



**OFFICE OF THE Pr. COMMISSIONER OF CUSTOMS (G),  
CENTRAL RECORDS, NEW CUSTOM HOUSE,  
MUMBAI - 400 001.**

F. No. S/6-09/2018-19/CR

Date: .01.2021

**TENDER NOTICE NO. 01/2020**

e-Tender is invited from reputed and experienced firms in respect of Annual Comprehensive Service & Maintenance Contract for **65 nos(Subject to change) of Photocopier Machines (48 nos of Canon, 11 no of Samsung, 1 no. of Kyocera Taskalfa- 4012i and 5 nos of Sharp)** installed in New Custom House, Ballard Estate, Mumbai, Zone-1 and ICD Mulund for a period of one year from the date of awarding the contract in two separate bids i.e. (1) Technical and (2) Financial Bids as mentioned in Annexure I & II on Government's portal i.e. <http://eprocure.gov.in>, CBEC & Mumbai Customs Zone - I.

2. The e-tender form for technical/qualifying bid as prescribed in Annexure-1 and the e-tender form for the financial bid prescribed in Annexure-II duly completed in all respects shall be submitted online on [www.eprocure.gov.in](http://www.eprocure.gov.in) on or before **08.02.2021(15:30 HRS)** in two separate bids addressed to the Principal Commissioner of Customs(General), New Custom House, Mumbai. The bid shall be inclusive of **"all spare parts, consumables generally available with OEMs and complete servicing"** of the photocopier Machines. Bids submitted by Courier/Post/in person shall not be accepted in this tender. The Technical/Qualifying Bid shall be opened by the e-Tender Opening Committee on **09.02.2021** at 15:30 hrs. Incomplete bid documents shall be rejected. The valid bids shall be scrutinized by the e-Tender Committee to shortlist the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened on **12.02.2021** at 15:30 hrs by the e-Tender Committee.

3. Pr. Commissioner of Customs, Mumbai, Zone-I reserves the right to cancel any/all the tender without assigning any reason whatsoever and no correspondence in this regard will be entertained.

4 In case of any dispute, the decision of the Pr. Commissioner of Customs, Mumbai, Zone-I will be final and will be binding on all the bidders.

5 The contract shall be valid for a period of one year from the date of issue of work order. However, Pr. Commissioner of Customs, Mumbai, Zone-I reserves the right to cancel the contract at any point of time during the validity of contract if there is no requirement.

6 Office of the Pr. Commissioner of Customs (General) assumes no responsibility for non-submission of bids by the bidders through our e-tendering system on account of delay in submission. Bidders shall ensure that they submit the bids well before the due date and time of bids submission. This office shall not be responsible if bidders are not able to submit the bids on account of failure in network/internet connection at the bidders' end. Bidders' shall obtain the digital certificate (class 3) on their own and this office shall not be responsible for bidders' not have acquired the valid digital certificate.

7. At any time prior to the last date of receipt of bids, Office of the Pr. Commissioner of Customs (General) may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify the e-tender documents by an amendment.

8. All bidders shall submit a Sealed envelope consisting **Earnest Money Deposit of Rs. 25,000/-** in the form of demand draft in original, drawn in the favour of Principal Commissioner of Customs (G), New Custom House, Mumbai, Zone-I before technical bid. The EMD of the unsuccessful bidders will be returned after completion of the Tender process.

9. **On receipt of intimation of award of contract from the Department, the successful vendor shall submit a Bank Guarantee of Rs 25,000/- issued by a nationalized bank within 10 days of awarding of AMC.** The bank guarantee shall be in favour of "President of India (acting through the Commissioner of Customs)", New Custom House, Mumbai 400 001 and it shall be the responsibility of the vendor to keep this bank guarantee valid for a period of two months beyond the date of fulfilment of all contractual obligations to the mutual consent of the Department and the Vendor.

10. The service provider shall ensure immediate attendance to the complaint (within four hours of call) to look after day to day complaint and repair. The service provider shall also carry out the scheduled preventive maintenance at least six times a year. **A penalty of Rs. 20,000/- would be levied on the vendor, if the service provided by them is found to be inferior to the one in the contract along with rejection of such substandard/non genuine supplies.**

11. If the Contractor wants to cancel the contract he has to give three months notice to the department.

12. The Service provider/Vendor will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

13. If the work is not satisfactory the contract will be terminated without giving any notice and contractor has no right to go in the Court.

14. The bidder should not have been blacklisted at any time or a defaulter of any dues to any Government agency or have any legal litigations...



15. The Office of the Principal Commissioner of Customs (General) reserves the right to cancel the contract at any time after acceptance of the same with a notice. The Contractor/Service provider shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the work/supply in full but he did not derive in consequence of the foreclosure of the whole or part of the works. Office of the Principal Commissioner of Customs (General) reserves the right to terminate the Contract awarded at any time during the currency of the Contract without assigning any reasons by giving one month's notice in advance in writing.
16. The Office of the Principal Commissioner of Customs (General) reserves the right of accepting any bid other than the lowest or even rejecting all the bids without assigning any reasons thereof and it shall also, at its own discretion extend the last date of receipt of bids. The decision of the Office of the Principal Commissioner of Customs (General) is final in all the matters of e-tender and purchase
17. This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
18. The service provider shall observe all the safety norms prevalent in the office premises including regulation of the entry of its personal into the Government premises.
19. A prospective bidder requiring any clarification of the e-Tender document may contact the concerned official (Assistant Chief Account Officer of Customs- Central Records Section.)
20. Details of the tender are also available in the website - [www.cbec.gov.in](http://www.cbec.gov.in) & [www.mumbaicustomszone1.gov.in](http://www.mumbaicustomszone1.gov.in)



(Neeta Kulkarni)

Asstt. Commissioner of Customs  
Central Records, Mumbai

- i. Notice Board,
- ii. EDI for posting on Customs Website and cbec website.

## ANNEXURE - I

### Terms and Conditions of Technical Bid for Comprehensive Service Maintenance Contract for Photocopier Machines inclusive of all spare parts, consumables and complete servicing

1. Sealed envelope of an Earnest Money Deposit of Rs. 25,000/- in the form of demand draft in original, drawn in favour of Principal Commissioner of Customs(G), New Custom House, Mumbai, Zone-I. The EMD of the unsuccessful bidders will be returned after completion of the Tender process.
2. The firm/service provider should be registered with Goods and Service Tax Department and should submit a copy of GST Registration Number.
3. The service provider should give an undertaking on a stamp paper of Rs. 100/- to **"all spare parts, consumables should be genuine and generally available with OEMs** as per our specifications and quality.
4. No bid will be entertained after expiry of the due date and time
5. Vendors/Bidders shall submit their bids online only after digitally signing the bid documents with their allotted digital signature. If any modifications are required to be made to a document after attaching the digital signatures, the digital signature shall again be attached to the modified document before uploading the same.
6. The bidders are required to submit scanned copies of all certificates/documentary evidences towards the proof of meeting the eligibility criteria along with other requisite documents through our e-tender system. Non-submission of the scanned copies of the requisite certificates/documents shall render the bid non-responsive and shall be liable for rejection.
7. The firm should be in the business of maintenance of photocopier machines and its peripherals at least for the last 3 years. A copy of Company Registration document should be submitted. (Requisite documents to support this claim will have to be produced for verification).
8. The firm must have executed AMC of at least with two Government organizations (Ministries, Government department, PSUs etc) in the year during 2018-19 and 2019-20 .
9. A satisfactory performance certificate regarding AMC from at least 2 Government Department/PSUs shall have to be furnished.

1.	Name of the Agency/Party/firm	
2.	Name(s) of the proprietors/directors	
3.	Registered address	
4.	Telephone No. / Fax No.	
5.	Registration No. of the firm. (Copy to be enclosed)	
6.	Permanent Account No. of the firm (PAN) copy to be enclosed.	
7.	GST Registration No. (Copy to be enclosed).	
8.	Details of EMD	
9.	Name(s) of public sector/Govt. organization to whom similar services have been provided by the firm during last three years. (Please attach the job order/service certificate from the Govt. Office/Public Sector)	

### **DECLARATION**

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

(Signature of the Authorized Signatory)



## ANNEXURE - II

**Financial Bid for Comprehensive Service Maintenance Contract**  
**for Photocopier Machines inclusive of all spare parts,**  
**consumables**  
**and complete servicing**

1. The rate should be quoted for each copy and taxes to be mentioned separately, which would be reimbursed on actual basis.
2. The rate once approved will be applicable throughout the contractual period and no change in the rates will be allowed at anytime during the period for any reasons.
5. Proof of payment of taxes including GST, claimed may be asked by the department.

Sr. No.	Hardware	Qty	Rate per copy (In Rs.)(Incl. of all spare parts, consumables and complete servicing consumable parts)(Taxes to be mentioned separately)
1	Photocopier Machines	65*	

\*Number of Photocopier Machines is subject to change.

(Signature of Bidder with seal and Date)