



GOVERNMENT OF INDIA
OFFICE OF THE
COMMISSIONER OF INCOME TAX (LARGE TAX PAYER UNIT)
29TH FLOOR, CENTRE No. 1, WORLD TRADE CENTRE,
CUFFE PARADE, MUMBAI -400 005.

Tender No. Mum/CIT(LTU)/AMC PC& Printer/2020-2021

Dated:05/02/2020

NOTICE INVITING TENDER

1. The Commissioner of Income - Tax Department (Large Taxpayer Unit), Mumbai, invites tenders under the two bid system in sealed envelope, for maintenance & service of computers, printers & peripherals at the office premises situated at 8th, 28th and 29th floor of World Trade Centre No.1, Cuffe Parade, Mumbai-400005, as per the details specified Scope of service and terms & conditions.
2. The contract is for the period 01 (One) year from **01.04.2020 to 31.03.2021 which may be extended for a further period with mutual agreement, as deemed fit, which is subject to satisfaction and is at the discretion of the Commissioner of the Income Tax (LTU), Mumbai.**
3. Sealed Tenders, duly superscripted "**Tender for maintenance & service of computers, printer & peripherals**" and should be addressed to "The Commissioner of Income-tax (Large Taxpayer Unit), Mumbai" shall be submitted to the office of the Commissioner of Income Tax (LTU) having address at 29th Floor, World Trade Center-1, Cuffe Parade, Mumbai-400005, **on or before 16.03.2020 till 03.00 P.M** during office hours except on holidays after the date of the publication of tender notice. The Tenders received after the stipulated date and time shall not be accepted. The tenders consisting technical bid and financial bid will be opened on **17.03.2020 at 03.00 P.M** and the bidders or their authorized representative may be present who may wish to be present at the time of opening of the tender BID.
4. The tender documents can be downloaded from **<https://www.incometaxindia.gov.in> or <http://eprocure.gov.in>** or can be obtained from the office of the Commissioner of Income Tax (Large Taxpayer Unit), 29th Floor, World Trade Centre 1, Cuffe Parade, Mumbai-400 005, on all working days during office hours between **09:30 AM to 06.00 P.M.**

Dated:05/02/2020



(VINOD KUMAR)
Income-tax Officer (HQ) to
CIT(LTU),Mumbai.



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PARTICULARS & SCHEDULE OF TENDER

DOMESTIC COMPETITIVE BIDDING

Tender No. Mum/CIT(LTU)/AMC Comp. & Printer/2020-2021

dated: 05.02.2020

Scope of Service/Maintenance	Maintenance & Service of computers, printers & peripherals – As per Schedule- I
Period of Contract	01 (One) Year -from 01.04.2020 to 31.03.2021
Earnest Money Deposit	Rs.10,000/- (Rupees ten thousand only).
Last Date & Time for receipt of Bid	On or before 16.03.2020 till 03.00 P.M from the date of publication of tender notice.
Time and Date of Opening of Technical Bid/Financial Bid.	03.00 P.M on 17.03.2020
Place of Opening of Bid (s)	Conference Hall, 29 th Floor, World Trade Centre 1, Cuffe Parade, Mumbai-400 005
The tender documents can be obtained/downloaded from:	29 th Floor, World Trade Centre 1, Cuffe Parade, Mumbai-400 005 or can be downloaded from the website https://www.incometaxindia.gov.in or http://eprocure.gov.in
Submission of Bid under Two Bid System	The Technical Bid should be submitted in a separate sealed cover and the Financial Bid in another sealed cover and both the sealed cover should be correctly super scribed. These two sealed covers are to be put in a bigger cover which should also be sealed and super scribed “Tender for maintenance and service of computers, printers and peripherals” and is to addressed to the Commissioner of Income-Tax, (LTU), Mumbai. The bidder's name, telephone/Mobile number, valid e-mail address shall be indicated on the OUTER cover. Note: All documents/Annexure must be page numbered and must be attached as per INDEX.
Instructions to the bidders	Schedule –II
Terms and conditions	Schedule –III



SCHEDULE -I

SCOPE OF MAINTENANCE AND SERVICE CONDITIONS:

Sr. No.	Computers Make & Model	Total	Printers / Faxes Models	Total
1.	Dell	05	HP Laser Jet P 1505	13
2.	Dell All-In-One	01	HPM 1213 NF	06
3.	Lenovo	25	HP Laser Jet 3050	04
4.			HP Laser Jet 1020+	01
5.			HP Laser Jet 128 FN	02
6.			HP Laser Jet 8610	02
7.			Canon F 156602	01
	Total Nos.	31	Total Nos.	29

1. Installation of Operating systems including new system, printers and software, Drivers, Software and Networking including cable, wire and other accessories related to computers and printers.
2. Installation of printers, Xerox machines and other peripherals.
3. Installation of various safe guards such as Antivirus systems, spy wares removers and firewall etc to protect and safe guard of data.
4. Assisting to backup data and specify procedures to follow for the smooth function of office work.
5. Servicing of systems to keep them in best possible state and to avoid major and frequent breakdowns.
6. Any other such procedure which will help in functioning of systems and peripherals as and when required by the LTU office.
7. The contractor should provide one full time resident engineer (Preferably Level-2 / Level-3) during normal working hours for maintenance of Hardware and Software related to Computer System, Printers, Antivirus, Projectors, Canon Print Server maintenance, Video conference system and also CISCO Switches, Routers, Lan Cabling, Braodband DSL Lines, Internet Sharing etc..
8. The contractor should provide standby computers or printers and any other peripherals whenever required by LTU without any extra charges till the defective computers or printers are repaired or replaced with prior approval of the competent authority.
9. The engineer should independently handle the movements of Spare parts, Computers, Printers, and Peripherals.
10. The contractor shall be responsible for deployment of qualified experienced engineer (Level-2 / Level-3) for maintenance and servicing using suitable tools and equipments. A log book shall be maintain showing maintenance and



services carried out by deputed engineer which will be counter sign by Income Tax authorities.

11. Penalty shall be levied if it is found that the problem is due to purposely or intentionally created by the engineer.
12. The contractor shall issue valid ID card to the deployed engineer during the duty hours.
13. In case of leave of the deployed engineer, alternate arrangement must be made minimum one day in advance.
14. The contractor shall not change the engineer without prior intimation to the competent authority in writing.
15. The contractor will be required to visit the site regularly and ensure the proper maintenance and services.



SCHEDULE-II

INSTRUCTIONS TO BIDDERS

1. This Invitation to Bid is open to all the eligible Indian concerns i.e. "Bidders" fulfilling the eligibility criteria who are engaged in maintenance and services of computers, printers and peripherals. For the Bidders to qualify technically, criteria as mentioned below shall be applied. For this purpose the Bidders shall submit necessary valid documentary evidence and EMD in the technical bid & quotation price in financial BID and those not conforming to any of these parameters shall not qualify. The qualifying criteria and related information is as under:

2. ELIGIBILITY CRITERIA :

- i. All applicable laws and rules including Minimum Wages Act are to be adhered to by the bidder while making the bid.
 - ii. The bidder should be an Indian concern having registered address in Mumbai.
 - iii. The Bidder should be an Income-tax assessee and should have filed return of income for the last 3 assessment years, i.e. Assessment Years 2017-18 to 2019-2020.
 - iv. The Bidder should have extensive knowledge and experience of minimum 03 years for maintenance and services immediately preceding three years.
 - v. The Bidder should not have been blacklisted by any Government or PSU Enterprise.
 - vi. The Bidder should possess a valid Registration of GST and PAN Card for compliance of the statutory taxes/duties.
3. The Bidders are expected to examine all instructions, terms & conditions, scope of service/maintenance and specifications in the bid document. Failure to furnish relevant required information as per the bid document or submission of a bid not substantially responsive to the bid document in each respect will result in rejection of the bid.
4. The bids are to be submitted in two parts in separate sealed envelopes, i.e., Technical Bid & Financial Bid. Bids submitted otherwise other than the suggested system will be rejected. Details of documents to be submitted in the bid is as under:
- a. Names of reputed clients to whom such services have been provided including Govt. Organizations.
 - b. Permanent Account Number & Goods & Service tax number along with evidential proof.
 - c. Copy of Income Tax Returns filed for the preceding three consecutive assessment years. The returns of income for these assessment years should be furnished with a complete set of return, Profit & Loss Account, Balance Sheet along with Audit Report, if applicable.
 - d. The Bidder shall submit all the necessary valid documentary evidence to establish the required qualification to participate in the bid.
 - e. The Bidder mandatorily has to furnish an "Affidavit" on Stamp paper of Rs. 500/- affirming that he has not been debarred by any of his client/s in past three years immediately preceding the current financial year.
 - g. The EMD of Rs. 10,000/- in the form of Demand draft / Pay Order should be enclosed as specified in the terms & conditions of this tender.



SCHEDULE -III
TERMS AND CONDITIONS

1. The Large Taxpayer Unit (LTU), Mumbai is a Government department having administrative control of the Commissioner of Income-tax (LTU), Mumbai. The office is situated on 8th (half wing), 28th and 29th floor of World Trade Centre No. 1, Cuffe Parade, Colaba, Mumbai-05. The maintenance and services of computers, printers and peripherals are to be done at these premises.
2. All applicable laws and rules Minimum Wages Act are to be adhered to by the Bidder while making the bid.
3. The Bidder should possess all the expertise, necessary infrastructure and experienced and trained engineer for the said activities.
4. The term of this contract is for the period of 01 (one)year from 01.04.2020 to 31.03.2021 as per scope of maintenance and services of computers, printers and peripherals on monthly.
5. The tender should be accompanied by a Demand draft / Pay Order as non-interest bearing Earnest Money Deposit of Rs.10,000/- (Rs. Ten thousand only) drawn in favor of "Commissioner of Income-tax (LTU), Mumbai. The non-successful bidders will be returned the said instrument received as EMD without encasings, however, the EMD of the successful bidder will be kept in safe custody and has to renewed by the bidder to keep its validity as per banking rules during the period of contract.
6. It will be mandatory for the successful bidder to submit the GST paid Challan charged in the monthly bill after end of the each quarter of the financial year.
7. Bidder shall quote the rates in the Financial Bid in Indian Rupees only.
8. Bid price should be exclusive of all applicable taxes.
9. Conditional bids/offers will be summarily rejected.
10. The Lowest Evaluated Bidder, whose bid has been found to be most responsive, will be considered further for placement of contract after complete clarification/verification and price negotiations as decided by the competent authority. In case of multiple L-1 bids, the bidder with the highest average of turnover for the preceding three financial years (F.Y. 2018-19, 2017-18 & 2016-17) shall be declared as eligible for award of contract.
11. The Commissioner of Income-tax Department (LTU), Mumbai does not bind itself to accept the lowest bid.
12. The Contractor will indemnify for any loss/ damage of property because of negligence of the maintenance work or poor services or due to negligence.
13. The bid once submitted shall not be allowed to be withdrawn.
14. The contract will be awarded to the successful bidder and the successful bidder will have to enter into an written agreement and the contractor will be required to keep the related documents for the said maintenance, supply and service in their safe custody and if required, produce such documents as and when required by the Income Tax Department, Mumbai.
15. The Commissioner of Income-Tax (LTU), Mumbai reserves the right to accept or reject any part of the tender or whole tender without assigning any reason.
16. The Commissioner of Income-tax (LTU), Mumbai reserves the right to terminate, cancel or modify the Terms and conditions of the contract without assigning reason with a month notice to the contractor during the contract period.

