



OFFICE OF THE
COMMISSIONER OF INCOME-TAX (ADMN. & COMPUTER OPERATIONS)
2nd Floor, C.R. Building, Queens Road,
BENGALURU - 560 001

Telephone No. 2286 8286 FAX :2286 7310

F.No.03/AMC/CIT(Admn. & CO)/2015-16

Date: 11/01/2016

TENDER NOTIFICATION

The office of the Commissioner of Income-tax (Admn. & Computer Operations), C.R.Buildings, Queens Road, Bengaluru invites sealed quotations in the bid format through limited tender from bona-fide and reliable vendors, registered with the service tax department and having experience in maintenance of Computers and Printers. The contract period is from 01/03/2016 to 28/02/2017.

Description of PCs and Printers

Available with the ITO(HQ), O/o Commissioner of Income-tax(Admn. & Computer Operations), Bengaluru.

Qualification of the Vendors

1. The Vendor company should have experience in this field for a minimum period of 7 years preferably with Government Agencies.
2. The Vendor should have a service centre in Bengaluru.
3. The Vendor should be able to provide a minimum of 7 qualified and experienced onsite Engineers to service all the Income-tax Department Offices in Bengaluru.
4. The Vendor should be in a position to provide standby PCs and Printers in case of emergencies and should have sufficient spare parts.
5. The Maximum downtime in attending calls should not exceed 2 hours.
6. Reference from atleast 4 clients to be submitted.

Reputed vendors having the above specifications should furnish their tenders for the AMC latest by 01/02/2016.

Terms and conditions of the contract and application forms are enclosed herewith.

[SUDHA S. NARAYANAN]
Income-tax Officer(HQ)
for Commissioner of Income-Tax(Admn. & CO),
Bengaluru

TERMS AND CONDITIONS FOR APPLYING FOR AMC OF PCs AND PRINTERS

1. Each quotation should be accompanied by a Pay Order/Bank Draft of Rs.10,000/- payable in favour of ZAO, CBDT, Bangalore, as Earnest Money Deposit (Bid Security) which shall be returned to the unsuccessful bidders after the work order has been placed with the selected bidder. The Pay Order/Bank Draft should be kept in the envelope containing the Technical Quotations. For the successful bidder, the EMD shall be refunded without any interest after satisfactory completion of the contract period of one year.
2. Proof regarding similar work of AMC done by the Vendor with samples of earlier executed work (of other Govt./Pvt. Organisation) in last 7 years along with completion certificate from the organization to be submitted.
3. Both the bids should be sealed in separate covers and should be subscribed as "Quotations for AMC of PCs and Printers" along with Name and Address and Phone Number of the party, should be submitted to the Income-tax Officer (HQ), O/o The Commissioner of Income-tax(Admn. & Computer Operations), Bengaluru.
4. The quotations will be opened at 3.30 p.m. on 02/02/2016 in the office of the Commissioner of Income-tax(Admn. & Computer Operations), Bengaluru. If for any reason the tender/quotation cannot be opened on the said date, the next date will be intimated.
5. The last date for submission of tenders/quotations is 01/02/2016.
6. Specifications of the PCs and Printers under AMC are available with the ITO(HQ), O/o Commissioner of Income-tax(Admn. & Computer Operations), Bengaluru.
7. Maintenance Service shall be provided between 9.30 hours to 18.00 hours from Monday to Friday and also attend emergency calls even during holidays as and when required.
8. The Maintenance Service shall consist of corrective and preventive maintenance including repairs/replacement of spares and genuine make free of charge and at the earliest.
9. The decision for selecting the tender/tenders for entering in to AMC will be taken by the Income-tax Department considering number of factors like inventory of spare parts maintained by the Company, trained man power to maintain PCs and Printers, previous experience, state and soundness of the vendor etc., It is not binding on the part of the Income tax Department to select the vendor who quotes for least prices for AMC.

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10. The contract period is for one year from 01/03/2016.
11. The response time for attending the complaint calls for repairs and maintenance will be within 2 hours of first lodging of the first complaint.
12. The Annual Maintenance fee shall be payable in two half yearly equal instalments.
13. An inexcusable delay in performance of contract obligations shall lead to termination of contract for default.
14. Any disputes shall be settled amicably.
15. The Commissioner of Income-tax (Admn. & Computer Operations), Bengaluru reserves the right to reject any or all quotations without any reason whatsoever. No communication in this regard shall be entertained.
16. The Tender of sister/associate concerns will be treated as a single tender.

Sudha

(सुधा एस. नारायणन)
(SUDHA S. NARAYANAN)
आयकर अधिकारी (मुख्या.)
Income-Tax Officer (HO)
आयकर आदुक्त (अशा. व क्र.पा.)
O/o. Commissioner of Income-Tax (Admn. & CO)
बेंगलूरु/Bengaluru.