



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL)
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA
TAL-URAN, DISTT. – RAIGAD, MAHARASHTRA-400707, TEL: 022-27241816**

F. No. S/43-600/2017-18 CHS JNCH

Date: 17.11.2017

E-TENDER NOTICE

**Procurement, Installation, Commissioning and Maintenance of Four Touch
Screen based Kiosks for Advanced Queue Management Systems to be
connected to 50 PC's**

The Commissioner Of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs, Zone II, invites online E Tenders in two bid system (Technical and Financial) for Procurement, Installation, Commissioning and Maintenance of 04 Touch Screen Based Kiosks to be connected to 50 PC's for Advance Queue Management System from authorised and reputed dealers/contractors//firms engaged in installation of Advance Queue management System with a minimum of three years experience in this field. The system has to be installed at Jawaharlal Nehru Custom House.

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 document enclosed.

1. Application form: Annexure-A
2. Scope of the work & Technical Specifications: Annexure-B
3. Prequalification conditions: Annexure-C
4. Format of Technical bid: Annexure-D
5. Terms and conditions: Annexure-E
6. General instructions: Annexure-F

ANNEXURE-A

Date:

From

To

The Principal Commissioner of Customs (General)
Jawaharlal Nehru Custom House
Nhava-Sheva, Uran,
Raigad, Maharashtra – 400 707

Sub: Procurement, Installation, Commissioning and Maintenance of Four Touch Screen based Kiosks for Advanced Queue Management Systems to be connected to 50 PC's – Reg.

Ref: 1) Your e- tender Notice No. Dated
2) EMD-DD No.....Date.....for Rs.

I/we have read the contents of the terms and conditions mentioned in your tender schedule and its enclosures and agree to abide by the same.

I/We have also examined the requisite specifications of the equipments and my/our offer is to provide the required service/materials/equipment in accordance with the requisite scope of work.

I/We quote the rate inclusive of all taxes, duties, transportation, etc in complete.

Yours faithfully

(Signature and stamp of the tenderer,
State legal status, Whether Prop., Partner,
Registered firm, Company etc.)

ANNEXURE – B

SCOPE OF THE WORK:

The scope of work involves Advanced Queue Management System installed at Jawaharlal Nehru Custom House, Tal-Uran, Dist. Raigad and shall cover the following:

- (a) Diagnose the faults and rectify the defect detected, within 24 hours.
- (b) Repair/replace the faulty parts etc. of the Kiosk systems within 24 hours.
- (c) Carry out the periodical (every month) preventive maintenance for 03 years.
- (d) No spares, consumable or any other items will be supplied by the JNCH.
- (e) Deployment of **one** trained Serviceman/mechanic during office hours (**09:30 a.m. to 06:00 p.m.**) on all working days.

ANNEXURE-B

TECHNICAL SPECIFICATIONS:

S. N.	Technical specification of components	Quantity
1.	AQMS Kiosk with following:- Touch screen for up to 40 services Integrated PC with windows 10 OS HDMI Interface for monitor/ LCD TV Thermal printer with auto cutter AQMS server software support upto 50 counters over LAN/ Wi-Fi Required interface & Power supplies With facility to take Bill of entry number/ SB before issuing token Entry type – Keyboard, Scan Type, pre- defined/ Fed Data	04
2.	LED TV (40”) to display token information along with promotional video and text	07
3.	Token display and single button call for each cabin – system based on LAN/ Wi-Fi Modular Server Browser Client Design on Windows OS	40-60
4.	Software Customization to show pending tokens for each cabin with central monitoring system	As per requirement
5.	Freight, Installation & Training	As per requirement

PREQUALIFICATION CONDITION:

1. The Service Provider should have minimum three years of experience in Annual Maintenance Contract of Advance Queue Management System.
2. Proof of registration with GST is essential and copies of the proof should be submitted.
3. The Service Provider also must have an established service base within 150 kms.
4. The Service Provider having ISO 9001 certification may be given preference.
5. The Service Provider should have sound technical support staff and latest equipments for attending to the complaints within 24 hours.
6. The Service Provider having AMC of Advance Queue Management System currently running successfully with any Govt. Organization may be given preference. Proof of such Annual Maintenance Contract should be produced.
7. The Service Provider should not be black listed by any PSU banks/Govt. organizations. Self-declaration should be submitted by the authorized official of the company.

PART-I

FORMAT FOR TECHNICAL BID

Sr. No.	Particulars	Details
1.	Name of "The Service Provider"	
	Full address of the Service Provider	
	Telephone no.	
	Fax No.	
	Email:	
	Complaint person name and contact no.	
2.	Mechanic/ Technician person name deployed in JNCH (attach qualification and experience certificate)	
3.	Bank details with MICR & IFSC code (submit mandate form for ECS payment)	
4.	PAN	
5.	CA Certificate for last 3 years turnover	
6.	Copy of GST Registration No.	
7.	Details of EMD	
8.	No. of Engineers (attach list of names along with experience)	
9.	No of assisting Staff available for this work (attach list of names along with experience)	
10.	Authorized service centre (proof from the manufacturer)	
11.	Standard list of equipments	
12.	ISO 9001	
13.	Work experience in relevant field	
14.	List of all Partnerships with manufacturers and system providers	
15.	Information about Company's infrastructure	
16.	On-site warranty as per T&C of the vendor	
17.	Black listed by any PSU banks/Govt. organizations.	Yes/No

- Note:**
1. Attested Photo copies of above for proof should be attached.
 2. Original copies should be provided at the time of opening tender.

PART-II

-DECLARATION-

1. I Son / Daughter /Wife of Shri Proprietor / Partner / Director / authorized signatory of competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law;
4. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

Signature of authorized person

Name & Seal

Date:

TERMS AND CONDITIONS:

1. The work consists of maintenance and repair of Advance Queue Management System installed at JNCH in accordance with the technical specifications, terms and conditions mentioned in tender documents.
2. The tender(s) received after the due date shall be summarily rejected, and not taken into consideration.
3. Conditional/Unsolicited tenders shall not be considered.
4. Offers' vaguely described or incomplete offers are liable to be ignored.
5. The Service Provider will have to submit their GST registration certificate from the authority concerned.
6. Every tender should be accompanied with an earnest money of **Rs. 20,000/- (Rupees Twenty thousand only)** in form of DD in the name of the "Commissioner of Customs (G), JNCH". Tenders received without requisite Earnest Money will be rejected outrightly.
7. The prices quoted in the Financial Bid should be inclusive of all taxes and includes serviceman/ mechanic wages, installation charges, parts, spare parts, labour charges, tools, transportation charges, etc. The Service Provider should quote the prices for providing complete service. After placing the order, the JNCH will not pay any extra amount which is not mentioned in the financial bid.
8. The TDS will be deducted as per provisions of the Income Tax Law.
9. The JNCH Administration will not be responsible for any loss or damage to Service Provider's materials, equipments, tools, etc.
10. In regard to the personnel working in JNCH:
 - a). The Service Provider should strictly follow the Labour Laws, Minimum Wages Act, EPF, ESIC and other Allied Acts. The Service Provider should directly deal with the concerned departments. The JNCH will not be responsible for any default.
 - b). The Service Provider will be fully responsible for safety, welfare and any accident during the work. The JNCH will not be responsible at any time.
 - c). The Service Provider shall not be entitled to make any claim whatsoever against the JNCH under or by virtue of or arising out of this contract, nor shall the JNCH entertain or consider any such claim, if made by the Service Provider.

- d). The Service Provider should provide proper uniform with company name.
11. The Service Provider will replace the defective parts and spare parts with genuine branded parts and spare parts only and conformity with BEE standard. All the parts/ spare parts supplied by the Service Provider shall be accepted after due inspection and approval by the JNCH Administration.
 12. The successful bidder should commence the work within 07 days from the receipt of the order and failure to which the JNCH will forfeit the EMD and terminate the contract without giving any notice.
 13. Successful bidder should deposit, within seven days of receipt of the work order, 10% amount of the total value of the order as Performance Security in the form of Bank Guarantee from Nationalized Bank valid till the contract period.
 14. Please note that the JNCH will apply penalty/ cancel the contract as below in case of discrepancy in services under contract period:
 - a) On receiving complaint about equipment/ services, the Service Provider will promptly respond and repair/ replace or provide required services within 24 hours, if failed, penalty shall be levied Rs. 500/- per day;
 - b) If the Machines are not working more than three working days, then JNCH will forfeit the bank guarantee;
 - c) If the JNCH observe any unsatisfactory services, discipline/ conduct, delay in repair / maintenance, then JNCH will terminate the contract after giving due notice to the Service Provider and will forfeit the bank guarantee and black list the company / firm.
 15. The Service Provider should submit the bills on quarterly basis and after satisfactory completion work report from the JNCH Administration. Advance payment is not permissible.
 16. The successful Service Provider shall sign an agreement within seven days of the receipt of order as prescribed by the JNCH in accordance with T&C of the tender on a judicial stamp paper. All legal expenses, incidental thereto shall be borne by the Service Provider.
 17. The Commissioner of Customs (General), JNCH is not bound to accept the lowest tender and also reserves the right to reject any or all tenders at any time without assigning any reason.

18. The Commissioner of Customs (General), JNCH taking note of overall facts and circumstances can change, add and relax any of the terms and conditions of this tender notice.

ANNEXURE-F

GENERAL INSTRUCTIONS:

- The Service Provider will submit bids in two separate sealed envelopes i.e. one Technical Bid and second Financial Bid as per format of the Tender. Each envelope must be suitable marked to indicate the type of bid.
- EMD (Earnest Money Deposit): –The tenders should be submitted with a Demand Draft of **Rs. 20,000/- (Rupees Twenty Thousand only)** in the name of “The Commissioner of Customs, JNCH”.
- PG (Performance Guarantee): – The successful bidder should submit 10% amount of the total value of order in form of Bank Guarantee valid till the warranty period from Nationalized Bank, in the name of “The Commissioner of Customs (General), JNCH”.
- The Service Provider should fulfil prequalification conditions of the tender.
- The Service Provider should submit all the documents attested by authorized person with the quotation.
- The technical bid will be opened first in the presence of the Tender Committee Members and bidders. Financial bids of only technically qualified bidder shall be opened in the presence of the Tender Committee Members and bidders. The bidders, if they wish, may remain present.
- For any clarification/ inspection of the site, etc. the interested parties may contact the Superintendent of Customs, CHS Office, 1st Floor, ‘C’ Wing of this Custom House on any working day between 11:00 AM to 5:00 PM, either personally or on Tel- 02227244903/901.
 - Last date and time for accepting tender: **08.12.2017** upto **17.00** hrs.
 - Opening of the Bids –
 - Technical Bid - 12/12/2017 at 15.00 hrs.
 - Financial Bid - __/__/2017 at __.-__ hrs.

Tender document is also available on website <http://www.jawaharcustoms.gov.in> and <http://www.cbec.gov.in/>.

-Sd-

**Dy. Commissioner of Customs
Preventive (General), JNCH**

Copy to:

1. The AC/EDI, JNCH for uploading on website of JNCH & CBEC.
2. Notice Board.