



**OFFICE OF THE PRINCIPAL COMMISSIONER
CGST & CENTRAL EXCISE, NAGPUR-I
GST BHAWAN, TELANGKHEDI ROAD, CIVIL LINES, NAGPUR-
440001**

F.NO. I(16)5/Systems/Ngp-I/2019

Email: -cenexcisengp@gmail.com

Date: 09.04.2019

**LIMITED TENDER NOTICE FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT OF XEROX PHOTOCOPIER MACHINES**

Sealed Tenders are invited from experienced and reputed parties for Comprehensive Annual Maintenance contract for Xerox Machines installed in the Office of The Principal Commissioner, CGST & Central Excise, Nagpur-I. The eligibility criteria, conditions governing the maintenance contract and the list of items are mentioned in Annexure-I, II and III respectively.

2. Interested parties are requested to furnish the comprehensive AMC rates per Xerox machine with per copy rates for a period of one year. The tender applications of only those who satisfy the eligibility criteria and conditions governing AMC (as laid down in Annexure-I & II) will be considered. The bid should be submitted as per two bid system i.e. Technical Bid and Financial Bid separately in two different sealed envelopes. These envelopes should be superscribed **“TECHNICAL BID”** and **“FINANCIAL BID”**. Both the sealed envelopes should be put inside another bigger sealed envelope which should be superscribed **“TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF XEROX MACHINES”** and should be addressed to the **“ASST. COMMISSIONER (Systems), OFFICE OF THE PRINCIPAL COMMISSIONER, CGST & CENTRAL EXCISE, NAGPUR – I, GST BHAWAN, TELANGKHEDI ROAD, CIVIL LINES, NAGPUR-440001”**.

3. Details can be accessed on departmental website www.cenexcisenagpur.nic.in & and www.cbic.gov.in

4. **Last date for submission of sealed tender is. 06/05/2019 upto 18:00 Hrs. Tenders received after the last date will not be entertained. Sealed Tenders will be opened on 07/05/2019 at 16:00 hrs.**

5. This office reserves the right to accept or reject any/all said quotations without assigning any reason thereof.

Sd/-

Dt 12/04/2019

Asst Commissioner (Systems)
CGST & Central Excise, Nagpur-I

ANEXURE-I

Eligibility criteria for AMC of Xerox machines

1. The Company/firm/enterprise intending to submit the sealed tender (hereinafter called the Company) shall be a reputed organization in the field of maintenance of Xerox photocopier machines.
2. The company should have undertaken AMC for at least one Central Government Department/Public sector Unit (PSU), in any of the previous three years in Nagpur and should have provided the supporting documents from their local offices at the designated customer sites.
3. The company's contract should not have been terminated before the expiry of the full term, in any of the previous years or current years.
4. The company must have expertise in the field of maintenance of Xerox photocopier machines and its service engineer must be knowledgeable enough to troubleshoot any problem related to the machines.
5. Registration Certificate, GST registration, PAN No., TIN No., Agreement copies with other firms must be attached with the submissions.

ANNEXURE-II

Terms & Conditions governing AMC

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the quotation received without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
2. The maintenance service by the company shall include quarterly preventive service and breakdown maintenance of all Xerox machines of this office. The AMC will be comprehensive & includes preventive maintenance / monthly regular services of the Photocopier Machines and / or replacement of any items / spare parts of good / standard quality for keeping the Photocopier Machines active and free from any defects / disturbance.
3. All spare parts like Toner, Drum Kit, Fuser Kit, Lamps, PCB, Power Supply Unit, Unit Gears, Roller Bush, Laser Unit, etc & any internal part whatsoever (Original spare parts only) would be replaced by the company Free of cost during the AMC period.
4. The AMC charges shall include of consumable items i.e. Cartridges, Toners except Papers.
5. The party will carry out the repairing of the whole unit and parts thereof at their service station or in the Hq. office. All the machine must be serviced onsite at office premises. The agency will provide adequate standby machines / systems if the problem is not solved within 24 hours.
6. The charges regarding shifting of Xerox machines will be covered in this Annual Maintenance Contract itself.
7. This contract will be effective for a period of one year. The payment of this contract will be made on quarterly basis subject to availability of the fund.
8. The company Engineer/Service Person shall have to give at least one preventive maintenance/servicing visit every month at our site for precautionary examination of the photocopier machines on office working day. And will sign in the log-book, maintained in the Systems. Failing to do so, penalty of Rs. 500/- per month per machine will be deducted from quarterly payment of AMC bill.
9. All the complaint should be attended within 24 hours, failing which penalty for not attending the complaint will be Rs. 300/- per day which will be deducted from quarterly payment of AMC bill.
10. The performance security amounting to Rs 20,000/- valid for a period of 60 days beyond the date of completion of contract is to be furnished by the successful bidder awarded the contract.
11. This office has the right to amend, rectify, alter and relax any conditions referred above for this tender without assigning any reasons. In case of any dispute of any kind whatsoever, the decision of this office shall be final and binding.
12. The Principal Commissioner, CGST & Central Excise, Nagpur-I reserves the right to terminate the contract at any time without assigning any reason whatsoever.

Annexure III: List of Xerox Machines

Sr No	Model No.	Machine Sr no.	Room No.	Branch/Section
1	5022	3334380520	114	PA to ADC
2	5022	3334384194	124	Cashier/Admin, Hingna Div
3	5325	3337975061	110	CCU
4	5024	3334680400	120	PAO
5	5022	3334380490	202	Vigilance
6	5020	3315228289	207	Cadre Control
7	5325	3322321901	213	Legal
8	5022	3334379948	214	Adjudication
9	5022	3334382760	3 rd Floor Hall	Ranges, Div City
10	5022	3334386073	3 rd Floor	Hindi Section
11	5024	3334681989	310	ET – II
12	5024	3334681032	304	Budget Cell
13	5020	3313414344	311	TRC
14	5022	3334380512	-	Range Hingna, Wadi
15	5022	3334382590	-	Range Umred, Besa
16	5022	3334383104	-	Hingna Div, Butibori
17	5020	3313299359	-	Stock
18	5020	3313233552	-	Stock

Enclosures: Technical and Financial Bid Formats

Copy to:

1. The Assistant Commissioner (Systems), DG Systems for publication in the official website i.e. www.cbic.gov.in
2. The Superintendent (Systems), Nagpur-I Commissionerate, Nagpur with request to upload the tender for publication in the official website www.cenexcisenagpur.nic.in.
3. Notice Board
4. Guard File

Sd/-
Dt 12/04/2019
Asst Commissioner (Systems)
CGST & Central Excise, Nagpur-I

ANNEXURE A
TECHNICAL BID (QUALIFYING BID DOCUMENT) CHECK LIST

Sr. no.	Criteria	Details
1.	Name of company	
2.	Address of company	
3.	Tel no., fax no. and E mail address	
4.	Status of ownership proprietary/ partnership/ Company	
5.	GST registration no.	
6.	Is company a reputed organization in the field of maintenance of Xerox machines?	
7.	Is company have undertaken AMC for at least one Central Government Department/Public sector Unit (PSU), in any of the previous three years.	Name of the Client / Contact No / Contact Person
8.	PAN no. of company	
9.	Whether Company has given undertaking that they are having team of engineers to look after AMC of photocopiers in Nagpur.	
10.	Whether company's contract should have been terminated before the expiry of the full term, in any of the previous years or current years?	
11.	Whether company agrees on "Terms and Conditions governing AMC" mentioned in Annexure-II.	

(Bidder is required to submit documentary proof in respect of point 2, 5, 7, 8)

ANNEXURE B
FINANCIAL BID

Sr. No.	Model no. of Xerox machines	Paper Size	Rate/copy (in figures)	Rate/ copy (in words)
1	WC 5020	A4 Black & White		
		A3 Black & White		
2	WC 5022	A4 Black & White		
		A3 Black & White		
3	WC 5024	A4 Black & White		
		A3 Black & White		
4	WC 5325	A4 Black & White		
		A3 Black & White		

(PRICE QUOTED ARE EXCLUSIVE OF ALL TAXES)

DECLARATION

I hereby certify that the information furnished in Annexure A & B 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. I/ We convey our unconditional acceptance to the terms and condition as mentioned in the tender document.

Signature and Seal of
Authorized Signatory with date