



सत्यमेव जयते

भारत सरकार
GOVERNMENT OF INDIA
प्रधान आयकर आयुक्त का कार्यालय
Office of the Principal Commissioner of Income Tax
आयकर भवन ,प्लॉट सं.5 ई. डी. सी. कॉम्पलेक्स ,पाटो प्लाजा ,पणजी-गोवा 403001
Aayakar Bhavan, Plot No.5, EDC Complex, Patto Plaza, Panaji-Goa 403001

दूरवाणी/Phone: 0832-243846

फैक्स नः .0832-2438460

फा.सं/F.No. Contracts & Agreements/Pr.CIT/PNJ/2021-22

Dated: 09.07.2021

To,
The Pr. Chief Commissioner of Income Tax,
Karnataka & Goa Region,
Bengaluru.

Sir,

(Kind Attn. DCIT(HQ)(Admn))

विषय/Sub: Tender Notice for undertaking Annual Maintenance Contract for Maintenance of Computer Systems, Xerox Machines, Printers, CCTV and Other Peripheral Devices for the year 2021-22 (from 01.08.2021 to 31.07.2022) at Income Tax Office, Patto Plaza, Panaji- reg.

Kind reference is invited to the above.

2. Please find enclosed herewith a copy of the "Tender Notice for undertaking Annual Maintenance Contract for Maintenance of Computer Systems, Xerox Machines, Printers, CCTV and Other Peripheral Devices for the year 2021-22 (from 01.08.2021 to 31.07.2022) at Income Tax Office, Patto Plaza, Panaji" inviting interested vendors/contractors to submit sealed bids as per the tender notification latest by 4.00 PM on 28.07.2021. The said notice may kindly be uploaded on departmental official website: www.incometaxbengaluru.org.

Yours sincerely,

(MAYUR G KAMBLE, IRS)

Dy. Commissioner of Income Tax (HQ),
for Pr. Commissioner of Income-tax,
Panaji

Encl: as above.



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Office of the Principal Commissioner of Income Tax

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फा.सं/F.No. Contracts & Agreements/Pr.CIT/PNJ/2021-22

Dated: 09.07.2021

TENDER NOTIFICATION FOR UNDERTAKING ANNUAL MAINTENANCE CONTRACT FOR MAINTENANCE OF COMPUTER SYSTEMS, XEROX MACHINES, PRINTERS, CCTV AND OTHER PERIPHERAL DEVICES

Quotations in sealed covers are invited on behalf of President of India by the office of Principal Commissioner of Income-tax, Aayakar Bhavan, Patto Plaza, Panaji from reputed vendors/ contractors for undertaking annual maintenance contract for maintenance of computer systems, Xerox Machines, Printers, CCTV and other peripheral devices.

Terms and Conditions

1. Sealed quotations with clear superscription as "Annual Maintenance Contract for Maintenance of Computer Systems, Xerox Machines, Printers, CCTV and Other Peripheral Devices for the year 2021-22" should be addressed to the Deputy Commissioner of Income Tax (HQ), office of the Principal Commissioner of Income-tax, Panaji so as to reach this office latest by 4.00 PM on 28.07.2021. The same will be opened on 30.07.2021 at 4:00 PM in the presence of the Purchase Committee and respective representative of the interested vendors/contractors, if they make themselves available at that time, subject to guidelines issued by the Central and State Government on the prevention of spread of Covid-19 in office spaces. The department will not be liable for transit delay or any other reasons for delay whatsoever.
2. Dealer should quote a comprehensive rate (with parts) towards Annual Maintenance Contract for Maintenance of Computer Systems, Xerox Machines, Printers, CCTV and Other Peripheral Devices for the year 2021-22 i.e. **from 01.08.2021 to 31.07.2022** (including cost of employing technicians/engineers and other misc. costs) as under:

S.No.	Particulars	Total Quantity	Rate quoted per unit	Total Amount (Rs.)
1.	Maintenance of Computer Systems (All in One) and Desktops	<ul style="list-style-type: none">• Lenovo (AIO)- 77• HP (AIO)- 03• Desktops- 17		
2.	Maintenance of Printers	<ul style="list-style-type: none">• Hp/Canon AIO Printers- 44• Hp/Laserjet Printers- 23• Hp Colorjet Printers -03• Multifunction Color printer		

		- 01		
3.	Maintenance of UPS	<ul style="list-style-type: none"> • 600VA UPS – 66 units • 5 KV UPS- 02 units • 10 KV UPS- 01 unit 		
4.	Maintenance of Xerox Machine	<ul style="list-style-type: none"> • Konica Minolta Cerox Machine Bizhub with (DADF) & two Tray – 03 Units 		
5.	Maintenance of CCTV	<ul style="list-style-type: none"> • Camera Analog- 32Units • 32 Channel DVR with Hard Disk- 01 Unit • 16 channel SMPS – 02 units • 55" TV LED- 01 unit 		
6.	Cost of resident engineers/ technicians (if any)	<ul style="list-style-type: none"> • 2 resident engineers /technicians with basic knowledge of software like Java, Oracle etc. 		
	<p>Scope of Work:-</p> <ul style="list-style-type: none"> • Maintenance Services normally between 10.00 hours to 18.00 hours from Monday through Friday. The contract holder shall also attend emergent calls even during holidays or as and when required. • Corrective and Preventive Maintenance Services and Unlimited Breakdown call services including carrying out the necessary repairs(s). • To undertake Preventive Maintenance of the goods under this Annual Maintenance Contract at regular intervals of time. The periodicity of such preventive Maintenance shall be Half yearly for Servers and PC Systems and Quarterly for all other goods including Printers of all types. • To ensure 95% uptime for the PC Systems and peripherals, Xerox machines, printers, CCTV and UPS systems. • To ensure the response time for attending the complaint calls for repairs and maintenance services within 1(One) hour from the time of lodgments of the first complaint • The contract holder shall allocate two full time Resident Engineer(s)/Technician(s) at the office premise to ensure system uptime and undertake regular maintenance and repairs. • The maintenance shall be comprehensive (with spare parts) in nature. 			

The rate thus quoted should be in words and figures. The rates quoted should be inclusive of taxes as ordered by the Government. The rates quoted should be inclusive of charges of preventive maintenance work, cost of employing technicians/engineers and other misc. costs as per the terms and conditions. The rates quoted will be current up to 31.07.2022. However, the undersigned has discretion to extend the period of currency by one year.

3. The vendor/bidder should have minimum experience of 3 years in providing Annual maintenance Contract for Maintenance of Computer Systems, Printers and Other Peripheral Devices in Central government offices (proof of Experience/Work order/performance reports to be enclosed).

The vendor/bidder preferably may have office in the state of Goa. The details of same shall be specified by the vendor/bidder in the technical bid.

4. On acceptance of the quotation and on completion of selection process; the successful vendor/bidder will be issued a 'work order' to undertake the work immediately under intimation to office of the Principal Commissioner of Income Tax, Panaji. **The vendor will be responsible to carry out the prescribed work within 7 days from receipt of the work order from the office of the undersigned.**

5. The successful vendor/bidder shall engage his own technician(s)/engineer(s) and equipment to carry out the prescribed work.

6. The interested Vendors/bidders should personally visit the Income Tax Office premise at Aayakar Bhawan, EDC Complex, Patto Plaza, Panaji and inspect the scope of work within 7 days from the date of this notification and before submission of their Quotation.

7. The Department reserves right to terminate the contract forthwith without incurring any liabilities whatsoever for refunds or compensations to the Vendor/bidder in case Vendor/bidder fails to confirm to any of the terms and conditions of this contract at any time.

8. **The Department is at liberty to accept or reject the highest quotation and also reserves the right to accept or reject the quotation in part or whole without assigning any reasons.**

9. Failure to abide by the above conditions and non-completion of the prescribed work within the stipulated period mentioned will result in forfeiture of any amount due and termination of the works contract.



(MAYUR G KAMBLE, IRS)

Dy. Commissioner of Income Tax (HQ),
for Pr. Commissioner of Income-tax,
Panaji

MODE OF SUBMISSION OF TENDER

1. The sealed tenders shall be addressed to “**the Deputy Commissioner of Income Tax (HQ), O/o. Pr. Commissioner of Income Tax, Panaji- Goa**” and submitted **latest by 4.00 PM on 28.07.2021**.
2. The bidders are required to submit two bids i.e., **Technical bid (in Annexure-I)** providing details about the vendor/contractor, its address and contact details, registration details, PAN/TAN details, etc and **Financial bid (in Annexure-II)** providing a quotation of charges for rendering the service.
3. The bidders shall submit their bid in a sealed envelope super-scribing “**Annual Maintenance Contract for Maintenance of Computer Systems, Xerox Machines, Printers, CCTV and Other Peripheral Devices for the year 2021-22**”, containing two separate sealed envelopes super-scribing “**Technical Bid**” and “**Financial Bid**” enclosing the respective bids along with Annexure-I (Technical) and Annexure-II (Financial).
4. Amount of **service tax / GST**, if applicable, will have to be shown separately and clearly on the quotation. The Agency shall be solely responsible for depositing the service tax / GST amount claimed in the bills into the Government account and filing returns thereof.
5. The department has right to relax Technical Qualification in case of sufficient number of quotations would have not received.
6. This office reserves the right to postpone/and/or extend the date of receipt/opening of Rates / Quotations or to withdraw the same, without assigning any reason thereof.
7. The service providers are required to submit the complete rates / quotations, only after satisfying each and every conditions laid down in the terms and conditions.
8. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested.
9. Rates / Quotations shall be submitted and signed by the firm with its current business address.
10. The Contractors / Vendors will have to comply with the rates / quotations, specification and all terms and conditions provided in the tender notification. No deviation in the terms and conditions shall be entertained.
11. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one without assigning any reasons thereof.

ANNEXURE-I

TECHNICAL BID (QUALIFYING BID DOCUMENT)

1. Name of the party :
2. Registered Address (Certificate of incorporation / Registration certificate to be attached) :
(with telephone no., fax no. & e-mail ID)
3. Name & Address of the proprietor/partners/directors :
(with mobile number)
4. Contact person (s) :
(with mobile number)
5. No. of years of experience in providing Annual Maintenance Contract (Min. 3 years) for Maintenance of Computer Systems, Printers and Other Peripheral Devices in Central government offices (proof of Experience/Work order /performance reports to be enclosed) :
6. Permanent Account Number (PAN) :
7. Good and Services Tax Number (GSTIN) :

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/we will be blacklisted and will not have any dealing with the Department in future.

Signature of Authorize Signatory with date

ANNEXURE-II

FINANCIAL BID DOCUMENT

1. Name of the Party :
2. Comprehensive rate towards Annual Maintenance Contract for Maintenance of Computer Systems, Xerox Machines, Printers, CCTV and other Peripheral Devices for the year 2021-22, i.e. from 01.08.2021 to 31.07.2022.

S.No.	Particulars	Total Quantity	Rate quoted per unit	Total Amount (Rs.)
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6.	Cost of resident engineers/ technicians (if any)	<ul style="list-style-type: none"> • 2 resident engineers /technicians with basic knowledge of software like Java, Oracle etc. 		
	<p>Scope of Work:-</p> <ul style="list-style-type: none"> • Maintenance Services normally between 10.00 hours to 18.00 hours from Monday through Friday. The contract holder shall also attend emergent calls even during holidays or as and when required. • Corrective and Preventive Maintenance Services and Unlimited Breakdown call services including carrying out the necessary repairs(s). • To undertake Preventive Maintenance of the goods under this Annual Maintenance Contract at regular intervals of time. The periodicity of such preventive Maintenance 			

shall be Half yearly for Servers and PC Systems and Quarterly for all other goods including Printers of all types.

- Distilled water shall be filled in Batteries of UPS systems once in every month on fixed dates.
- To ensure 95% uptime for the PC Systems and peripherals, printers and UPS systems.
- To ensure the response time for attending the complaint calls for repairs and maintenance services within 1(One) hour from the time of lodgments of the first complaint.
- The contract holder shall allocate two full time Resident Engineer(s)/Technician(s) at the office premise to ensure system uptime and undertake regular maintenance and repairs.
- The maintenance shall be comprehensive (with spare parts) in nature.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department future.

Signature of Authorized Signatory with date