.2012.** It may be noted that postal delays, strike, etc., will not be considered as an excuse. The DD toward EMD of Rs.50,000/- should be enclosed **along with technical bid only.** If the service provider is exempt from payment of EMD, the proof for the same should be enclosed in the technical bid.

DATE OF OPENING OF TENDER FOR TECHNICAL BID: 3.00 p.m. on 24.01.2012 at Room No.232, O/o the Commissioner of Income tax (Computer Operations), 2nd Floor, Main Building, Aayakar Bhavan, No.121, Mahatma Gandhi Road, Chennai-34. The details of short-listed parties will be displayed on the Notice Board in the 2nd floor of the same Building **by 11 a.m. on 31.01.2012.**

DATE OF OPENING OF TENDER FOR FINANCIAL BID: The financial bids of the short-listed parties will be opened at **11.30 a.m. on 02.02.2012.**

Sd/-

Commissioner of Income Tax (CO)
for CHIEF COMMISSIONER OF INCOME TAX
CHENNAI-I, CHENNAI-600 034