



**OFFICE OF THE PRINCIPAL COMMISSIONER
CUSTOMS, CENTRAL EXCISE & SERVICE TAX, NAGPUR-I KENDRIYA
UTPAD SHULKA BHAWAN, TELANGKHEDI ROAD, CIVIL LINES,
NAGPUR-440001**

F.NO.I (16)09/Comp/2012

Email: -cenexcisengp@gmail.com

Date: 04.04.2017

**TENDER NOTICE FOR AWARDING THE ANNUAL MAINTENANCE CONTRACT OF
XEROX MACHINES**

Sealed Tenders are invited from experienced and reputed parties for Annual Maintenance contract for Xerox Machines installed at Office Of The Principal Commissioner, Customs, Central Excise & Service Tax, 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 rates per Xerox machine, with comprehensive AMC as well as Non Comprehensive AMC rates and per copy charges rate 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 ANNUAL MAINTENANCE CONTRACT OF XEROX MACHINES"** and would be addressed to the **"Deputy Commissioner (Systems)", OFFICE OF THE PRINCIPAL COMMISSIONER, CUSTOMS, CENTRAL EXCISE & SERVICE TAX, NAGPUR KENDRIYA UTPAD SHULKA BHAWAN, TELANGKHEDI ROAD, CIVIL LINES, NAGPUR-440001.**

3. Details can be accessed on departmental web-site www.cenexcisenagpur.nic.in and www.cbec.gov.in.

4. **Last date for submission of sealed tender is. 17.04.2017 upto 11:00 Hrs. Tenders received after the last date will not be entertained. Sealed Tenders will be opened on 17.04.2017 at 15:00 hrs.**

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

Sd/-

Joint Commissioner (Systems),
Customs, Central Excise & Service Tax, Nagpur-I

ANENXURE-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 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 machines and its service engineer must be knowledgeable enough to troubleshoot any problem related to Xerox machines.
5. Registration Certificate, Service tax registration, VAT registration, PAN No., TIN No., Agreement copies with other firms must be attached with the submissions.

Sd/-

Joint Commissioner (Systems),
Customs, Central Excise & Service Tax, Nagpur-I

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 and Laser Unit etc. (Original spare parts Canon only) would be replaced by the company Free of cost during the AMC period.
4. The AMC charges shall include of consumables 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 visit atleast one preventive maintenance visit every month at out site for precautionary examination of the photocopier machine during the AMC period on Office working day. And will sign in the log-book, maintain in the machine installed section.
9. All the complaint should be attending within 24 hours, failing which penalty for not attending the complaint will be Rs. 200/- per day which will be deducted from quarterly payment of AMC quarterly bill.
10. The Principal Commissioner, Customs, Central Excise & Service Tax, Nagpur-I reserves the right to terminate the contract at any time if the services of AMC Vendor are not found to be satisfactory.

Sd/-

Joint Commissioner (Systems),
Customs, Central Excise & Service Tax, Nagpur-I

Annexure III List of Xerox Machines

Sr.No.	Machine Details	Department/Section
1	WC 5020	Vigilance Branch
2	WC 5020	CC Unit
3	WC 5020	ACAO
4	WC 5020	Commissioner Appeals
5	WC 5020	RTI Section
6	WC 5020	Stats/Adj./Cust Tech. Branch
7	WC 5020	Admin Branch
8	WC 5020	TAR Branch
9	WC 5020DN	Appeal
10	WC 5020	Cader Control
11	WC 5021	Et-II
12	WC 5325	Legal Section
13	WC 5022	Hingna-I
14	WC 5022	Hingna-II
15	WC 5022	Butibori-I
16	WC 5022	Butibori-II
17	WC 5022	Mihan
18	WC 5022	Hindi Section

Sd/-

Joint Commissioner (Systems),
Customs, Central Excise & Sevice Tax, Nagpur-I

Enclosures: 1. Technical and Financial Bid Formats

Copy to:

1. The Assistant Commissioner (Systems), DG Systems for publication in the official website i.e. www.cbec.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 in Nagpur-I, Nagpur Commissionerate web-page.
3. Notice Board
4. Guard File

Sd/-

Joint Commissioner (Systems),
Customs, Central Excise & Sevice Tax, Nagpur-I

ANNEXURE A
TECHNICAL BID (QUALIFYING BID DOCUMENT) CHECK LIST

Sr. no.		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.	Sales Tax/ VAT/ Service Tax certificate no.	
6.	Is company shall be a reputed organization in the field of maintenance of Xerox machines?	
7.	Is 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. List of present clients along with documentary proof and contact no. of the clients.	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 Xerox Machine	
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 and Annexure-II is acceptable to company?	

(Bidder is required to submit documentary proof in respect of 4 to 8 points)

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.

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

ANNEXURE B
FINANCIAL BID

Sl. No.	Description	Paper Size	Rate/Per copy (in figures)	Rate/Per copy (in words)
1	WC 5020	A4 Black & White		
		A3 Black & White		
2	WC 5020DN	A4 Black & White		
		A3 Black & White		
3	WC 5021	A4 Black & White		
		A3 Black & White		
4	WC 5022	A4 Black & White		
		A3 Black & White		
5	WC 5325	A4 Black & White		
		A3 Black & White		
6	WC 5024	A4 Black & White		
		A3 Black & White		

(PRICE QUOTED EXCLUSIVE OF ALL TAXES, TAXES IF ANY MENTIONED SEPERATELY)

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 and Seal of Authorized
Signatory with date

Submitted:-

Tender for AMC of Xerox Machine scheduled to be open on 21/03/2017 at 15:00 hrs.
As directed by Hon'ble Chief Commissioner, letter to tender evaluation and opening committee has been drafted for opening and evaluation of above tender.
Put up for perusal and signature please.

Insp/Sys

Supdt/Sys

Submitted:-

As directed Limited Tender notice for AMC of Xerox Machine was prepared and floated on 28.02.2017 and last date of submission of tender was 21/03/2017 upto 11:00 hrs and opening of tender was at 21/03/2017 upto 15:00 hrs. But only one tender was received on 21/03/2017 upto 11:00 hrs which was from M/s X-act Services Ltd, Nagpur.
Submitted for perusal and further direction please.

Insp/Sys

Supdt/Sys

DC/Sys

Submitted:-

As directed Limited Tender notice for AMC of Xerox Machine was prepared and floated on 28.02.2017 and last date of submission of tender was 21/03/2017 upto 11:00 hrs and opening of tender was at 21/03/2017 upto 15:00 hrs. But only one tender was received on 21/03/2017 upto 11:00 hrs which was from M/s X-act Services Ltd, Nagpur.

Thus, it is requested to retender AMC of Xerox Machine. Submitted for perusal and further direction please.

Insp/Sys

Supdt/Sys

JC/Sys