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भारत सरकार/ GOVT. OF INDIA
वित्त मंत्रालय, राजस्व विभाग
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE
सेवा कर आयुक्त का कार्यालय - लेखा परीक्षा
OFFICE OF THE COMMISSIONER OF SERVICE TAX - AUDIT
692, एम. एच. यू. कॉम्प्लेक्स, नन्दनम, चेन्नै - 600035
692, M. H. U. COMPLEX, NANDANAM, CHENNAI - 600 035

सी सं /C. NoI/7/01/2016 - Admn
Email:-stcauditestt@gmail.com

दिनांक/Dated: 06-03-2017

**NOTICE INVITING TENDER FOR AWARDING 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 COMMISSIONER OF SERVICE TAX AUDIT, 692, MHU COMPLEX, NANDANAM, CHENNAI. 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 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 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 (Admn)", OFFICE OF THE COMMISSIONER OF SERVICE TAX AUDIT, 692, MHU COMPLEX, NANDANAM, CHENNAI 600035.

3. Details can be accessed on departmental website www.servicetaxchennai.gov.in.

4. Last date for submission of sealed tender is 21.03.2017 upto 11:00 Hrs. Tenders received after the last date will not be entertained. Sealed Tenders will be opened on 21.03.2017 at 15:00 hrs.

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

Deputy Commissioner (Admn)
Service Tax Audit, Chennai

ANNEXURE-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 organisation 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 Chennai 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.


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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 respect of the prescribed conditions 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 which includes preventive maintenance/ monthly regular service 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/Xerox only) would be replaced by the company Free of cost during the AMC period.
4. The AMC charges shall include consumable 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 machines must be serviced onsite at office premises. The agency will provide adequate standby machines/ systems if the problem does not get solved within 24 hours.
6. The charges regarding shifting of Xerox machines will be covered under 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 at least 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, maintained in the machine installed section.
9. All the complaint should be attended within 24 hours, failing which penalty of Rs. 200/- per day for not attending the complaint will be deducted from quarterly payment of AMC quarterly bill.
10. The Commissioner, Service Tax-Audit, Chennai reserves the right to terminate the contract at any time if the service of AMC Vendor is not found to be satisfactory.


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ANNEXURE-III

List of Xerox Machines

Sr. No	Machine Details	Department/Section
1	Canon IR 2002 N Printer	Administration Section
2	Canon IR 2535 Digital Copier	Planning Cell
3	Digital Copier with Printer work centre 5022	SCN Cell
4	Canon Digital Photo Copier model 3245	Computer Room


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Enclosures: 1. Technical and Financial Bid Formats

Copy to:

1. Computer Section.
2. The Superintendent (System), Chief Commissioner Office, Service Tax Zone, Chennai with request to upload the tender for publication in the official website.
3. Notice Board


Deputy Commissioner (Admn)
Service Tax Audit, Chennai