



GOVERNMENT OF INDIA
OFFICE OF THE COMMISSIONER OF INCOME-TAX (Admin & TPS),
2ND FLOOR, CENTRAL REVENUE BUILDING,
BIRCHAND PATEL PATH, PATNA -800001
Tele/Fax 0612 2504029, email- patna.dd.systems@incometax.gov.in

F.No.CIT(Admn & Tps)/Pat/Tender/AMC/2017-18/2790

Dated, Patna the 19th January 2018

TENDER NOTICE

The Commissioner of Income Tax(Admn & TPS), Patna invites sealed tenders from eligible bidders for Annual Maintenance of PCs, UPS, Printers, scanners etc. for various offices in Bihar & Jharkhand as per the terms and conditions mentioned in the Tender Document.

Reputed contractor/vendors or Government or Semi Government Enterprises having requisite infrastructure may furnish their bids. The terms and conditions for submission of the bids can be downloaded from the website incometaxindia.gov.in. Tender documents may also be obtained from this office from 22.01.2018 to 07.02.2018 till 03:00PM on all working days on payment of Rs. 1000/- (Rs. One thousand only) (Non refundable) by Demand Draft in favour of ZAO, CBDT, Patna. The tender documents downloaded from website must be accompanied with a Demand Draft for Rs. 1000/- (Rs. One thousand only) drawn in favour of the ZAO, CBDT, Patna towards cost of the tender forms.

Last date of submission of bids is **09.02.2018**

Sd/-
(DEORAJ SINGH)
JT. DIRECTOR (SYSTEMS), PATNA



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TENDER DOCUMENT

Sealed Tenders are invited from authorized Service providers/dealers of DELL/ HP/Lenovo and other make or Experienced/Manufacturer of Computers whose office must be situated in Bihar/ Jharkhand for the maintenance of PCs, UPS, Printers, Scanners etc. for various offices of Income-tax Department located at different places of Bihar and Jharkhand. **The sealed tender envelopes containing technical and financial bids separately** in the prescribed format completed in all respect must reach in the O/o the CIT(Admin & TPS), 2nd Floor, C.R. Building, Patna on or before **07.02.2018** The envelopes containing Technical and Financial bids should be super scribed respectively as follows

- (i) **“Technical Bid for Annual Maintenance Contract.”**
- (ii) **“Financial Bid for Annual Maintenance Contract.”**

The Tender document may be obtained from JDIT (Systems), Room No. 219, 2nd floor, Central Revenue Building, Patna

The Tender shall be opened in the O/o the CIT(Admin & TPS) , Central Revenue Building, Patna tentatively on **12.02.2018** at 12 noon.

Cost of Tender document : Rs.1000/- (by demand draft in favour of Zonal Accounts Officer, CBDT, Patna payable at SBI, Boring Road, Patna)

Last date for submission : 09.02.2018

(DEORAJ SINGH)
JT. DIRECTOR (SYSTEMS), PATNA

- (a) _____
- (b) _____
- (c) _____
- (d) _____

(iii) Firm / Company's norm for posting at least one Service Engineers at Patna & Ranchi:

:

8. (a) Failure of commitment – **Penalty payable** :
 (As per Annexure – C)

Rs.

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Per Day: PC/printer/UPS/CVT/Scanners etc.

9. **List of items not covered under AMC**
(Indicate clearly for PCs/Printers/UPS etc.)

: _____

10. Validity period of the offer
 (Your offer should be valid at least for a period
 of 120 days from the date of opening the tender)

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11. Experience certificate for Annual Maintenance
 Contract for Govt. Customers. (Min. 3 Compulsory)

12. Any other information you feel necessary

: _____

**Terms and conditions for Annual Maintenance Contract for
computers, printers etc in various offices of Income-tax Department in
Bihar & Jharkhand**

1. The vendor may submit his bid against this tender enquiry only if he possesses PAN/ GSTIN.
2. Vendor must be a manufacturer /experienced authorized service provider/dealer/ of HP/DELL/LENOVO of computers.
3. The office of the company/firm must be in Bihar/ Jharkhand.
4. Vendor must post one service engineer in Income tax offices at Patna and Ranchi each for preventive maintenance as mentioned in Annexure-B
5. The technical specifications of the service to be provided are given in the Annexure- A and B.
6. The bids submitted by the vendors should be valid for a minimum period of 120 days from the date of the opening of the tender. The technical bids shall be opened at C.R. Building, Patna.
7. The technical and financial bids completed in all respect sealed in separate envelopes must reach this office, latest by 07.02.2018 upto 3.00 p.m., otherwise the tenders will not be accepted.
8. Tenderers are required to furnish their experience certificates with the technical bid document (**Min. 3 Govt. certificates must be required**). The work order will be issued only after due satisfaction of the I-T Department on the report of the qualified vendors regarding their financial status and ability to provide good services to all the offices of the Income-tax in Bihar/ Jharkhand.
9. **All the documents required should be submitted alongwith the technical bid of the tender. Financial bids of only those vendors, who qualify in technical bids will be opened.**
10. Income-tax Department will not be responsible for any delay in obtaining the tender document by the vendor from the Deptt. or submission of the completed tender document to the I-T Department, Patna.
11. The tenders submitted by post/ telex/ telegrams/ fax will not be considered. No further correspondence will be entertained on this matter, If tender documents downloaded from website, then vendor must enclose DD of Rs.1000/- as fees for tender document along with technical bid.
12. Details of items to be covered under AMC is as per Annexure- A

13. The prices quoted in the financial bid should be inclusive of all services and taxes. The procedure of calculation of penalty is detailed as per Annexure-C.
14. The registration number of the firm alongwith the GSTIN allotted by the sales tax/ trade tax/ service tax authorities and PAN alongwith the place of registration should invariably be given alongwith the technical bid,
15. Any payment shall be released after signing of the AMC contract and receipt of the original bills in triplicate completed in all respect.
16. Payment of 50% of AMC amount will be made on advance basis and remaining 50% on completion of contract period. Payment shall be in respect of offices of Bihar & Jharkhand separately.
17. It shall be the exclusive responsibility of the vendor to provide services to maintain the secrecy and security of the departmental work. Failure to fulfil any of the above mentioned conditions will lead to the cancellation of the work order.
18. I-T Department reserves the right to reject any vendor against the work order, if found unsuitable and or not conforming to the order. No payment will be made for incomplete work.
19. Work shall start positively within 7 days from the date of issue of the order by the I-T Deptt. Vendor should submit the bank guarantee of 10% of the work order value & verification report of PCs/Printer/Scanner etc. of various offices of Income tax Department located at different places of Bihar & Jharkhand before signing the Annual Maintenance Contract between the CIT(Admn. & TPS) and vendor.
20. The I-T Deptt. reserves the right to cancel the maintenance contract, if service gets delayed from the stipulated period given in the tender.
21. I-T Deptt. shall have no responsibility whatsoever for any damages sustained by the vendor due to cancellation of the order.
22. If service contract is signed with the Vendor, then vendor will be responsible for maintenance work.
23. Tender not conforming to any or all the above terms and conditions are liable to be rejected.
24. Incomplete tenders are liable to be rejected.

25. I-T Deptt. reserves the right to reject any or all the tenders without assigning any reason whatsoever. I-T Deptt. would not be under any obligation to give any clarifications to those vendors whose tenders have been rejected.

26. All disputes are subject to Patna jurisdiction.

DECLARATION BY THE VENDOR

It is hereby declared that I/ We the undersigned, have read and examined all the terms and conditions etc. of the tender document for which I/ We have signed and submitted the tender under proper lawful power of Attorney. It is also certified that all the terms and conditions of the tender document are fully acceptable to me/ us and I/ We will abide by the conditions from Sl. No. 1 to No. 26.

Date :

Signature :

Address :

Name :

Designation:
On behalf of
Firm / (Company Seal)

ANNEXURE-A

DETAILS OF ITEMS COVERED UNDER AMC

SL.NO	Items	Quantity(Approx.)			Remarks
		BIHAR	JHARKHAND	TOTAL	
1	HP D530 CMT (computer):-P-IV with - HDD - CD/DVD - 14" CRT Monitor -1 GB RAM DDR1/DDR2	35	14	49(Apprx)	
2	Dell Inspiron/Optiplex 760/other (computer) :-with -HDD - CD/DVD - 15" TFT Monitor -2/4 GB RAM DDR1/DDR2	42	73	115(Apprx)	
3	PIV and above/ i3 Computers(others) :-with -HDD - CD/DVD -1/2/4 GB RAM DDR1/DDR2	237	108	345(Apprx)	
4	Lenovo Think center(Computer) i5 and above Processor with -HDD - CD/DVD - 15" TFT Monitor -2/4 GB RAM DDR1/DDR2/DDR3	225	137	362(Apprx)	
5	All in One PC's i3/i5 and above (Desktop) With -HDD - CD/DVD -4/8 GB RAM DDR1/DDR2/DDR3	12	8	20(Apprx)	

6	Hp LaserJet P1007/P1008 (printer) :-	233	196	429(Apprx)	
7	LaserJet Samsung ML 1640 (Printer) :-	21	17	38(Apprx)	
8	Hp LaserJet 3055 All-in-one (printer) :-	69	6	75(Apprx)	
9	Hp LaserJet P1505 (printer) :-	25	15	40(Apprx)	
10	UPS 500/600/750 VA (with make)	521	339	860(Apprx)	
11	SCANNER (HP/other)	4	0	4(Apprx)	
12	Miscellaneous items (supply if required) -UPS600/650VA with make -CRT Monitor (replacement/repair) -15" TFT Monitor -Mouse / Mouse Pad -Keyboard PS2/USB -Cabinet -Anti Virus per user (Quick Heal/Norton)				

PREVENTIVE MAINTENANCE SCHEDULE FOR COMPUTER NODES

Name of User : Room No. : M/c Srl. No.

Building Name : Floor of Building : Period :

S.No.	Activity	Result	Remarks
1.	Check AC power input to the machine	L-N = N-E = L-E =	L-N=L-E -230V $\pm 5\%$ N-E $\leq 2V$
2.	Check earthing for leakages	N to E \leq	NE $\leq 2V$
3.	Check Hard disk drive for bad blocks & lost clusters		
4.	RUN hardware diagnostics		
5.	Down time during the quarter for PC		
6.	Any problem on H/W or S/W as on date		

- The above activities will be carried out quarterly and submitted to the O/o CIT (Admn. & TPS), Patna

Signature of Vendor

Signature of the User

Full Name in Block letters

Designation:

Designation:

Penalty /Down time calculation

The procedure of calculation of down time for the imposition of penalties / additional penalties due to failure of the vendor in providing adequate service is as follows:

(1) For Headquarters location(where the Service Engineer is stationed)

- (a) If PC is down > 2days and <= 10 days then penalties Rs. 50 per day/per computer.
- (b) If PC is down > 10days and <= 30 days then penalties Rs. 100 per day/per computer.
- (c) If PC is down > 30days then penalties Rs. 500 per day/per computer.

(2) For Outstation locations (where the Service Engineer is not stationed)

- (a) If PC is down > 3days and < 10 days then penalties Rs. 50 per day/per computer.
- (b) If PC is down > 10days and < 30 days then penalties Rs. 100 per day/per computer.
- (c) If PC is down > 30days then penalties Rs. 500 per day/per computer

(3) Penalty against preventive maintenance is to be charged @ Rs. 150 per Computer per quarter if vendor fails to submit quarterly report of preventive maintenance in the O/o the CIT(Admn. & TPS) .

