



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS, MUMBAI
ZONE I, NEW CUSTOM HOUSE, BALLARD ESTATE,
MUMBAI 400001**

FL NO –S/1-154/94 EDP

Date -01-03-2018

S/1-219/98 EDP

NOTICE INVITING e-TENDER

**Sub : Calling for e-tender for providing Annual Maintenance Contract of
Intercom Telephone Instruments and their lines**

The Office of the Principal Commissioner of Customs (General) invites e-tenders from reputed all eligible and experienced/ reputed/ technically proficient and experienced persons/ firms, to provide maintenance of intercom telephone instruments and their lines in various offices in New Custom House, Ballard Estate, Mumbai - 400 001. Details of the services required and other terms and conditions relating to the award of the contract are given in the Annexure - I.

The e-tender is invited in a two-bid system, viz., Technical/ Qualifying Bid and Financial Bid. The details of work specifications, terms & conditions outlined in the Annexure to this e-tender are as under :-

- | | |
|------------------------|----------------------|
| 1. Annexure-I | Terms & Conditions |
| 2. Annexure-II | - Technical Bid form |
| 3. Annexure-III | - Financial Bid form |

The e-tender for qualifying bid prescribed in Annexures so attached complete in all respects shall be submitted on-line on or before 22.03.2018

All prospective bidders are invited to submit their bids under Two-Bid systems for the subject work as detailed below in accordance with the tender documents enclosed.

MODE OF TENDERING: e-tendering through CAW portal www.eprocure.gov.in

EARNEST MONEY DEPOSIT: Rs. 10000/- (Rupees Ten thousand only)

LAST DATE & TIME FOR SUBMISSION OF BID : 22.03.2018 & 16.00 PM

DATE & TIME FOR OPENING OF TECHNICAL/ QUALIFYING BID : 23.03.2018 & 11,00 AM

DATE & TIME FOR OPENING OF FINANCIAL BID : 26.03.2018 & 11.00 AM

Interested bidders may download the Notice Inviting e-Tender from the portal www.eprocure.gov.in .The tender enquiry documents will be available on official website (www.cbec.gov.in.) and on <http://eprocure.gov.in> from 01.03.2018. In the event of any of

the above mentioned dates 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.

The e-Tenders should be submitted on-line on the website www.eprocure.gov.in in complete in all respects on or before 22.03.2018 in two separate files addressed to the Pr. Commissioner of Customs (General), New Custom House, Ballard Estate, Mumbai-400001. The technical/ qualifying bid shall be opened by the e-Tender Evaluation Committee on 23.03.2018 at 11.00 AM. Incomplete bid documents shall be rejected. The valid bids shall be scrutinized by the e-tender evaluation committee to shortlist the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened on 26.03.2018 at 11.00 AM by the e-tender evaluation committee.

Bidders shall submit the technical as well as the financial bid through e-tendering portal only. Bids submitted by courier/ post/ in person shall not be accepted in this tender.

The Bidder should clarify any doubts/queries regarding the specification/brand from the Inspector/Superintendent of Customs, on any working day between 11.00 AM to 5.00 PM before 21.03.2018. The Bidder should fulfill pre-qualification conditions of the e-Tender and should sign each and every page of the e-tender including the annexures as a token of acceptance of having read and understood all the terms and conditions contained therein and submit all documents attested by the authorized person along with the bid. The e-tender form shall be rejected if it is not complete in all respects.

-sd-

(SHASHANK SHEKHAR)
ASSTT. COMMISSIONER OF CUSTOMS
CHS/ NCH, MUMBAI.

Copy to

I. Notice Board

ii. EDI for posting on Customs website/ e-procurement portal.

iii CBEC website through telex section, New Custom House, Mumbai - I

ANNEXURE -I
TERMS & CONDITIONS

1: DESCRIPTION OF WORK:

I. Annual maintenance of intercom telephone wirings lay from EPABX to various sections of Custom House. Total extensions are approximately 530 nos. This includes (i) Attending faults and its rectifications (ii) Shifting of existing extensions from one place to another as and when required by the department.

II. Annual maintenance of telephone system plan 1+1 (30 nos.) and plan 1+2 (04 Nos.) with wirings installed at various Sections of this Custom House. This includes (i) Attending faults and its rectification (ii) Shifting of the existing systems from one place to another as and when required by the department.

III. Annual maintenance of telephone instruments installed in various Sections of this Custom House. Total telephone instruments are approximately 530 nos. This includes (i) Attending faults and its rectification including replacement of spare parts (ii) Shifting of the existing telephone instruments from one place to another as and when required by the department.

IV. Attending to complaints pertaining to internet connections on all these connections.

2. VALIDITY OF THE CONTRACT:

The contract shall be valid for a period of one year or 12 months starting from the date of issue of work order. The department reserves the right to terminate the contract within the period without any prior intimation/ notice, if the service/ conduct of the contractors are found unsatisfactory.

3. ELGIIBILITY CONDITIONS:

- I. The bidder should submit a copy of the turnover of their companies in respect of last 3 financial years (2014-15, 2015-16 & 2016-17) duly certified by Chartered Accountant to be enclosed with Proforma of annexure-II (Technical bid form).
2. Preference shall be given to bidder having similar experience in govt /semi govt. organization.
3. The bidder should have Shop a. Establishment Registration Certificate.
4. The bidder should have GST Number.
5. List of clients along with empanelment Certificate, Customer Satisfactory Certificate and works orders from others govt. and semi govt. Organization.
6. The contractor should not have been disqualified by any govt / Semi Govt. organization for similar work and should give a self declaration in that effect.
7. The bidders should qualify in all categories in the Technical Bid Form placed at Annexure - II. The financial bids of only the qualifying bidders shall be opened at the time of Financial Bid Opening.

4. EARNEST MONEY DEPOSIT:

An Earnest Money Deposit of Rs.10,000/- (Rupees ten thousand only) should be submitted by the Bidders by way of Demand Draft/ Bank guarantee in favour of "**RBI A/c. Pr. Commissioner of Customs (General)**", payable at Mumbai in original and in the manner prescribed in the bid document should be submitted prior to bid submission in

sealed envelope. However, if the bidders are unable to submit the EMD in original on the due date, they may upload a scanned copy of the EMD while submitting the bid electronically, provided the original EMD copy of which has been uploaded, is received by the Office of the Pr. Commissioner of Customs, CHS, New Custom House, Ballard Estate, Mumbai - 400 001 within 02 days from the date of Technical/ Qualifying bid opening, failing which the bid shall be treated as nonresponsive and rejected at the initial stage itself as 'Tenders received without EMT'.

Irrespective of their status/ ranking in the tender and notwithstanding the fact that a copy of EMD was earlier uploaded by the bidder.

Only the EMD shall be submitted in original in physical form on or before the bid due date. The bid security of the unsuccessful bidder will be refunded / returned in due course.

5. PERFORMANCE SECURITY DEPOSIT:

The successful tenders shall furnish a security deposit to the Office of the Pr. Commissioner of Customs (General) within 30 days of the issuance of the contract, which shall be Rs. 20,000/- (Rupees twenty thousand only) and shall be in form of Demand Draft /Pay Order /Bank Guarantee from a Scheduled Bank drawn in favour of A/C of Commissioner of Customs (general) "payable at par in Mumbai valid for the contract period and plus three months thereafter. EMD will be part of the Security Deposit and the EMD of the successful bidder can be refunded after depositing of Security Deposit.

- No interest will be payable by the office of the Commissioner of Customs (General) on Security Deposit.
- In case of breach of contract or violation of any terms of contract, security deposit shall be forfeited.

6. SUBMISSION OF TENDER DETAILS

- The prospective bidders are required to submit two bids i.e. Technical Bids and Financial Bids on prescribed formats, Annexure -II and Annexure -III. In the technical Bid, Bidder shall provide details regarding experience in field, the other organization for which he is providing service, details regarding compliance of statutory laws. In the Financial Bid, the bidder will submit the quotation for his charges.
- The last date for the receipt of the bids is 22.03.2018 up to 16.00 Hrs.
- The sealed tender/ quotations received after stipulated date and time will not be entertained under any circumstances.
- Financial bid of only those bidders shall be opened who shall successfully qualify technical bid.
- In case the bidder desires inspection of the site prior to submission of tender they may contact Supdt CHS/Ground floor, New Custom house, Mumbai, Tel. no. : 022-22757824 and may inspect the same on working days from 11:00 A.M. to 3:00 P.M.

7. RATES:

The Financial Bid shall contain only the total amount per annum inclusive of all taxes for above "for QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT OF INTERCOM of around 530 intercom telephone lines" for one year period in prescribed format in Annexure - III (i.e. Financial Bid)

8. TERMS AND CONDITIONS:

- The AMC is for the financial year i.e 2018 to 2019.
- Periodical inspection and maintenance of (i) Intercom telephone wirings lay from EPABX to various sections of this Custom House and (ii) all telephone instruments i.e. (i) Attending faults and its rectifications (iii) Shifting of the existing extensions from one place to another as and when required.
- The AMC being comprehensive shall include services and repairs or replacement of all defective spare parts of telephones, etc. spare parts supplied by the contractor in lieu of irreparable component should be branded new/ original and of reputed manufacturer for giving satisfactory performance at reasonable rate (inclusive of all levies and taxes) not more than MRP along with warranty.
- During the repairing period, faulty telephone instruments shall be replaced with another instrument on temporary basis.
- The bidder should deploy three technicians, preferably experienced and qualified in telecommunication from recognized institution and in support a certificate as mentioned of the technician are to be enclosed.
- The deployed technician shall be available in New Custom House on all customs working day (i.e. 9:30 A.M. to 6:00 P.M.) and obey the orders of Supdt/CHS and Supdt/ Sports e-Training.
- If required, services may be required to be executed on Saturday & Sunday and holiday to complete the task with prior intimation to department,
- Any complaint should be attended immediately without loss of time and the line should be operational within 3 hrs.
- If repairing is not done within a day, then suitable penalty shall be imposed and the same may be deducted from the final payment amount.
- Prices quoted should be inclusive of all taxes and levies by any government, local authorities etc. as applicable to a Central Government Department. No payment over and above the price quoted shall be done by the department in respect of such levies brought to notice at a later date.
- The proper record of each telephone to be maintained and informed to the department.
- Whenever during the period of the maintenance contract, the service of the contractor is found to be violating any of the conditions governing the Maintenance Contract

and then this office has the right to terminate the contract immediately without any compensation.

- The payment will be made on quarterly basis as per the terms and conditions of the tender notice after satisfactory completion of each quarter. No advance payment will be made under any circumstances.
- The bidder shall not sub contract /outsource the job to any other person.
- The bidder will undertake the repair of telephone and the department will replace the same only if it is beyond repairable or worn out on proper technical justification in writing from authorized engineer of the contractor.
- Agreement can be terminated by either party giving three months notice.
- Any tender without adhering to terms and conditions and/or incorporating contrary to any condition shall be liable to be rejected summarily.
- The office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tender in which any of criteria is not fulfilled, without assigning any reason whatsoever. Tender in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed condition are not fulfilled, are liable to be rejected.
- The Pr. Commissioner of Customs (General) reserves the right to accept or reject any of all tenders/ bids without assigning any reason.

-sd-

(SHASHANK SHEKHAR)
ASST.COMMISSIONER OF CUSTOMS
CHS/ NCH, MUMBAI.

ANNEXURE II
Technical Bid Form

Tender F. No S/1-154/94EDP/ /Si 1-219/ 98EDP Date:
Sub: Notice tender for providing Annual Maintenance Contract of intercom Telephone
Instrument and Telephone lines in New Customs House, Ballard Estate Mumbai-400 001

1	Name of Contract	Annual Maintenance Contract of intercom telephone Instrument And Telephone lines in New Customs House , Ballard Estate, Mumbai-400001			
2	Name of Tender/Co.				
3	Address				
4	Telephone No. Fax No. / Mob. No.				
5	Name of Contact Person				
6	Type of Co./ Firm-prop./Partnership/Pvt. Ltd./ Ltd.				
7	EMD Details RS. 10000	YES /No.	DD NO. Date		
			Number	Dt. Of Issue	Validity
\$	Whether Having PAN/GIR No.	YES /No.			
9	Whether having GST Registration	YES Mo.			
10	Whether having shop & Establishment Registration Certificate	YES /No.			
11	Whether any employee of the office of the Commissioner of Customs is on your Board of Directors or Share Holder on your Co. Firm	YES /No.			
12	Have any Director / Partner / Prop. Been convicted	YES /No.			
13	Whether bank solvency certificate attached	YES /No.			
14	Has your firm / Co. Ever been black listed if yes. give details thereof.	YES /No.			
15	Any Other information which the tender may like to furnish (separate sheet may be enclosed if required)	YES /No.			

16	Whether 3 year bank account statement enclosed.	YES /No.			
----	---	----------	--	--	--

The bidder should submit a copy of the turnover of their companies in respect of last 3 financial years (2014-15,2015-16 & 2016-17) duly certified by Chartered Accountant to be enclosed with Performa of annexure (Technical bid form).

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my /our knowledge. I/ We understand that if any deviation is found in above statement at any stage, I/We shall be blacklisted and will not have any dealing with department in future.

I hereby confirm that I am authorized to sign the Tender Documents.

Date:

Sign:

Place:

Name:

Designation: CO. Name

& Seal:

ANNEXURE-III**FINANCIAL BID**

TENDER NO. : F. NO. 5/1-154/94 EDP/S/1-219/98 EDP DATE:

SUB. : NOTICE INVITING TENDER FOR PROVIDING ANNUAL MAINTENANCE CONTRACT OF INTERCOM TELEPHONE INSTRUMENTS AND TELEPHONE LINES IN NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI -400001.

Sr. No.	Description of work	Rate per telephone connection	Taxes	Total Amount Per Annum (inclusive of all levies and taxes)
1	AMC of 530 (approx.) extensions at New Custom House, Ballard Estate, Mumbai - 400001 as mentioned in description of work at Para 1 above.			
2	AMC of telephone system (i) plan 1+1 (30 Nos.)	(i)		
	(ii) Plan 1+2 (4 Nos.) at New Custom House, Ballard Estate, Mumbai - 400001.			
3.	AMC of 530 telephone instruments in various sections in New Custom House, Ballard Estate, Mumbai - 400001.			
Total				

Declaration

I /We hereby certify that information furnished above is true and correct to the best of my/our knowledge. I/We understand that if any deviation is found in above statement at any stage I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorized to sign the Tender documents.

Date:

Sign;

Place:

Name:

Designation:

Co. Name & Seal: