

TENDER ENQUIRY DATED 06.10.2025

Last date 29.10.2025 at 3.00 P.M

Sealed quotations are invited from bidders qualifying the eligibility criteria and other terms and conditions mentioned hereunder for carrying out Comprehensive Annual Maintenance Contract (CAMC) services for the 4 X-Ray Baggage Inspection System (XBIS) commissioned at Aayakar Bhawan, Scindia House and Piramal Chambers.

1. OVERVIEW OF WORK

Supply of goods & services in relation to carrying out Comprehensive Annual Maintenance Contract (CAMC) services for the 4 X-Ray Baggage Inspection System (XBIS) commissioned at Aayakar Bhawan, Scindia House and Piramal Chambers

A. Specifications of the X ray Baggage Inspection System (XBIS) machines

- | | |
|-----------------------|---|
| (a) Model | : KritiScan6040R of the make – Vehant Technologies Pvt. Ltd |
| (b) Tunnel Size | : 610 mm (W) X 410 mm (H) |
| (c) Through put | : 385 bags per hour |
| (d) Conveyor Capacity | : $\geq$ 160 kg for small size |
| (e) Steel penetration | : 35mm (thickness of steel) |
| (f) Resolution | : able to display single uninsulated tinned copper wire of 42-SWG or 38 AWG |
| (g) Year supplied | : March/April 2022 |

B. Scope of Work

(a) The service provider shall have to repair/replace following parts of the XBIS as & when required during the contract period:

- (i) X-ray generator
- (ii) X- ray tube
- (iii) High & Low energy detectors (scintillators with photo diode)
- (iv) LED Indicators and Manual Keys & Switches
- (v) Graphic Cards
- (vi) Detector Cards
- (vii) Power Boards
- (viii) CPU, Monitor, Key Board, Mouse, Mother Board of console, HDD, RAM



and communication cables etc.

* (ix) Updating and recovery of operating system and KritiScan™ Software.

(x) Any other parts/required for smooth functioning of XBIS.

(b) Engineers or Technicians, as the case may be, shall visit and carry out routine maintenance/service of the XBIS at least twice every quarter. Copies of reports of routine maintenance shall have to be submitted in the office of DCIT (HQ) (Admin), Room No.329, 3rd Floor, Aayakar Bhawan, Mumbai.

(c) Besides these routine visits, any number of breakdowns or service calls shall be attended to by the engineer/technician within 24 hours of the breakdown/service call during the CAMC period.

(d) The Service Provider shall have to keep a stock of minimum essential spare parts in their custody to avoid delays in repairs.

(e) The Service Provider shall share their escalation matrix with the Dept.

(f) The Service Provider shall intimate the names of the persons visiting for routine maintenance or on call/breakdown with the ITO(HQ)(Security), Mumbai well in advance with the details of their representatives, period of visit, time of visit along with his/their identity cards.

(g) The Service Provide shall ensure that the ionizing radiation emanating out of these four XBIS machines does not cause undue risk to the health of people around the machine or to the environment. The Service Provide shall certify on quarterly basis that the X-ray radiation and safety performance standards of these four XBIS machines are well within the range and meeting the guidelines and the standards set by the Atomic Energy Regulatory Board (AERB) for X-ray equipment and x-ray tubes, and that the performance of these four XBIS machines conform to any other guidelines issued by regulatory authorities.

(h) There are two XBIS machines at Aayakar Bhawan, M.K. Marg, Mumbai-400020, and one each at Income-tax Officer, Piramal Chambers, Lalbaugh, Mumbai -400012 and Income tax Office, Scindia House, Ballard Estate, Fort, Mumbai-400001. The bidder may visit these site and have look at the machines before to better understand the scope of work. The bidders are advised to visit the above-mentioned site before quoting bid for the tender. Bidder shall be responsible for the above-mentioned scope of services and shall be the Single Point of responsibility for the end user/client officials for the entire contract period.



2. Payment

- i. No advance payment would be made in any case. Payment shall be made on "Quarterly Work Completion Certificate" which shall be obtained from the ITO (HQ)(Security), Mumbai.
- ii. The vendor will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reasons.
- iii. No demand for revision of rate on any account shall be entertained during the contract period.

3. Eligibility Criteria:

- (i) The bidder must submit OEM authorization certificates for maintaining the XBIS machines i.e., KritiScan 6040R.
- (ii) The Bidder must have work experience in maintenance of XBIS machines (if they do not fall in MSME/start-up category)
- (iii) The bidder should have head office/branch office in Mumbai. In this regard, documentary evidence of address in the form of any registered document has to be submitted.
- (iv) The bidder should have experience of have entered into a contract with the contract value of minimum Rs. 1,00,000 with any Government Organization or PSU. (if they do not fall in MSME/start-up category)
- (v) The bidder must submit copy of acknowledgement of Returns of Income filed and Balance Sheet and Profit & Loss accounts for the A.Y 2024-25.
- (vi) The bidder should submit PAN and GST number.
- (vii) Necessary documentary proof and details should be submitted with the quotation documents in respect of item numbers (i), (ii), (iii) (iv) and (v) mentioned above

4. Other Terms and Conditions of the Contract:

- (i) Bids once submitted shall not be allowed to be withdrawn and any default after acceptance of the bid shall be deemed to be non-compliance of terms of contract.
- (ii) The bidder will be qualified for Financial Bid only if it fulfills the eligibility criteria and
Conditions stipulated in the "Technical Bid"
- (iii) The Income Tax Department reserves the right to accept or reject any bid without assigning any reason.
- (iv) Tender bid should be submitted in a big sealed envelope marked as "Tender of carrying out Comprehensive Annual Maintenance Contract (CAMC) services for the 4 X-Ray Baggage Inspection System (XBIS) commissioned at Ayakar Bhawan, Scindia



House and Piramal Chambers" containing two smaller sealed envelopes marked as "Technical Bid" & "Financial Bid".

- (v) This office reserves the right to terminate the contract at any time
- (vi) Rates quoted should be all inclusive.
- (vii) The vendor will have to fulfill the safety rules, security rules as governed by the applicable rules/laws for the representatives of the vendor, prevailing from time to time.
- (viii) The quotation documents are to be submitted in office of the ITO(HQ)Admin-III, Mumbai at Room No.345, 3rd Floor, Aaykar Bhavan, M K Road, Mumbai -400020 on or before 3.00 PM On 29.10.2025. No bid will be accepted thereafter.
- (ix) The Tender will be awarded to bidder who qualified "Technical Bid" & whose "Financial Bid" is found to be lowest (i.e. L1 bidder).
- (x) The quotation will be opened at 3.30 P.M. on 29.10.2025 in the room of Old Conference room, 3rd Floor, Aaykar Bhavan, Mumbai, or at any other place to be declared later in case there is change in the tender opening venue.
- (xi) The decision of Income Tax Department, Mumbai shall be final in all matters of selection of the contractor for carrying out Comprehensive Annual Maintenance Contract (CAMC) services for the 4 X-Ray Baggage Inspection System (XBIS) commissioned at Aaykar Bhawan, Scindia House and Piramal Chambers.

The bidders can contact the O/o the ITO (HQ) Admin-III, Mumbai at Room No.345, 3rd floor, Aaykar Bhavan, M. K. Road, Mumbai 400 020 for further details or clarifications if any on any working day during the office hours.

5. Period of Contract

- (i) The contract shall be valid for a period of one year starting from the date of award of contract.
- (ii) The contract may be extended further at the discretion of the O/o. the Pr. CCIT Mumbai. No demand for revision of rate on any account shall be entertained during the contract period.

6. Penalty

- (i) If the successful Vendor does not attend the complaint and rectify/solve the faults within 24 hours from time of complaint registered, the Vendor shall be liable for penalty @ Rs.1000/- per day w.e.f. time and date of complaint registered. This may also entail termination of contract.



COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) SERVICES
FOR THE 4 X-RAY BAGGAGE INSPECTION SYSTEM (XBIS) COMMISSIONED
*** AT AAYAKAR BHAWAN, SCINDIA HOUSE AND PIRAMAL CHAMBERS**

ANNEXURE-B

FINANCIAL BID

1	Name & Address of the Bidder	
2	Telephone Nos. of the Bidder	
3	Rate (Excluding Taxes) in rupees.	Rs.(in fig.) _____ (in words) _____
4.	GST (if applicable)	
5	Total	

(Name & Sign of the Authorised Signatory)



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TECHNICAL BID

ANNEXURE -A

1	Name & Address and Telephone Nos. of the Bidder	
2	P.A.N	
3	GST No & Registration Certificate (Copy to be attached)	
4	Details of Return of Income submitted (Copy to be attached)	
5	Details regarding experience in the field(Proof to be attached)	

(Name & Sign of the Authorized Signatory)

