



जी.एस.टी. एवं केंद्रीय उत्पाद शुल्क लेखा-परीक्षा आवुका कार्यालय
6/7 ए.टी.डी. स्ट्रीट रेस कोर्स रोड,
कोयंबटूर - 641 018
OFFICE OF THE COMMISSIONER (AUDIT), GST &
CENTRAL EXCISE
6/7, ATD STREET, RACE COURSE ROAD,
COIMBATORE-641 018
Phone: (0422) 2222554 Fax: (0422) 2224140
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C. No.1/22/19/2019 –Admin/ PRO

Date: 15.04.2019

NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT OF UPS

Office of the Commissioner of GST and Central Excise (Audit), Coimbatore invites Sealed Tenders from reputed and experienced Parties/ Agencies for annual Maintenance contract (AMC) of "ELECTRONIC & CONTROLS POWER SYSTEMS PVT LIMITED – RENATA" UPS (only spares and maintenance) installed at the **Office of the Deputy /Assistant Commissioner of GST and Central Excise (Audit), Circle I and II, "Rakavis Towers", 1065-1066, Trichy Main Road, Ramanathapuram, Coimbatore - 641 045** for the period from 01.06.2019 to 31.05.2020. The details of UPS installed are provided in the Table below. Interested parties/ agencies preferably who have experience in maintenance of UPS and willing to comply with the terms and conditions annexed to this notice, may submit their quotation on or **before 14.05.2019 at 15.00 hrs.**

Sl. No.	Make and Model	Capacity	Quantity	Year
1	ELECTRONIC & CONTROLS POWER SYSTEMS PVT LIMITED - RENATA	60.0KVA with 30 Nos of 100AH batteries (only spares and maintenance)	1 No	Installed in 2012
2	ELECTRONIC & CONTROLS POWER SYSTEMS PVT LIMITED - RENATA	60.0KVA with 30 Nos of 100AH batteries (only spares and maintenance)	1 No	Installed in 2012

2. Tenders are invited in 2 parts. ie. 1. Technical Bid and 2. Finance Bid. The Tender form for qualifying/Technical bid is prescribed in Annexure – III and the Tender form for financial bid is prescribed in Annexure IV. The complete set of tender documents, including general terms and conditions and technical and financial bid Proforma can be downloaded from the website <http://cenexkova1.tn.nic.in> and www.cbec.gov.in.

3. Service Providers are requested to go through the Eligibility Criteria provided in **Annexure – I, 'Terms and Conditions'** and **Scope of work**

provided in Annexure-II and submit an undertaking as prescribed under Annexure-V and the tender acceptance letter as prescribed under Annexure-VI.

4. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents. The sealed tender documents complete in all respects and with the signature of the service provider may be **submitted on or before 15.00 hrs on 14.05.2019.** The Tender documents shall be sealed by the service provider and to be submitted in the following manner.

Technical Bid and Financial bid shall be placed separately in 2 different envelopes and sealed. These 2 envelopes shall be super-scribed as Technical Bid or Financial Bid, as the case may be, along with the name and put inside a bigger envelope and sealed. The bigger envelop, containing 2 sealed envelopes, shall be super-scribed with the words, "**TENDER FOR AMC OF UPS**" and addressed to **The Commissioner of GST and Central Excise (Audit), 6/7, A.T.D. Street, Race Course Road, Coimbatore - 641 018.** The tender documents may also be sent by registered or speed post, or courier or hand delivered to the office under dated acknowledgement. Tender documents received by ordinary post, Fax, E-mail or in any other manner other than the prescribed manner will not be considered. The department shall not be responsible for postal or courier delays. Tender documents received after the due date and time will be summarily rejected.

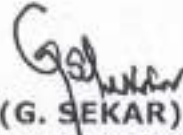
5. The Critical Dates for the Tender Submission and processing are as under:

CRITICAL DATE SHEET

Published Date	15.04.2019 at 15.00 hrs
Clarification Start date	15.04.2019 at 15.00 hrs
Clarification end date	14.05.2019 at 15.00 hrs.
Bid submission start date	15.04.2019 at 15.00 Hrs.
Bid Submission End Date	14.05.2019 at 15.00 Hrs.

Bid Opening Date	14.05.2019 at 15.30Hrs.
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6. In the event of any of the above-mentioned date being subsequently declared as a holiday /closed day for this office, the tenders will be opened on the next working day at the scheduled time.



(G. SEKAR)
ASSISTANT COMMISSIONER

Annexure- I

Eligibility criteria for AMC Vendors:

Reputation of the Vendor:

1. The company/firm/enterprise (hereinafter called the 'Company' or 'Vendor') intending to bid for the tender shall be a reputed organization in the field of Maintenance of UPS.

Past record of Vendor & Client information:

2. The Commissionerate /Department reserve the right to cancel the vendor's bid/agreement, if any information provided by the vendor is found unverifiable or untrue during the selection procedure or the AMC period.

3. This Commissionerate/Department shall have the right to inspect company's site to assess their infrastructure before awarding the AMC and may reject the bid in the event of dissatisfaction of the Commissioner, about the applicant-vendor's infrastructure or past services.

Competence of the Vendor:

4. Vendors having the facility of on-line monitoring of customers' calls and offering the customer facility to make local phone calls or through e-mail for registering the call or knowing its status will be preferred. Vendor should have a proper database system for monitoring all calls from all their clients through Call Escalation Matrix.

Suitable documentary proof to determine eligibility:

5. Suitable documents in proof for the conditions at 1 to 4 above shall be attached to the technical bids, in addition to **Annexures** failing which the bid will not be shortlisted for further process.

6. The service provider shall be based in Coimbatore or should have branch office in Coimbatore.

ANNEXURE - II

Conditions governing AMC

Opening of Tender Documents

1. The tender documents, soon after completion of the application period, will be opened in the presence of tender committee formed in this regard. In case where 'technical' bid of a vendor fails, the 'financial' bids will not be opened and may be returned to them as such. Financial bids shortlisted on the above conditions will be finalized soon thereafter. This office does not bind itself to accept the lowest tender and also reserves the right to (a) reject any quotation without assigning any reason whatsoever or (b) re-tendering afresh.

Rejection due to incomplete information or counter conditions:

2. Bids in which any of the furnished particulars and prescribed information of the vendor are inadequate or incomplete in any respect or in which counter-conditions by the vendor are imposed, are liable to be rejected.
3. This tender is not transferable and the successful bidder shall not request for or be allowed, on its own, to devolve or sub-contract or transfer the awarded contract to any other person/vendor either before or after commencement of the contract period.
4. Sub-contracting of the AMC is not allowed.

Attending to Breakdown & Preventive Maintenance:

5. The maintenance service by the company shall include break-down maintenance and quarterly preventive service of all UPS. The service engineers should be equipped with mobile phones to ensure their availability. Breakdown calls shall be attended and resolved as per schedule below;
 - a. Call attendance: Within 6 Hrs or if not same day by 6 p.m. (whichever is longer)
 - b. They should provide support from their respective local offices to our designated office.

Preventive Maintenance service is to be carried out every three months for all UPS and peripherals and the same shall include:

- a. Checking of functionality of all the UPS.
- b. Servicing and cleaning of all UPS, batteries and topping up the batteries with distilled water whenever necessary.

- c. Checking of power supply source for proper grounding and safety of equipment.
- d. Ensuring that the covers, screws, switches etc., are firmly fastened, in respect of each equipment.

Replacement of parts on time:

- 6. Where the parts/components have failed or damaged due to any reason, then replacement of those parts/components shall be replaced free of cost as per schedule above, failing which a standby system shall be provided. Such replacements shall be done in such a manner that the defective part shall not be removed unless the replacing part is ready on hand.

Quality of replacements:

- 7. Where any items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item / component / part. In case the brand / model has become obsolete, the same shall be replaced with equivalent or higher-end model of the faulty parts/components with the prior approval of Assistant Commissioner (Admin).

Identification of parts for free replacement and payable consumables against cost-free components:

- 8. If certain parts are treated as consumables not to be covered under AMC for free replacement, a list of such consumables shall be separately furnished in the bids (**Annexure-A**). This list as such will not be accepted by this office for replacement of parts on cost basis, but shall be modified on the basis of items commonly listed (trade practice) by all the vendors in their technical bid part and such commonly identified list will be treated as payable replacement parts.

Precautions against environmental / location problems:

- 9. During the power cut months, support should be bolstered with additional engineer and quick replacement of faulty components, if calls accumulate beyond normal pendency level. Poor maintenance during the power cut months shall entail penalty of Rs.1000/- and this amount will be automatically deducted from the quarterly payable amount

Restoration: Time limit:

- 10. In all the cases of replacement of spares for UPS, replacements must be done within 24 hours.

Levy of penalty against delayed/failed call resolutions / restoration:

- 11. Penalty will be charged for every downtime of more than 24 hours in each case, provided that no penalty will be chargeable for the first 24 hours from the time of booking of calls/complaints or wherever an

equivalent standby system has been provided after downtime expiry of the first 24 hrs.

12. If any particular UPS is found to be under repeated failures due to poor servicing or replacement with inferior parts or when troubleshooting is found to have been performed in piecemeal by the AMC Vendor, such instances will also be subject to levy of penalties. If such repetition occurs more than 3 times in a month causing an aggregate, such aggregate downtime for 7 days or more in each case will invite penalty.
13. The vendor shall be responsible for assisting the system-in-charge for scheduled back-up tasks/routines.
14. The AMC vendor should not tamper with the asset code already affixed on the equipments and ensure that asset code is always affixed on all systems under AMC and the same is quoted as reference.

Period of the Contract:

15. This Maintenance Contract shall remain in force from **15th May 2019 to 31st March 2020** subject to adherence to all conditions.
16. At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost.

Payment of AMC Charges Schedule:

17. The AMC charges will be paid quarterly, after satisfactory completion of each quarter. No demands for revision of rates on any account shall be entertained during or after the contract period. Any penalty liable to be paid will be deducted at the time of payment of quarterly charges.

Logistics & mobility of engineer:

18. Qualified and Skilled Engineer must be deployed to the calls from the offices / formations during the business /office hours. The service engineer will have to arrange for the quick conveyance between the problem site, without depending on public transport and the customer will not pay any allowances towards such out-door work.
19. The Service Engineers should maintain a call log register at the customer's site and such registers have to be produced to the System-in-charge, as and when required.

Deletions from Additions/Deletions to hardware list & Costing as per Configuration & list Provision of RE:

20. If any UPS is disposed off during the period of Maintenance Contract for some valuable reasons, the proportionate charges will be deducted from the quarterly amount. If charges have been paid before the disposal of the system, then the proportionate amount will be adjusted against the charges payable on remaining machines.

Additions to Contracted List and Quotation of costs:

21. Cost shall be computed for both the UPS and quoted in the financial bid. The amount chargeable towards tax may be shown separately.

Proof of eligibility for applying for tender

22. The vendor shall, at the time of applying for the tender, provide suitable records in proof of their eligibility and will also declare that any of their contracts had not been terminated by any customer before the contract's expiry of its full term in any of the previous year or current year.
23. Copies of Income Tax and Sales Tax clearance certificate for latest year of assessment should be provided for verification.

Dispute Resolution:

24. Whenever during the period of the Maintenance Contract, the service of the company is found to be not satisfactory or if the company is found violating any of the conditions governing the Maintenance Contract, this office has the right to terminate the contract immediately without any compensation. However, before such termination, disputes relating to the service by the vendor arising out of the implementation of the contract during its term will be resolved by way of discussion at customer's site, between the Addl. Commissioner or Commissioner representing the customer side and the Sr. Manager of AMC agency representing the vendor side; no third party agency will be allowed to negotiate. If no resolution could be reached, then the contract will be terminated in favour of the customer, viz. GST Dept., in all respects.

Deductions of Taxes:

25. Any tax payable by the vendor towards the contract but is liable for deduction at source and payment by the customer on account of existing statutes, rules, etc. applicable to the vendor, may be deducted at source and only the remaining amount will be paid to the vendor. Hence, the vendor shall provide in the technical bid, the details of registrations obtained by him, like GST, Income Tax, etc.

26. Other Requirements:

- a. The firm should be registered with Registrar of Companies and Sales Tax/Trade & Service Tax Department. Copies of PAN /TAN /Sales Tax & Service Tax Regn. No. along with respective Registration Certificates.
- b. Establishment of the firm must be more than 2 years old.
- c. The firm should, preferably, have previous experience in maintenance of UPS of Central/State Govt. organization/Public sector.

Annexure - III

(To be filled by the authorized signatory of the firm & this is to be kept in the sealed envelope superscripted "Technical Bid for AMC of UPS")

Name of the organisation / Firm			
Name(s) of the proprietors/ Partners/Directors		1.	2.
Site Office, Telephone & Fax No. (For Level-1 Customer Care Services)	Address:	Phone No. & Fax No. Person to Contact: Mobile No.:	
Corporate Office/Accounting & Finance Head	Address:	Phone No. & Fax No.: Person to Contact:	
Branch Offices within 15 Km radius from Coimbatore railway station	Address:	Phone No. & Fax No.	
The firm is registered as	Partnership Private Limited Public Limited		
Whether the firm is an authorised Service Centre for "Electronics & Control Power System Pvt. Ltd."	Yes/No		
Whether the firm has an authorised "Electronics & Control Power System Pvt. Ltd." Service Engineer/ Technician stationed at Coimbatore	Yes/No		
Registered with Govt. Bodies	PAN No.	Service Tax Regn. No.	
	TAN No.	VAT/CST Regn. No.	
Electronic Portal	Website Address:	Email ID:	

Name of the authorized signatory	Name:	Designation:
Details of EMD	Not applicable	
PAN No. of the firm as allocated by the Income Tax Department		
Service Tax Registration Number, if applicable		
List of present clients	Enclose list separately	

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 Authorized Signatory with date)

The following documents are to be furnished/ uploaded by the Service Provider along with **Technical Bid** as above:

- i) Signed and Scanned copy Certificates like PAN No, Service Tax Registration (if applicable), ESI, EPF Registration etc.
- ii) Signed and Scanned Copy of **Tender Acceptance Letter & Letter of authorization to submit bid.**

LIST OF CLIENTS/CUSTOMERS: (Enclosure to Technical bid)

Year	No. of Company Clients	No. of Central Govt Dept./PSU Clients	No. of State Govt Dept./PSU clients

<i>Year</i>	<i>Names of large Company Clients</i>	<i>Names of Central Govt. Clients</i>	<i>Names of State Govt. Clients</i>
<i>2018-19</i>	1. 2. 3.	1. 2. 3.	1. 2. 3.
<i>2017-18</i>	1. 2. 3.	1. 2. 3.	1. 2. 3.

ANNEXURE- IV

PRICE/ FINANCIAL BID DOCUMENT

From: (Full name and address of the Bidder) _____

To,

THE COMMISSIONER OF GST AND CENTRAL EXCISE (AUDIT),

Coimbatore.

Sir

I submit the comprehensive rate for Annual Maintenance Contract (AMC) of UPS as under.

1	RENATA	60.0KVA	30 battery	
2	RENATA	60.0KVA	30 battery	

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid exclusive of all applicable taxes. The taxes will be charged extra.

Yours faithfully

Signature of authorized Representative

Annexure - V

**TENDER ACCEPTANCE LETTER
(To be given on Company Letter head)**

Date:

To,

The COMMISSIONER OF GST AND CENTRAL EXCISE (AUDIT),
6/7 A.T.D. Street,
Race Course Road,
Coimbatore 641018.

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: - AMC for UPS

Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc ..), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract,

without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Annexure - VI

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS CONTAINED IN
THE TENDER DOCUMENT**

To

The Commissioner of GST and Central Excise (Audit),
6/7, ATD Street, Race Course Road,
COIMBATORE - 641018.

Sir,

I have carefully gone through the terms and conditions contained in this tender notice for Comprehensive on- site Annual Maintenance Contract (CAMC) for UPS installed in the office of the Deputy / Assistant Commissioner of GST and Central Excise, Audit Circle I and II, Coimbatore.

I declare that all the terms and conditions of the tender notice are acceptable to our company. Our company does not impose any terms and conditions of its own in respect of this bid being submitted for AMC.

I further certify that I am an authorized signatory of the company and I am therefore competent to make this declaration.

Signature of the Authorised Signatory

