



भारत सरकार / GOVERNMENT OF INDIA  
आयकर विभाग / INCOME TAX DEPARTMENT  
मुख्य आयकर आयुक्त कार्यालय / OFFICE OF THE CHIEF COMMISSIONER OF INCOME TAX  
63, रेस कोर्स रोड / RACE COURSE ROAD, कोयंबतूर / COIMBATORE - 641 018

Phone : 0422-2225003(Office) /2223174 (Pers)

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C.NO.65/Computers/CCIT/CBE/2018-19

Dated: 08.08.2018

**NOTICE INVITING TENDER**

The Income tax Department, Coimbatore invites sealed quotations from reputed Companies/Agencies/Firms/Individuals to provide **Maintenance Services for the Computers and Peripherals** installed in the Income tax Department, Coimbatore. Interested parties may send quotations in sealed envelope with separate Technical and Financial Bids to the Income Tax Officer (HQ) (PR & TPS-1), Office of the Chief Commissioner of Income tax, 4<sup>th</sup> Floor, Annexe Building (Room No.415) No.63, Race Course Road, Coimbatore. Tender forms along with terms and conditions can be obtained from Income Tax Officer (H.Qrs)(PR & TPS-1), Office of the Chief Commissioner of Income tax, 4<sup>th</sup> Floor, Annexe Building (Room No.415) No.63, Race Course Road, Coimbatore on all working days **till 20.08.2018**. Also, the tender forms can be downloaded from [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) and [www.tnincometax.gov.in](http://www.tnincometax.gov.in).

**Last date of receipt of tender : on or before 30.08.2018 up to 4.00 PM**

**Time of Opening of qualifying bids : on 31.08.2018 @ 11.00 AM**

Sd/-

[B.S. Venukumar]

**Income Tax Officer (HQ) (PR & TPS-1)**

Office of the Chief Commissioner of Income Tax,  
Coimbatore.



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C.NO.65/Security/CCIT/CBE/2018-19

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**NOTICE INVITING TENDER**

**FOR PROVIDING MAINTENANCE SERVICES FOR COMPUTERS AND PERIPHERALS**

The Income tax Department, Coimbatore invites sealed offers from reputed Companies/Agencies/Firms/Individuals engaged in the business of Sales and Services of Computers and Peripherals, for **maintenance services of Computers and Peripherals installed at the various Offices of Income-tax Department, Coimbatore** which may be increased or decreased on need basis **for the period from 01.09.2018 to 31.08.2019**. The Eligibility criteria, Scope of work to be carried out and other Terms and Conditions is given below.

**TENDER PROCESS**

1. Tender is invited in two parts i.e (i) **Qualifying bid** and (ii) **Financial bid**. The tender form for Qualifying bid in Proforma prescribed in ANNEXURE –I and the tender form for the Financial bid in Proforma prescribed in ANNEXURE –II complete in all respects shall be **submitted in two separate sealed covers addressed to the Income Tax Officer (HQ)(PR & TPS-1), Office of the Chief Commissioner of Income tax, No.63, Race Course Road, Coimbatore, by 4.00 P.M on 28.08.2018**. Late submission of Tenders shall not be accepted. The sealed covers should be superscribed with “**Qualifying Bid-Quotation of AMC for Computers, Printers and Peripherals**” and “**Financial Bid- Quotation of AMC for Computers, Printers and Peripherals**” respectively. **Qualifying bids will be opened on 29.08.2018 at 11.00 A.M in the presence of bidders at Income Tax Auditorium in the Second Floor Main Building at No.63, Race Course Road, Coimbatore.** If the date of opening is declared as holiday, the quotations will be opened on next working day.

Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Committee to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders will be opened immediately after bid. **In case, it is not possible to open on stipulated date due to unavoidable circumstances, the next date of opening will be duly informed.**

2. If the tenders are sent by post / courier, it should be ensured that the cover is intact without any damage of loss at the time of reaching destination and it should reach before the stipulated time limit. Department is not responsible for the delay on account of Postal / Courier Services.

3. **Earnest Money Deposit**: Earnest Money Deposit of Rs.50,000/- (Rupees Fifty Thousand only) per application in the form of Demand Draft / Banker's cheque of scheduled Bank drawn in favour of **The Administrative Officer, Office of the Chief Commissioner of Income Tax, Coimbatore-18** shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexures-I & II are found to be incorrect or false during the tender selection process. **No interest shall be paid on the Earnest Money Deposit(EMD) of the successful bidder and same will be returned on furnishing a Performance Guarantee.**

4. **Performance Guarantee**: The successful bidder has to submit 10% of the monthly value of contract as performance guarantee deposit in the form of **Bank Guarantee/demand draft/banker's cheque of a scheduled bank drawn in favour of The Administrative Officer, Office of the Chief Commissioner of Income Tax, Coimbatore-18** before the contract is awarded to him. The Performance Guarantee shall be refunded to the selected bidder on successful completion of the contract period. No interest shall be paid on the Performance Guarantee placed with the Department by the successful bidder.

5. **The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the ANNEXURES-I & II enclosed at the end of this document in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURES shall also have to be signed and stamped by the bidder or its authorized signatory.**

6. The tender forms shall be rejected if it is not complete in any aspect.

7. The tender documents are not transferable.

**ELIGIBILITY CRITERIA:**

The invitation for bids is open to agencies fulfilling the eligibility criteria as detailed below:-

1. The bidder must in possession of valid license/registration from Central or State Government or other competent authorities for running the Firm/Company etc.,
2. The bidder must have adequate experience of providing similar services for maintenance of PCs, Servers, Printers, Scanners etc., with sufficient manpower and should be in the field for at least **3 (Three) years**.
3. Bidder should have a minimum of three years of experience in providing similar services to Other Government Organizations/PSUs/Nationalized Banks etc., **Proof to be submitted with the tender document.**
4. The bidder must have obtained Permanent Account Number (PAN) under the Income-tax Act, 1961.
5. The evidence for filing of returns along with Income and Expenditure Account and Balance Sheet for past three Financial Years 2014-15, 2015-16 & 2016-17 (Assessment Years 2015-16, 2016-17 & 2017-18) should be enclosed along with the qualifying bid.

6. The bidder must have gross contractual receipts of **Rs.50 Lakhs and above** during the last two financial years 2016-17 & 2017-18. A statement showing list of clients along with evidence for contractual receipts should be enclosed along with the qualifying bid.
7. The bidder should have sufficient and qualified engineers whose details are to be provided in the Technical Bid in the relevant column.
8. **In the event of the contract being awarded, the contractor should be prepared to deploy the personnel with effect from September 2018.**
9. The bidder should also be able to provide additional manpower as required by the Department during the currency of the contract.

**SCOPE AND DESCRIPTION OF WORK:**

The following is the nature of work covered under AMC :

- Repair, Cleaning and Maintenance of Desktop Computers, Removal of Virus from PCs, Loading of Systems and Application Softwares, Addressing and solving problems arising in software application loaded in PCs, Cleaning of unwanted programs installed and deletion of temporary files etc. are to be done in regularly.
- Upgrading and Downgrading of Operating Systems for Desktop Computers, whenever necessary are to be carried out after taking necessary backups of data.
- The complaints related to hardware, operating systems (including formatting of hard disks as and when required and loading of necessary drivers) and virus scanning and clearing would be required to be attended to and rectified by the engineer.
- Shifting of PCs in same building/room may have to be carried out, whenever necessary.
- Inventory of PCs need to be done every six months and to be recorded in a register preferably in an Excel Sheet for easy access and analysis.
- The position of antivirus already installed / available in each PCs should be ascertained after getting the contract and reputed anti-virus software, as approved by the Chief Commissioner of Income-tax, shall have to be installed for all the non-networked desktop PCs. Thereafter, the Anti-Virus softwares have to be updated to the latest version at regular intervals.

- The PCs not under warranty will be covered by this AMC and in case of malfunction, all the defective parts of the equipment shall be replaced with genuine original spare parts. This condition about replacement of spare parts would come into effect after the contract period has begun.
- The Printers and Scanners attached with the Desktop Systems will be covered by this AMC and in case of malfunction, the defective parts shall be replaced with genuine original spare parts. This condition about replacement of spare parts would come into effect after the contract period has begun.

**TERMS AND CONDITIONS:**

1. The Income Tax Department, Coimbatore Region intends to utilize maintenance services for the Computers, Printers and Peripherals installed at various Offices through reputed service providers, at its disposal for a period of 12 months as per the following terms and conditions.
2. The bidder/contractor shall provide services for the Repair and Maintenance of the Computers, Printers and Peripherals like Scanners etc., installed at all the Offices of the Chief Commissioner of Income-tax, Coimbatore located at Coimbatore, Tirupur, Pollachi, Erode and Ooty.
3. The AMC shall also include the following :-
  - (a) Loading of latest registered / licensed Antivirus Software (to be provided by the successful bidder and duly approved by the Chief Commissioner of Income-tax, Coimbatore) including installation of free updates from the websites (using Dongle which is to be provided by the successful bidder / contractor) on regular basis.
  - (b) Providing Software support such as loading of operating system (loading of application software, device drivers of various peripherals).
  - (c) Reinstallation of OS in case of system failure (including PC related OS) after taking necessary backup of data.
  - (d) Cleaning of unwanted programs installed and deletion of temporary files etc., are to be on regular basis.
  - (e) Inventory of PCs needs to be taken in a particular format at the start of the AMC period and at the end of the AMC period.
  - (f) All these services for the system software, application software and anti-virus software are also required for Desktops under Warranty.
4. The successful bidder / contractor shall post Service Engineers having appropriate qualifications and they shall be on duty from 9.00 AM to 5.45 PM on all days excluding Sundays and Closed Holidays.

5. The successful bidder / contractor shall mobilize its technical manpower and resources in such a manner that Qualified Engineers having appropriate qualifications are only posted and able to attend the calls within the shortest span of time. Any complaint registered during the service hours must be attended to by that day itself i.e. within 2 hours after reporting the problem. Under special circumstances, owing to specific needs of the Chief Commissioner of Income-tax, Coimbatore, service engineers may also be required beyond the specified service hours (i.e. 9.00 AM to 5.45 PM). For instance, for conducting examination in Income-tax Department relating applications, presentations on Information Technology related subjects, preparations required at odd and late hours prior to holding of such examinations or presentations, services may be required beyond the service hours. Sometimes, problems may arise on the eve of such important events and may necessitate intervention of service engineers beyond the service hours.
6. At the start of the service, the successful bidder / contractor shall coordinate with Deputy Director (Systems) / Income-tax Officer (HQ)(PR & TPS-1), Office of the Chief Commissioner of Income-tax, Coimbatore to identify the users (their mobile numbers and email contacts) with physical location of their machines. This database must be updated periodically. Each machine (Monitor / CPU / Mouse / Keyboard / Printer / Scanner) should be marked with sticker containing address / details of the successful bidder / contractor and Serial No. of the machine.
7. The successful bidder / contractor should provide a call report to the Deputy Director (Systems) / Income-tax Officer (HQ)(PR & TPS-1), Office of the Chief Commissioner of Income-tax, Coimbatore for each call in mutually agreed format and he will maintain a call register for complaints.
8. The complaints will be registered via online portal hosted in the website [www.tninetax.gov.in](http://www.tninetax.gov.in). After resolving the complaint, the same should be updated online. The status will be checked with the Officer / Official making the complaint and on the basis of the feedback received, the complaint will be treated as closed or pending.
9. All the equipment under the AMC should pass through **Quarterly Preventive Maintenance** and the Preventive Maintenance Report, duly signed by the Officers, should be submitted along with the quarterly bills.
10. The Successful Bidder / Contractor shall furnish a detailed list of his employees along with their names & residential address, age, photograph, Photo identity proof and proof of address to the Office of the Income Tax Officer (HQ)(PR), Room No-415, Race Course Road, Coimbatore for records.

11. The Successful Bidder / Contractor shall maintain proper records of the attendance of the service engineers engaged by it for rendering maintenance services. Such records should be produced for verification as and when required by the Office of the Chief Commissioner of Income tax, Coimbatore. Any absenteeism of Service Engineer on a day is to be made good by providing a substitute standby without loss of time to ensure that the work is uninterrupted.
12. The Successful Bidder / Contractor shall be responsible for any damage caused to equipment under AMC and if such damage in the opinion of the Office is due to negligence or carelessness or any fault on part of the Successful Bidder / Contractor or its employees or workers, then the Successful Bidder / Contractor shall be liable to pay to the Office of the Chief Commissioner of Income Tax, Coimbatore such amount in respect of such damage as may be assessed by the Office of the Chief Commissioner of Income Tax, Coimbatore.

**ADDITIONS / CHANGE OF LOCATION:**

1. The Chief Commissioner of Income-tax, Coimbatore reserves the right to delete / include any of the Goods in the existing contract during the currency of the contract. However, the rates for inclusion of new goods into the Contract shall be on pro-rate basis mutually worked out and agreed upon by both the parties.
2. The Chief Commissioner of Income-tax, Coimbatore reserves the right to relocate the Goods as and when necessary after due intimation to the successful bidder / contractor.
3. In case, any computer equipment is required to be shifted from one place to another, its de-installation from old location and re-installation at new location shall be done by the successful bidder / contractor.
4. In case of shifting of the said equipment beyond 50 kms from the existing location, the terms and condition of the AMC shall get extended by mutual consent, to the said equipment at the location to which it is shifted and on such further terms and conditions as are mutually agreed upon between the successful bidder / contractor and the Chief Commissioner of Income-tax, Coimbatore in writing.



**RESPONSE TIME:**

1. The successful bidder / contractor shall attend to the minor complaints within two hours of the complaint made on the same day. However, it may be ensured that all the complaints must be attended to by the next working day. Alternate plans may also be chalked out by the Deputy Director (Systems) / Income-tax Officer (HQ)(PR & TPS-1) from time to time to solve the immediate problems of Officers / Officials. By minor complaints, it is meant that the faults or complaints can be corrected within 24 hours. However, the leeway to take the complaint to the next day cannot be a routing practice. Minor problems must be solved on the same day and should be carried over to the next day only under unavoidable circumstances and with prior permission of the Deputy Director (Systems) / Income-tax Officer (HQ)(PR & TPS-1), failing which it will attract fine.
2. In case of major faults, the equipment should be set right and restored to working condition within 24 hours from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit of equivalent configuration shall have to be provided within 24 hours by the successful bidder / contractor so that the work of that user / section does not suffer. However, the provision of standby unit does not absolve the successful bidder / contractor from the responsibility of repairing the fault earlier. If the faulty equipment is not rectified and installed within 7 calendar days from the date of reporting of fault, penalty would be levied from the date of complaint.
3. If any glitch / problem is not resolved within a specified time limit (2 hours in case of minor problem and 7 days in case of major problem), the Chief Commissioner of Income-tax, Coimbatore will be at liberty to get the same repaired by any outside vendor and the cost of the same shall be deducted from the next bill of the successful bidder / contractor.

**SPARE PARTS :**

1. The successful bidder / contractor shall keep sufficient number of spares such as CPUs, Monitors, HDDs, FDDs, CDROM, Combo Drive, Cables etc., as standby so as to put these in service whenever required. At least, three each of CPUs, Monitors, Keyboards, Hard Disks, Mouse, Printers, CD-ROMs, Cables etc., would be kept in store under the surveillance of Deputy Director (Systems) / Income-tax Officer (HQ)(PR & TPS-1). Any cost incurred towards transportation of the faulty / repaired as well as standby equipment shall be borne by the successful bidder / contractor.

2. The successful bidder / contractor shall provide new original spare parts, assemblies and sub-assemblies in place of such items, which develop defects/suffer breakdown during the period of AMC. All spare parts replaced shall be new (not used or second hand).

**SUB-CONTRACT(S) :**

1. The successful bidder / contractor shall not either enter into a sub-contract with any other person(s) / company (ies) / agencies or transfer the contract or any benefit there under to any person(s) / company (ies) / agencies.

**TERMS OF PAYMENT :**

1. The successful bidder / contractor shall submit his bill towards the charges for the Annual Maintenance Services in four Quarterly Instalments after the end of each quarter. The payment for the same shall be subject to recoveries, if any, due to delay in rectification of faults or due to rendering working equipment unserviceable. No advance payments shall be made. The bill should be accompanied with the report generated from the online portal for complaint registration.
2. The successful bidder / contractor shall be required to pay taxes, which would be levied by the Government for the execution of the work awarded under the Contract and all such charges must be included in the final price declared in the Financial Bid.
3. The Chief Commissioner of Income-tax, Coimbatore shall deduct such taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of the contract agreement.
4. If any of the equipment(s) remain non-operation / non-functional due to unattended Hardware / Software / OS malfunctioning beyond the agreed upon permissible period as specified in clauses above or / and if standby equipment is not provided, then deduction of **Rs.200/- (Rupees Two Hundred Only) per item / part per calendar day**, from the day complaint is made till the date the complaint is resolved, shall be deducted from the Quarterly bill. If the equipment is not put in working condition within a month, the equipment of same specification or whatever with nearest available specification shall be procured and its cost shall be deducted from the AMC charges for this contract.
5. If any PC is found without antivirus software or updates beyond one month, deduction of **Rs.50/- (Rupees Fifty Only) per PC per day** shall be deducted from the Quarterly bill.

6. In case, the person deployed by the successful bidder / contractor is absent/leave, suitable replacement should be given immediately with information to the Office of the Chief Commissioner of Income tax, Coimbatore. However, if the successful bidder / contractor fails to deploy requisite number of service engineers as per the terms of the contract or their staff is found missing, the Office shall impose a penalty of **Rs. 500/- (Rupees Five Hundred Only) per person per day** for short deployment of staff.
7. Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill. Additional deductions, towards procurement of equipment against unrepaired equipment, if any, shall have to be borne by the successful bidder / contractor.
8. Pro-rata recoveries for withdrawal from AMC of any of the computer system, associated peripherals shall be made. Similarly, any equipment can also be added on pro-rata basis during the period of AMC.
9. The Chief Commissioner of Income-tax, Coimbatore will review the status of pending complaints with the successful bidder / contractor from time to time. If it is found that many complaints (5 or more) requiring repair of systems are pending for over a month, the Chief Commissioner of Income-tax, Coimbatore reserves the right to withhold the payment of quarterly bills temporarily till all pending complaints are cleared.
10. The fine specified as above may be waived off under circumstances beyond the control of the successful bidder / contractor by the Chief Commissioner of Income-tax, Coimbatore by an order in writing on the recommendation of the Deputy Director (Systems) / Income-tax Officer (HQ)(PR & TPS-1). However, the successful bidder / contractor will not be eligible for automatic waiver and the waiver must be obtained in writing for it to be applicable.
11. If the defaults / failures reach up to a level where daily and / or monthly limits for fines are being reached, the Chief Commissioner of Income-tax, Coimbatore shall be at liberty to review the contract and rescind it after an inquiry, which may be initiated by a written communication and completed within 15 days of time. The successful bidder / contractor shall be given an opportunity of being heard in this regard.

**RENEWAL / TERMINATION OF THE CONTRACT :**

1. The contract will be initially for a period of one year. The Chief Commissioner of Income-tax, Coimbatore, however, reserves the right to the Renewal / Extend the terms of the contract after obtaining the willingness of the successful bidder / contractor, with or without altering any or all the terms and condition of the contract.

2. During the renewal of the contract, the hardware quantity per item may be added / reduced.
3. The Chief Commissioner of Income-tax, Coimbatore reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving one month notice to the successful bidder / contractor. In the event of the service / work found unsatisfactory and / or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving the successful bidder / contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory / substandard services, the Chief Commissioner of Income-tax, Coimbatore, shall not accept any responsibility for any loss suffered by the successful bidder / contractor. In such a case, Office of the Chief Commissioner of Income Tax, Coimbatore shall return the performance guarantee to the successful bidder / contractor within ten days after termination of the contract subject to the clearance of any damages due upon the Service Provider and vacation of the premises.
4. In case of termination of contract, the Chief Commissioner of Income-tax, Coimbatore shall be at liberty to get the job completed from alternative sources at the risk and cost of the successful bidder / contractor and deduction to this account shall be made from the successful bidder / contractor.

**ARBITRATION :**

1. All disputes arising out of this contract shall be subject to the jurisdiction of Courts of Coimbatore.
2. However, no dispute shall be taken by either parties to the contract, to any court of law without first referring it to an arbitrator, who will be appointed by the Office of the Chief Commissioner of Income Tax, Coimbatore and any decision of the arbitrator will be final and binding on both parties, and shall not be appealable in any court of law, except on the grounds of malafide or perversity.
3. It is clearly agreed and to be understood that all the persons provided / engaged by the contractor shall be the employees of the contractor and all disputes between the contractor and its personnel shall have no bearing on Office of the Chief Commissioner of Income Tax, Coimbatore. Office of the Chief Commissioner of Income Tax, Coimbatore shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee / ex-employee of the contractor. **The Contractor is fully responsible for disciplined behavior of its workmen.**

**HANDING OVER :**

1. The successful bidder / contractor shall be required to hand over all the equipment(s) in working condition at the time of termination of the contract, otherwise the equipment, found faulty shall be made good at high risk and cost by arranging its repair from external agencies.
2. Any equipment not made available in working condition on the last working day of the contract period shall be rectified / repaired by the successful bidder / contractor within the next 3 working days, failing which the equipment shall be got rectified from alternate sources and deductions of the same will be made from the AMC payment.
3. The successful bidder / contractor shall provide services for 15 working days from the date of expiry of the contract for smoother transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in working condition till last hour or AMC contract period shall be rectified by the outgoing AMC contractor without any extra cost to the Chief Commissioner of Income-tax, Coimbatore.

**PAYMENT TERMS:**

1. The contractor shall submit the bill for every quarter by the 7th day of following month along with the call reports duly certified by the respective Officers. No interim bills will be entertained. Payment will be made through Cheque / ECS within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Officers. The payment shall be made either by Office of the Chief Commissioner of Income Tax, Coimbatore-18. The payment is subject to TDS applicable under the Income Tax Act, 1961.

**OTHER INSTRUCTIONS:**

1. The successful bidder / contractor shall submit a duly signed and stamped “Annual Maintenance Contract Agreement” on stamp paper of Rs.100/- immediately after acceptance of the contract.
2. Each page of the AMC should be numbered and signed by the successful bidder / contractor with the seal of the firm.

3. The contract shall be written in English that language version of the agreement shall govern its interpretations. All correspondences and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.
4. The Chief Commissioner of Income-tax, Coimbatore may stipulate any further conditions during the period of the contract which will be duly communicated to the successful bidder / contractor in writing.
5. The successful bidder / contractor shall not employ any undesirable person(s) and if any such person(s) is not acceptable to the Department, the successful bidder / contractor shall immediately replace him.
6. The successful bidder / contractor shall observe all security measures as are applicable to the Office of the Chief Commissioner of Income-tax, Coimbatore. In case of any violation, the Chief Commissioner of Income-tax, Coimbatore reserves the right to cancel the contract and to take such action as may be considered necessary. Any special precautions required to be observed by the successful bidder / contractor shall be made known to him by the Office of the Chief Commissioner of Income-tax, Coimbatore from time to time.
7. The successful bidder / contractor should ensure that the current and suitable backup of First Party's data is kept before servicing the goods. The Staff of the Deputy Director (Systems) / Income-tax Officer (HQ)(PR & TPS-1) will inform the successful bidder / contractor about the data to be needed for backup.
8. The successful bidder / contractor shall get the maintenance of the equipment, including cleaning thereof, done by his maintenance staff solely at his own risk. The Chief Commissioner of Income-tax, Coimbatore shall not, in any way, be liable to make payment, incur any expenditure or face any lawsuit in any court of law for any injury or death suffered by the maintenance staff of the successful bidder / contractor during the course of maintenance under AMC.
9. The persons deployed by the successful bidder / contractor should maintain the confidentiality of the work carried out by them and it is also to be ensured that they should not remove or take any material that belongs to the department.

10. The successful bidder / contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel employed him and as applicable to them under law. The Contractor should ensure that salaries are paid on time every month.
11. During the contract period, the successful bidder / contractor shall make salary and other payments and provide other things in time without waiting for the bill payments passed and paid by the Income Tax department. **In case, it is seen that the payments of salaries have been withheld for the reason that the same have not been paid by the department, the service provider shall be debarred from participating in the next tender to be floated by the department.**
12. The bids should be prepared strictly in accordance with the instructions contained in the specifications.
13. **The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.**
14. Conditional or Ambiguous tenders are liable to be rejected summarily.
15. Telegraphic / Telex / Fax / E-mailed Letter Head quotations will not be acceptable and will be rejected.
16. No prices shall be indicated in the Technical Bid, otherwise the bid will be disqualified.
17. The bidder should mention the complete address of the Company / Office along with the name(s) of the contact person(s) and their contact numbers and other relevant particulars in the Technical Bid **(Annexure-A)**.
18. The bidder shall quote the unit-wise charges for the maintenance of the equipment as detailed in Financial Bid **(Annexure-B)**. However, the bidders shall be rated on the basis of their overall AMC Charges for all the items and not on the basis of the charges for AMC for the individual units quoted by them. The rates should be quoted both in figures and words and each page of the tender document must be signed by the bidder. The rates quoted shall be net and no change of rates shall be allowed during the contract / extension period for any reason including increase in duties and taxes etc., The rates should be inclusive of everything (including taxes).

19. In case of discrepancies, the minimum quoted price shall be considered for evaluation. In case of difference between the amounts in figures and in words, the rates quoted in words will govern.
20. As per the existing inventory of computers, printers and peripherals to be covered under the AMC, the bidder is expected to post **2 (Two) Resident Service Engineers**.
21. The Department reserves the rights to suspend or cancel this tendering process without assigning any reason, whatsoever. It also reserves the right to enter into or reject all applications depending on the availability of resources.
22. The agency shall discontinue the contract at any point of time by giving notice at least 60 days before the intended date of discontinuance. But it will amount to forfeiture of its security deposit submitted by it in case of discontinuation without notice and notice less than 60 days prior to the intended date of discontinuation. Income Tax Department will have the right to claim damages and recover them from the payments due to the agency or by any other means in addition to forfeiting the security deposit of the agency.

**TECHNICAL BID:**

The technical bid submitted by the bidder shall include the following and the financial bid will be opened only on submission of the following along with the tender document.

1. A detailed profile of the organisation.
2. Details of clients where more than 2 Service Engineers were employed in an organisation during the Financial Years 2016-17 and 2017-18.
3. Full particulars of the Government or other Organizations, where the bidder has carried out the maintenance services contract for a period of more than two years (self attested copies of the relevant work orders to be attached).
4. Copies of the Audited Balance Sheet, Profit & Loss Account, Income-tax Computation Sheet and Income-tax Return for the AYs.2015-16, 2016-17 & 2017-18.
6. Copies of PAN Card and other relevant Registration Certificates.



7. Information regarding any litigation, current or during the last three years in which the bidder was / is involved, the opposite parties and the disputed amount.
8. Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with the reasons for the same (copies of the relevant documents are to be enclosed).
9. During the evaluation of the bids, the Income-tax Department may at its discretion ask the bidder for any clarification of its bid.

**The tenderer should ensure that the following documents are enclosed:**

**a) The Qualifying bid:**

- (i) ANNEXURE-I (duly filled-in) along with necessary enclosures.
- (ii) Earnest Money Deposit (EMD) for **Rs.50,000/- (Rupees Fifty Thousand only)** in the form of Demand Draft / Banker's Cheque drawn in favour of "The Administration Officer, O/o The Chief Commissioner of Income Tax, Coimbatore-18.
- (iii) Tender Document (all pages signed)

**b) The Financial Bid:**

The successful bidder / contractor will be selected on the basis of the rate quoted.

Sd/-

**(B.S. Venukumar)**

Income tax Officer(HQ)(PR)&TPS-1  
O/o the Chief Commissioner of Income tax  
Coimbatore

**QUALIFYING BID / TECHNICAL BID DOCUMENT**

1	Name and address of the Company / Firm with Phone No / Fax / Mobile / Email-id	
2	Name of the Owner / Partner / Director etc., with address and Phone / Mobile No and Email-id	
3	Nature of Business number of years of experience in providing maintenance services	
4	Number of years of experience in providing maintenance services	
5.1	Details of contracts awarded in the past years	
5.2	Name and address and contact number of the parties to whom AMC Service is provided with evidence for Gross Contractual Receipts in the Financial Years 2015-16 & 2016-17 (AYs. 2016-17 & 2017-18)	
5.3	Period and Nature for which such service is provided	
6.1	Details of contract awarded in the present financial year	
6.2	Name, Address and Contact Number of the parties to whom service is provided	
6.3	Period and nature for which services is provided	
7	Escalation Matrix of contact persons with mobile numbers and mail-id who will be contacted after getting AMC	
8	Details of the qualified technical persons with Name, Qualification, Mobile Number	
9	Permanent Account Number (PAN)	
10	Evidence for filing of IT returns along with Profit & Loss Account, Balance Sheet & I.T. Computation Sheet for last three Asst. years	
11	Information regarding any litigation current or during the last three years in which the bidder is involved (Necessary evidence to be enclosed)	
12	Details of EMD	

**DECLARATION**

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

(Signature of Authorized Signatory with date)

**FINANCIAL BID DOCUMENT**

1. Name of the Bidder :
2. Address of the Bidder :  
(with Tele No., Fax No.)
3. Name & Address of the Proprietor/ :  
Partners/Directors  
(with mobile No. & e-mail)
4. Contact Person(s) :  
(with mobile No. & e-mail)

S.No	Description	Configuration	Qty	Unit Price for AMC for One Year	Total Price for AMC for One Year
1	Desktop Computers	Dual Core	22		
		Core 2 Duo	93		
		Core i3	113		
		Core i5	19		
		Core i7	4		
		<b>Total</b>	<b>251</b>		
2	Printers	Barcode	19		
		Inkjet	2		
		Laserjet	150		
		Line Printer	1		
		MFP	101		
		<b>Total</b>	<b>273</b>		
3	Scanners	Scanner	3		
		Barcode Scanner	13		
		<b>Total</b>	<b>16</b>		

**DECLARATION**

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

(Signature of authorized signatory with date)

**(TO BE PART OF TENDER DOCUMENT)**

To

The Chief Commissioner of the Income-tax  
63, Race Course Road  
Coimbatore – 641 018

Sir,

Sub : Tender for providing AMC of Computers, Printers and  
Peripherals – Regarding.

=====

I have gone through the complete Terms and Conditions of the Tender for providing AMC of Computers, Printers and Peripherals in the Office of the Chief Commissioner of Income-tax, Coimbatore Region and accept the same.

Place :

Date :

Signature of the Bidder