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3/5/2021

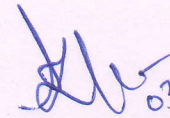
Dated - 03/05/2021

**TENDER NOTICE**  
**INCOME TAX OFFICE, AMRITSAR**

Proposals cum sealed quotations are invited from Firm/Company for Annual Maintenance Contract (**without SPARE PARTS/ for hiring the services of one engineer only**) to maintain the Non-critical equipment i.e. PCs, Printers (Laserjet, Inkjet, All-in-one etc.), UPSs (500/600/1000 VA) etc. for Office of the CCIT, Amritsar, Regional Computer Center of Income Tax, Amritsar and ITAT, Amritsar.

1. The quotation shall be divided into two parts, sealed separately,  
**i) Technical Bid - details about the vender.**  
**ii) Financial/ Price Bid - Quotation for AMC.**
2. The Tender Form along with basic terms and conditions can be downloaded from the Portal of Income Tax Department and the same should be submitted along with a crossed Demand Draft of Rs. 500/- (non- refundable) in favor of Chief Commissioner of Income Tax, Amritsar, payable at Amritsar. Quotation without said Demand Draft will be rejected.
3. The last date of submission of Tender is **18.05.2021, 05:00 PM.**
4. The Technical Bids will be opened on **19.05.2021 at 03:00 PM** in the presence of venders by the Committee for Annual Maintenance Contract.

**Note:-** The contract shall be awarded after ascertaining the feasibility and technical evaluation by the competent authority. The competent authority has the right to reject any / all the tenders without assigning any reason.

 03/05/2021

**AJAY KUMAR**  
**Joint Director (Systems), Income -tax,**  
**Amritsar.**

**TERMS & CONDITIONS TO PARTICIPATE IN THE TENDER PROCESS**  
**(Please read the Terms & Conditions carefully)**

1. The quotation shall be divided into two parts, sealed separately,
  - i) **Technical Bid - details about the vender along with prescribed Proforma.**
  - ii) **Financial/ Price Bid - Quotation for AMC.**
  
2. Firm/Company who meet the following conditions should submit quotations only:-
  - I) Only Registered Partnership firm, Proprietary Firm or company are eligible to participate in the Tender Process.
  - II) The Firm/Company should have the experience of Maintenance Services of computer related hardware in any of the last 3 calendar years (2018, 2019, 2020), of one year duration or more, for a single reputed client/ organization for at least 50 Personal Computers; and
  - III) A satisfactory performance certificate is submitted from the client referenced to in I) above.
  - IV) Party should be able to maintain computers and other hardware at Office of the Chief Commissioner of Income Tax, Amritsar.
  - V) Vendor should be ready to depute One well qualified Hardware Engineer (minimum qualification of +2 with Diploma in Hardware Engineering from Government recognized Institute/College/ University ) at Income Tax Office, Amritsar. Documentary proof of qualification and work experience of the engineer should be attested & should be attached with the Tender Form. Applicant is liable to submit a certificate/undertaking with the Technical Bid regarding genuinenes of certificates of qualification & experience etc. in respect of his engineer.
  - VI) All relevant/above documents in original should be produced before the relevant competent authority of Income Tax Department, Amritsar by the finally selected firm/ company after the opening of the financial bids. Allotment of AMC to the firm subject to cross verification of the same documents.
  - VII) Vendor should be a dealer or service provider of IBM/HP or any other such level reputed Company.
  - VIII) Vendor should be having GST Number & PAN and an Income Tax Return filer & proof of the same should be attached. Copies of Income Tax returns of last three years should be attached.
  - IX) Vendor should be ready to deposit 10% of Total AMC Amount in the shape of Bank Guarantee.
  
3. All other General terms & conditions in respect of AMC/AGREEMENT will be finalized later on, i.e. after awarding of Contract.

**Note:- The contract shall be awarded after ascertaining the feasibility and technical evaluation by the competent authority. The competent authority has the right to reject any / all the tenders without assigning any reason.**

**PROFORMA**

**(Please read the Terms & Conditions carefully)**

1. Name of the Bidder :
2. Status (Firm/ Proprietary Firm/Company) :
3. Date from which in existence :
4. GST Number (attach proof) :
5. Are you Income Tax Assessee?  
If Yes (attach copy of the PAN Card and copies of Returns of last three years)
6. Are you authorised dealer of any :  
reputed brand?  
If yes (attach proof) : Brand Name Year
7. Qualification of the Service Engineers :  
(attach proof)
8. Can you provide Resident Engineers at Amritsar : (Yes/No)
9. Whether already having any Maintenance Experience/Service Provider in Govt/Public  
Sector/Reputed Organization : (Yes/No)  
If yes :-
  - a) Name of the department/ Organization :
  - b) Amount of Maintenance Cost/Service Cost :
  - c) Details of the hardware serviced (PCs, UPSs & :  
Printers) (In number only)
  - d) Period : From To
  - e) Also attach service satisfaction certificate of the Officer In-charge of the  
department/ organization regarding service performance.

It is certified that I have read and understood terms and conditions of the contract and shall abide by the same.

**(Authorised Signatory with Seal)**

(Use extra sheet, if required)