



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE, DEPARTMENT OF EXPENDITURE  
O/o DY. CONTROLLER OF ACCOUNTS  
CENTRAL BOARD OF DIRECT TAXES (WZ)  
270, ZONAL ACCOUNT OFFICE, AAYKAR BHAWAN, MUMBAI – 20  
TEL/FAX: 022- 22060799/022- 22015414 EMAIL : ZAOCBDT\_MUMBAI@REDIFFMAIL.COM

No.ZAO/CBDT/MUM/AMC – COMP/2018-19/

Date: 11.01.2019

**NOTICE INVITING QUOTATIONS FOR COMPREHENSIVE  
A.M.C.OF COMPUTERS, PRINTERS AND RELATED WORKS**

Zonal Accounts Office, O/o Pr. CCA, CBDT, Mumbai invites quotations for the following work:

Comprehensive Annual Maintenance(Comprehensive Annual Maintenance means maintenance and replacement of each and every damaged parts of above) Contract of Servers, 72 computers, 25 printers, 4'24 port switches along with peripherals & networking of this office from authorized eligible firms in two parts( technical and financial). . Consumable items like floppies, Printer ribbons, toner, cartridge tapes and stationery, etc will not be included in AMC. The interested parties may send their quotations specified below:

The Quotation should be in sealed covers duly superscribed as **"TENDER FOR COMPREHENSIVE A.M.C.OF SERVERS, COMPUTERS, PRINTERS AND ITS RELATED WORKS"**. The tenderer should write in words as well as in figure the rates quoted by them. The tenderer should append their signature with seal and name on the every page of quotation to be submitted by them. Firms must have the list of norms as enclosed herewith. **Firms should submit a copy of PAN/TAN card. Firms should submit a copy of GST/TIN number. Earnest money deposit of Rs 5000/- (five thousand only) in the form of D.D. in favour of "ZONAL ACCOUNTS OFFICER, CBDT, MUMBAI," should be submitted along with the Quotations.**

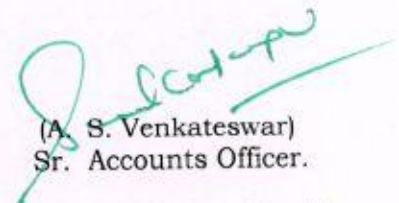
Quotations enclosed should be addressed to Zonal Accounts Officer, room No. 270, O/o Pr. CCA, CBDT, Aayakar Bhavan, M K Road, Mumbai- 400020 and must reach by **3.00 pm on 21 /01/2019**. The authorized firm and successful bidder, who qualify the norms, will be intimated accordingly. Quotations received after stipulated date and time shall not be entertained. The quotations will be opened on 21/01/2019 at 03.30 pm.

**The successful bidder is required to submit the performance guarantee of 5% of contract value in the form of Bank Guarantee/Fixed deposit or Demand Draft before signing of contract.**

NIQ can be also be downloaded from the following websites.

1. [www.pccacbdt.gov.in](http://www.pccacbdt.gov.in)
2. [Office.incometaxindia.gov.in/Mumbai/pages/tenders](http://Office.incometaxindia.gov.in/Mumbai/pages/tenders).
3. Notice Board



  
(A. S. Venkateswar)  
Sr. Accounts Officer.

वरिष्ठ लेखा अधिकारी,  
Senior Accounts Officer,  
क्षे.ले.का.कें.प्र.क.बो., मुंबई.  
Z.A.O., C.B.D.T., Mumbai.



1. **The contract period would be for one year from issue of work order.** The Vendor/Firm should be an authorized Service provider for server & P C's of Compaq/HCL/IBM/HP. The firm should be in existence for over 3 years in trade with business of more than 2 Lac PA. The firm should also have previous maintenance contract for at least 2 years with a Government /Ministry/Department.

2. The vendor /firm shall provide a service engineer who will be stationed at ZAO,CBDT, Aaykar Bhavan, Mumbai Office from Monday-Friday at 9.30 am to 6 pm Hrs (office Hrs).The deputed engineer(s) should have qualification of diploma in Information Technology and hardware, sound experience in software and hardware management and at least 2 years experience in computer maintenance. In case of exigencies the services of the vendor may also be utilized on Holidays/extra time.

**Section II (Commercial):**

3. Contractor shall not subcontract / outsource the maintenance jobs to any other agency and should have registered office/Service centre in Mumbai/Navi Mumbai. The Contract address and the strength of the office should also be indicated.

4. Annual maintenance contract (AMC) would be comprehensive i.e., including spares for proper functioning of all systems and sub systems. If any part gives repeated problem i.e. 2 repairs in maximum periods of 2 months time then it must be replaced immediately by the contractor with a original new one.

5. Payment shall be made quarterly after deducting TDS as per rule at the end of each quarter on providing satisfactory services certified by the concern Pay and Accounts Officer. No advance payment will be made.

6. The number of computer systems/Peripheral under AMC mentioned in the list are subjected to change at the discretion of the office may be due to expiry of warranty period or due to absolute systems on pro -rata basis .The quarterly payment shall be made for actual numbers of hardware under contract .The Items wise rate in the AMC will be the Computer system/peripheral added / removed during the period of contract.

7. The bills for AMC will have to be submitted in triplicate duly pre-receipted along with service cards or month wise MIS reports which will be maintained by the contractor .The service cards are to be signed by the user of the PC as well as the concerned Pay and Accounts Officer.

8. All Complaints / problems reported should be rectified to user's satisfaction by the contractor before the end of next working day from the time of booking of the complaint

9. In the eventuality of the AMC service provider not being in a position to rectify the fault within 24 hrs, a standby machine of acceptable similar configuration shall be provided. On Failure to provide a standby machine a penalty of 05% per day per name of the contract value will be levied.

  
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10. However if the contractor provides a standby system / sub -system of similar configuration and quality acceptable to the office on returnable basis, the system / sub-system the office.

11. If the contractor is not able to rectify the fault within the stipulated period maximum 3 days or fail to provide standby system, it would be open to the concerned Account officer to have fault rectified through any other source and contractor shall have to bear the expenses so incurred on the account .Delay beyond 20 days may lead to cancellation of contract.

12. Spares parts supplied by the contractor in lieu of irreparable components should be compatible / brand new / original and of branded company .used /repaired spares parts will not be accepted.

13. If the Systems / subsystems are required to be taken out of the office for the repairing, a standby system / sub-system of the similar configuration and quality acceptable to the pay and Accounts officer should be provided on returnable basis. The AMC vendor will be responsible for the transportation and delivery of the systems/subsystems. Such hardware under repaired should be returned, repaired to the satisfaction of user /the concerned pay and Accounts Officer within a period of 15 days.

14. Contractor should provide the following types of services:

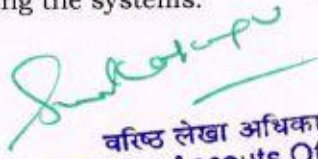
- Preventive maintenance.
- Corrective maintenance of Hardware and networking.
- Software service for the system operations.
- Assistance in H/W and S/W up gradation.
- Monthly cleaning of hardware using standard IP cleaner/Solution.

15. Monthly preventive maintenance shall also be carried out in addition to attending the specified complaints. A comprehensive report to this effect would be submitted by the concerned Pay and Accounts Officer. The effect shall also be entered in the log book of each M/C. Monthly schedule for PM may be decided in consulting with the concerned Pay and accounts Officer.

16. During preventive maintenance, vendor will make suitable use of trouble shooting software packages to reconfirm the Hardware configuration/ health of each PC equipment, cleaning of PC hardware and peripherals, enter the result in respective log books and reporting to the concerned Pay and Accounts Officer and user.

17. Consumable items like floppies, Printer ribbons , toner , cartridge tapes and stationery will not be included in AMC. The printer cables , CMOS battery , SMPS and Mother board , keyboard , Mouse , hard disk , RAM , fuse and all other components of H/W shall be included in the AMC.

18. Contractor shall provide all assistance in shifting / relocating the systems.

  
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19. Contractor shall provide all assistance in up-gradation of H/W, S/W during the AMC period on requirement of the office.

20. Software support with reference to installation NT/2000/XP, word processing software , spreadsheet software, database software, DTP software, Presentation software, MS office 97/2000/XP antivirus etc, Must be provided in case of any problems reported by user. The AMC engineers shall also provide assistance to users in installing the various package and in taking proper backup copies of the same whenever recommended / required.

21. To keep PC's in the concerned Accounts Officer of C.B.D.T virus free latest antivirus vaccines (licensed copy) will be provided to the contractor.

22. The penalty / repairs charges, if any, as per clauses 11 to 15 shall be deducted by this office from the quarterly payment to the contractor.

23. In case the engineer is not able to resolve the trouble shooting, he shall be responsible for the coordination and resolution through the respective manufacturer / supplier.

**Section - II (Technical)**

24. The AMC vendor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each system / subsystems before taking charge and commencement of AMC. At the end of AMC, the vendor shall hand over complete hardware in good condition and shall have to replace all the parts that have not been properly maintained. Which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For the purpose a detailed list of equipments or parts to be replaced by the out-going contractor, shall be prepared by incoming contractor and duly approved by concerned Pay and Accounts Officer.

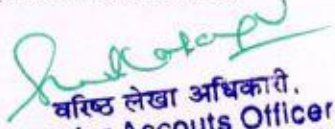
25. Machine down time should not be more than 24 hours from the time of report of fault. This would include the attachment peripherals also.

26. In case of a hard disk failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.

27. Site Engineers may be replaced either on the request of the concerned Pay and Accounts Officer or due to unavoidable reasons like resignation long leave etc. during the contract period for which suitable replacement acceptable by the concerned Pay and Accounts Officer.

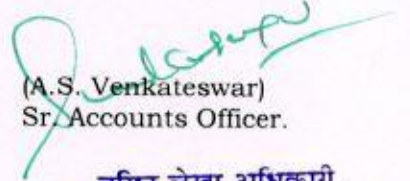
28. No person below the age of 18 years shall be deputed for work to the office.

29. The vendors shall indemnify and keep concerned Pay & Accounts Officer harmless of all claims arising under or by reason of this contract, if such claims resulting from the fault and / or negligence or willful or omission of the Vendor or his employees deputed to this office.

  
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30. The vendor / Firms representative shall visit concerned Pay and Accounts Office at least once in a month to discuss the problems and their immediate replacement.
31. Frequently required spare parts for at least two systems / subsystems each must be kept at premises of the office for immediate replacement.
32. On the last day of the contract, the AMC vendors should ensure that the computer machines and accessories are working in satisfactory condition and without any problem. This will be reported and checked by AMC vendor through the concerned Pay and Accounts Officer.
33. The last quarter payment will be released on getting this 'Satisfactory Report' only .In case of any trouble, The AMC vendor will ensure to rectify the trouble along with providing stand - by machine without charging anything extra ever if the period of the AMC lapses. The penalty clause as explained at Sr.No.13 above will remain applicable until 'Satisfactory Report' is not provided on the last day of the AMC Contract.
34. Tender Documents will be evaluated on the basis of above and financial bids of only successful firms shall be opened. The Contract will be awarded to the contractor who quoted lowest rates and the basis of credentials document in support of work experience of the firm, turnover for last three years as on 1.1.2019.



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