



**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE**

**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, CUSTOMS &
SERVICE TAX, COCHIN COMMISSIONERATE,
C. R. BUILDING, I. S. PRESS ROAD, COCHIN-682018.**

C. No. IV/16/02/2011-Systems

Dated: 07-3-2011

Public Notice Inviting Quotations

Sealed Quotations are hereby invited by the undersigned on behalf of the President of India, for "**Annual maintenance Contract for UPS's**" installed in the jurisdictional area offices of Central Excise Cochin Commissionerate, as mentioned in the [Annexure](#) enclosed with this Public Notice. The Quotation will be accepted up to 5.00 PM on 25.3.2011.

General Conditions

Quotation should cover the entire items specified in the enclosed [Annexure](#). The Quotation, which does not cover AMC for the entire items listed in the annexure will be a disqualification and is liable for rejection without any intimation.

- a) The maximum permissible downtime will be 10 days in the entire AMC period.
- b) Penalty will be charged for downtime more than 24 hours in an individual case of a breakdown.
- c) In case of an additional day of downtime a penalty of 1% of the total AMC charges will be deducted per day.
- d) Preventive maintenance service is to be carried out in every three months for all systems detailed in the annexure irrespective of whether the equipment has suffered a breakdown or not, and it includes checking of distilled water levels in batteries and refilling of the same wherever applicable.
- e) In case of delay in repairs / procurement of spares, standby should be provided for operation (compulsory) that can be taken back once the faulty system is put back into operation.
- f) AMC shall include services and replacement of all defective parts except batteries. The hardware maintenance support includes corrective and preventive maintenance, repairs or replacement of defective parts. (Details of replacement should be provided to the undersigned.)
- g) If, in any case, any machine coming under AMC is disposed off by the Department (for up-gradation, etc.) a pro-rata amount calculated on the basis of AMC charges per machine for the remaining period will be deducted.

- h) If, either the scheduled preventive maintenance / unscheduled call is not attended properly, the same will be got attended by other service providers and charges will be deducted from the payment due to the contractor.
- i) While quoting the rate for AMC, the Service Tax, if applicable, should be shown separately at the current prevailing rate.
- j) Payment of AMC charges will be made on quarterly basis, only after completion of service for the quarter and after successful completion of the work described under Para (d) above.
- k) Sub-contracting of AMC service is not allowed.
- l) The vendor should have a good presence in the jurisdiction of the Commissionerate of Central Excise, Cochin and should provide support from their local offices, at the designated customer sites.
- m) The vendor is to have carried out third party maintenance services for not less than five years. In particular, AMC services should have been successfully provided to a State / Central Government Department for not less than three years.
- n) The customer reserves the right to cancel the vendor bid / AMC services, if any information provided by the vendor is found false or unverifiable during the selection procedure or during the AMC period.
- o) Bank guarantee of 10% of total AMC should be submitted at the time of awarding of AMC.
- p) The Annual Maintenance Contract (AMC) is valid for the period of one year from the date of acceptance of the quotation.

You are requested to quote competitive charges for the AMC before 5.00 PM on 25.3.2011. Any quotation received without adhering to all the above conditions and / or incorporating any conditions, contrary to any of the above conditions, will be liable to be rejected summarily.

Soliciting an early response.

Encl: [Annexure](#)

(R. VISHNUDAS)
JOINT COMMISSIONER (SYSTEMS MANAGER)

[HOME](#)