



# **TENDER DOCUMENT**

**for**

**Comprehensive Annual Maintenance  
Contract of Desktops, Laptops, Printers,  
Scanners etc.**

**At**

**JAWAHARLAL NEHRU CUSTOMS HOUSE,  
SHEVA, TAL-URAN, DIST. RAIGAD,  
MAHARASHTRA-400707**



**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE/ DEPARTMENT OF REVENUE  
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS,  
INDIAN CUSTOMS - MUMBAI ZONE – II  
OFFICE OF THE COMMISSIONER OF CUSTOMS NS-I  
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,  
TAL. URAN, DIST – RAIGAD,  
NAVI MUMBAI (MAHARASHTRA) -400 707.**

F. No. EDI-233/04-05 JNCH Part-III

Date: 12.12.2018

**e- TENDER NOTICE NO. 43/2018 (TENDER ID 2018\_DREV\_418205\_1)**

The Commissioner of Customs, NS-I, Mumbai Zone-II, JNCH invites online tender in two bid system (technical and financial) through e-submission of competitive bids from the reputed and experienced Company/firms/contractors/enterprises for the Comprehensive Annual Maintenance Contract (AMC) work for a period of one year from the date of awarding a Contract for the Maintenance of Desktop Computers, Printers, Server, hardware items installed at various Sections / Departments of Mumbai Customs Zone-II in JNCH. Technical bid will cover information relating to all aspects other than the price quoted and Financial bid will cover the price quoted in the given proforma in the Annexures part of this tender document.

2. The tender documents including application form, format for Technical Bid and Financial Bid etc. are enclosed as Annexure to this Tender Notice which are available on our websites [www.jawaharcustoms.gov.in](http://www.jawaharcustoms.gov.in), [www.cbic.gov.in](http://www.cbic.gov.in) and [www.eprocure.gov.in](http://www.eprocure.gov.in). Any change / modification in tender enquiry will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. For reference the **CRITICAL DATE SHEET** is given below:-

Sr. No.	Description of activities	Date (dd/mm/yyyy) & Time (hrs)	
1	Published Date	12/12/2018	18:00
2	Pre bid meeting	14/12/2018	15:00
3	Bid Submission Start Date	15/12/2018	18:00
4	Bid Submission End Date	05/01/2019	18:00
5	Technical Bid Opening Date	07/01/2019	11:00

3. **EMD (Earnest Money Deposit):** The tender should be submitted with a Demand Draft of Rs.25000 (Rupees Twenty Five Thousand Only) of any nationalized bank in the name of “PAO CUSTOMS, NHAVA SHEVA” in original and scanned copy of EMD is to be uploaded with tender. Exemption applicable as per MSME& NSIC etc. as per GoI Rules.

**4. Details of documents enclosed**

<b>Sr. No.</b>	<b>Annexure</b>	<b>Title of the Document</b>
1	Annexure- A	TERM OF REFERENCE
2	Annexure- B	GENERAL TERM AND CONDITIONS
3	Annexure- C	PREQUALIFICATION CONDITIONS
4	Annexure- D	INSTRUCTIONS FOR ONLINE BID SUBMISSION
5	Annexure- E	TENDER ACCEPTANCE LETTER
6	Annexure- F	CHECKLIST FOR BIDDERS
7	Annexure- G	FORMAT FOR TECHNICAL BID
8	Annexure- H	FORMAT FOR FINANCIAL BID

5. The details of eligibility criteria, specification, scope of work, terms and conditions, agreement details, payment schedules etc. are enclosed as Annexure to this Tender Notice. In case of any further clarification or queries, the bidders may contact Superintendent of Customs, EDI Hardware, Office of the Commissioner of Customs NS-I, Jawaharlal Nehru Custom House, Nhava Sheva, Tal. Uran, Dist- Raigad, (Maharashtra) - 400 707 during office working hours.

6. The COMMISSIONER OF CUSTOMS NS-I JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA, TAL. URAN, DIST – RAIGAD, reserves the right to reject any or all of the bids without assigning any reasons.

Sd/-

**ASSTT. COMMISSIONER OF CUSTOMS,  
EDI (H/W), JNCH.**

End: As above.

Copy to:-

1. Notice Board, OFFICE OF THE COMMISSIONER OF CUSTOMS NS-I JNCH, NHAVA SHEVA, TAL. URAN, DIST – RAIGAD.
2. AO EDI Software, JNCH- for uploading on departmental website.
3. Supdt. CHS, JNCH- for uploading on CPP portal.

**TERM OF RERERENCE****1.0 BACKGROUND**

JNCH comprises Mumbai Customs Zone-II the biggest Customs Zone in the country in terms of revenue collection and contributes about 24% of the National Customs Revenue and about 4.6% of the total revenue receipt of the Central Govt. of India. It is also the biggest in terms of import and export cargo handled in containers (J N Port). In order to match the standards of the speed and volume of work at JNCH it is necessary to keep the IT hardware/software systems in place.

**2.0 OBJECTIVE**

The objective of the project is to have a systematic, comprehensive annual maintenance contract at JAWAHARLAL NEHRU CUSTOMS HOUSE, SHEVA, TAL-URAN, DIST. RAIGAD, MAHARASHTRA - 400707 for maintenance of Desktops, Laptops, Printers, Scanners, UPSes, etc. so as to ensure minimum down time of system.

**3.0 THE SCOPE OF WORK:**

Details of the Assets Installed at various Sections/Departments of Mumbai Customs Zone-II in JNCH and few other locations located outside JNCH are as follows:-

**Table A**

<b>Sr. No.</b>	<b>Item Name</b>	<b>Total Number</b>
1	Normal PC and All in One PC	460
2	I. Mac All in One	08
3	Normal Printer	277
4	All in One Printer	61
5	All in One Colour Printer	07
6	UPS below 1 KVA	81
7	Scanner	02

These are the assets available at the time of Tender Publication. Assets are likely to increase/decrease as per administrative ease and requirement.

**Desktop Computers:** HP, HCL, Acer, Lenovo etc. of different configurations viz (i) Pentium 4- 2.4 /2.8 GHz/ 756 MB, 80 GB HDD/ 120 GB HDD, (ii) P4 3 GHz/512/80 GR9/8 TFT; (iii) P4 2.8 GHz/1024/40 or 80 CRT/TFT (iv) HP / HP 300 series, (v) Dual Core - 2 /2.4/4/1.8 GHz, (vi) Core 2 Dual /1024/160 /320 TFT/CRT (vi) Core 2 Duo /30 -2.2/ 2.6/ 2.4/ 2.9 GHz (vii) Intel i3 System 2.9/3.0 GHz and Intel i5 System, 2GB & 4GB RAM (DDR I, II & III), 500 GB, 1TB HDD (pre-loaded system) etc.

**Desktop Printers:** HP LaserJet 1505, 1020, 1007, 1108. HP ALL IN ONE LaserJet PRO M1136, HP LaserJet Colour PRO 200 MFP 276, MFP 226DW, MFP M128FW, MFP M128NW, Samsung ML1640,ML1610, ML1676, ML2161, Canon All in one printers, LBP2900, MF4570DN, RICOH 3500, etc.

**3.1 Maintenance and Updation Services would cover the following: -**

- i. The AMC is for one year period from the date of awarding this Contract.
- ii. The bidder will ensure to physically engage and station at office premises Well Qualified Hardware-Software Service Engineers/Technicians and Antivirus support Engineers of Computers, Printers-service & repair and having expertise

in software, hardware, projector and misc. operations along with sound system operation so as to ensure uninterrupted sessions in conference hall. The following are the requirements for the above services. However, atleast three resident engineers should be made available during office hours and as and when required depending on the urgency and exigency of work.

<b>Qualifications</b>	<b>Work experience</b>	<b>Requirement</b>	<b>Duties description</b>
Minimum-Diploma in Computer Engineering (Hardware & Software).	i) Work experience in the fields of Management of Systems & Network Administration (Windows & Linux for Server), Mailings Outlook, IBM Lotus Notes Account/Salary Payroll Systems Development in FOX Pro or JAVA Base Language, VM Ware Server for different Port Connection. ii) Good knowledge in Microsoft Office, Windows Operating Systems & Apple Mac etc. iii) Management of Local Area Network and Internet mailing system. iv) Apple MAC various Antivirus software operating system.	Experience of more than 03 years and knowledgeable enough to troubleshoot any hardware, software related problems.	During office timings 9:30 am to 6:30 pm on every working day regularly & holidays as and when require to receive instructions about repair/maintenance tasks in hand.

- 3.2 The vendor is liable to install/update Anti-virus software procured by the Department for all the Desktop Computer/Laptops installed herein. The Vendor shall update and remove the viruses from CPU/LAN Network system of the desktop computer & Server.
- 3.3 The vendor shall carry out preventive maintenance service every month for the Desktop Computers / peripherals which would include (i) Scanning of the Hard Disk Drive for bad sectors i.e. outdated/expired, the same has to be updated/installed with new one (ii) checking and cleaning of keyboard / mouse for proper operation. (iii) Cleaning of printer, checking its driver, functioning and to ensure proper printing on paper.
- 3.4 The AMC being Comprehensive shall include services and repairs or replacement of defective parts like hard disk, wires, cables, chords, cards, Mother Board, circuit board, all hardware parts etc. The Hardware maintenance support includes operating system support, corrective and preventive maintenance.
- 3.5 Being a comprehensive contract, all liabilities arising out of any fault during replacement of any parts of already functioning system will be borne by the vendor firm, if not mentioned separately otherwise.
- 3.6 Maintenance includes Maintenance of Conference Room devices like Projector, Wireless Key board, mouse and all other related equipment, and all software related to user operations like as video conferencing software, MS Windows, MS Office, Photo shop, Page maker, Corel draw, Turbo C++, Visual fox Pro, Blue J, also Antivirus Security Software support.
- 3.7 Spare parts supplied by the vendor in lieu of irreparable components should be brand new/ original and of reputed or same manufacturer for giving satisfactory performance. Used/ repaired spare parts will not be accepted.
- 3.8 The service provider will replace necessary parts, with equivalent/ branded parts, free of cost, if found defective. In case of replacement, the defective spares covered under this contract shall remain the property of Indian Customs.

- 3.9 Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and sub-systems. If any part gives repeated problem i.e. two repairs in a maximum period of one month time then it must be replaced immediately by the vendor with an original parts.
- 3.10 The vendor shall provide all assistance in upgradation of hardware on actual cost basis during the period of A.M.C. as per the requirement of this office.
- 3.11 Software support with reference to installation of WINDOWS 7/ Window 8/8.1/10, word processing software, spread wheel software, database software, EXCUS software, DTP software, presentation software, MS Office, 2003/2013/2016, antivirus etc. or any latest version of the same, support be provided in case of any problem is reported by the user.
- 3.12 The maintenance service by the company shall include monthly preventive service and breakdown maintenance of all computer hardware items in this Custom House, i.e. Jawaharlal Nehru Custom House, Nhava Sheva and a few examination sites/section offices in the Docks area nearby JNCH only.
- 3.13 Response time in call registered should not be more than 24 hours from the time of reporting of major fault by the User. In case of failure on the part of vendor to put the system (Computer/Printer/Router/etc.) in working condition, a penalty of Rs.1000/- per day shall be imposed which will be deducted from the quarterly payment of the A.M.C. to the vendor. However, the penalty clause will not be applicable if a stand-by system/ computer peripheral is provided by the contractor firm.
- 3.14 The Resident Engineers deployed by the vendor shall attend to all the calls on the same day of lodging a complaint failing which penalty as proposed above will be levied and deducted from the bill submitted during the quarterly period.
- 3.15 Whenever during the period of the maintenance contract, the service of the company is found to be violating any of the conditions governing the Maintenance Contract; this office has the right to terminate the contract immediately without any compensation.
- 3.16 The vendor shall not sub-contract / outsource the hardware maintenance jobs to any other agency. In case of firms who do not have their registered office in Mumbai, they should have at least an operational office at Mumbai / Navi Mumbai/Thane. The contact address and the strength of the office should also be indicated.
- 3.17 If required, services may be executed on Saturday/Sunday and Holidays, and after office hours also to complete the task with prior intimation to the department.
- 3.18 The A.M.C. Service Provider shall promptly attend to all complaints / problems reported and complaint should be rectified to the user's satisfaction by the deployed Resident Engineer before the end of next working day from the time of booking of the complaint
- 3.19 In case of hard disc failure, it would be the responsibility of the vendor to retrieve the data to whatever extent possible.
- 3.20 If systems/ sub-systems are required to be taken out of office for repairing then a standby system/ subsystem of similar configuration and quality acceptable to this office be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system/ subsystem. Such hardware under repair, should be repaired to the satisfaction of the user / the department and returned within a period of maximum fifteen days.
- 3.21 The vendor should provide their own source of manpower at the time of shifting, relocating, installation of the computer systems and its peripherals. No manpower will be provided by the department.

- 3.22 The payment for last quarter would, however, be made only on successfully handing over the Desktop Computers, printers etc. in a condition and status not less than that in which they were taken over, to the next year's contractor. However, if the defects, shortcomings noticed during next year's Handing over/Taking over are not set right by the successful vendor of this tender notice then the same will be done by the Department through other means and cost towards that would be deducted from the last quarter bill to be paid to them.
- 3.23 The Payment will be made on quarterly basis as per the terms and conditions of tender notice after satisfactory completion of each quarter. The payment is subject to TDS applicable the Income Tax Act, 1961.
- 3.24 The Resident Engineer of the vendor shall maintain system checks report and call attendance register which shall be verified and countersigned by the officer-in-charge of the respective section or the User of the respective computer systems, which should be enclosed with the quarterly bill submitted by the vendor for payment.
- 3.25 In case, the service is not found satisfactory this office will terminate the contract on its own and accordingly the contractor will be informed.
- 3.26 The salary/ emolument paid by the firm to the RE should be as per labour laws of State of Maharashtra. The compliance report of the same should be submitted with quarterly bill or as and when required.

#### **4.0 LOCATION**

The location to provide service would be Jawaharlal Nehru Custom House, Nhava Sheva as most of the systems are in JNCH only. However few offices are stationed at docks area also for which also the maintenance service is to be provided.

#### **5.0 Specific Conditions**

- 5.1 CAMC shall also cover damages due to following:
- a). High Voltage fluctuations
  - b). Burn out of parts
- 5.2 The CAMC cost is inclusive of cost of spare parts required for maintenance of all Computers, Laptops, Printers, Scanners, UPSes etc.as listed above.
- 5.3 Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be ensured by the vendor.
- 5.4 In case of reinstallation of software, the AMC vendor will not install a pirated copy in any circumstances.

**GENERAL TERM AND CONDITIONS**

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders in which any of the criteria is not fulfilled, without assigning any reason whatsoever.
2. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
3. Successful bidder shall be responsible for the comprehensive operation and maintenance including repairs/replacement and preventive maintenance, of the sites within the scope of works as outlined above of this proposal on the terms and conditions hereinafter mentioned.
4. The work order will be issued to Successful bidder only after verification the original documents.
5. The Successful bidder shall submit monthly reports to the Deputy Commissioner of Customs (EDI, H/W), JNCH certifying the satisfactory working condition of all the desktop computers, Printers and all others from the concerned section heads of the departments/sections in this Custom House and Docks site.
6. In case of dispute, the department reserves the right to a final decision on the interpretation of the term and condition, Scope of Work etc. of this tender notice.
7. In case of dispute the decision of the Commissioner of Customs NS-I shall be final and binding on both parties.
8. At any point of time contract may be terminated without assigning any reason thereof.
9. All typographical errors are subject to corrections.
10. All the terms & conditions of this CAMC should be complied.
11. Deviation, if any, from terms and conditions will not be entertained.
12. The firm shall be responsible for any damage in servicing/overhauling of machines and the firm has to repair the machine at its own cost.
13. The firm shall not assign or sublet any portion of the work except with written consent of COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH , failing which COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH may terminate the contract, where upon the performance guarantee / security deposit shall be forfeited at absolute disposal of COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH.
14. All tools, accessories, hardware, terminal, connector, multi-meter etc. desired for the testing and repairing at site have to be maintained by the firm on its own cost. The equipment shall be complete in all respects whether such details are mentioned or not.
15. Any damage to the machines due to natural calamities such as earthquake, fire etc. may not be covered under CAMC.
16. If the information provided by the firm is found to be false at any point of time, the department reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the earnest money. The department reserves the right to up-grade any of its machines from any vendor. The payment of

Comprehensive Annual Maintenance Contract of the machines shall be as per specification given in Financial Bid Table. If the specifications shift towards higher then payment for higher specification machine shall be paid (It should be informed in advance by the firm). Any other device within machine, if upgraded shall come under Comprehensive Annual Maintenance Contract, as and when its warranty is over, in lieu of other device. For example, if CD ROM is replaced with a new CD R/W then new CD R/W shall come under Comprehensive Annual Maintenance Contract as and when its Warranty period is over in lieu of Comprehensive Annual Maintenance Contract of old CD ROM. If there is any specific device, which cannot be covered under normal replacement then, it should be informed in advance by the firm.

17. After completion of CAMC period or after termination of contract, the firm (presently holding CAMC) is responsible to handover all the machines in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise the department reserves the right to get faulty machines repaired by any other firm at the cost of CAMC firm.
18. The payment shall have to be paid by the firm (holding CAMC before handover) for which the department shall adjust from the Performance Guarantee and from the running bills of CAMC, and if the amount is insufficient then the firm (holding CAMC before handover) shall be liable to pay the whole due amount.

**19.0 FORFEITURE OF EMD:** The EMD will be forfeited under the following conditions:

- (a) If the tenderer withdraws or amend, impairs or derogates from the tender in any respect within the period of validity of the tender.
- (b) If the bidder withdraws the bid before the expiry of the validity period of 90 days of the bid or within the time frame of extension given by COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH in special case communicated before the expiry of the bid.
- (c) If the bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
- (d) If the selected bidder fails to execute agreement in prescribed format and Furnish the bank guarantee within the prescribed time.

**20.0 RETURN OF EMD:**

- (a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity but not later than 30 days of the issue of the work order to the successful bidder.
- (b) The EMD of successful bidder shall be returned after receiving the Bank Guarantee or may be adjusted against the BG, otherwise EMD shall be returned along with the release of first quarter payment of AMC.
- (c) No interest will be paid by JNCH on the Earnest Money Deposit.

## **21.0 PERFORMANCE SECURITY:**

- i) The successful bidder has to submit Performance Security equivalent to 10% of the contract amount valid for one year in the form of Demand Draft, pay order of scheduled bank valid for three months or in the form of FD/BG at the time of submitting agreement and Term of Reference within seven days of issue of letter of award.
- ii) If deposited by the successful bidder in the form of FD/BG shall be returned at the end of the contract period or after termination of contract.
- iii) If deposited by the successful bidder in the form of DD, will be paid at the end of contract period without any interest.

## **22.0 PRICES**

Prices quoted shall be final and exclusive of all taxes.

## **23.0 BREAK UP OF PRICES**

- I. The total number of machines may increase or decrease subject to actual requirement at the time of issuing work order. There are few machines which are under warranty. In future, as and when the warranty of these machines is over, systems will come under CAMC as per approved rates for which intimation by department will be communicated to the firm. The number of machines found in working condition (shall be inspected jointly by firm and EDI Section, JNCH officials) on the date of taking over by the firm shall be covered under AMC and exact CAMC cost calculation shall be based on those real numbers.
- II. The systems which are covered under warranty require software support only and the rates may be quoted accordingly for AMC (without hardware support).
- III. Quotation for One Year CAMC should be submitted mentioning clearly in figures and in words. Total amount should also be clearly mentioned, summing up all break ups. There should be no typographical error in the final quote. The quoted cost must be without any precondition of minimum number of machines or any other condition put by the tenderer.
- IV. The CAMC cost should be inclusive of cost of spare parts required for maintenance of all systems as listed. The spare parts should be of the same make as far as possible. If replacement is done the faulty parts shall become the property of JNCH and have to be deposited with EDI Hardware department. The replacement of parts will be verified by the by EDI Hardware department.
- V. The CAMC cost should be inclusive of the salary/emolument paid to Resident Engineer which would be paid by the firm.

## **24.0 TAXES AND DUTIES**

GST and/or any other applicable taxes and duties will be paid extra. Hence Taxes should not include in the rates quoted.

## **25.0 MODE OF PAYMENTS**

Payment will be made on quarterly basis through online payment/ PFMS after raising the demand by submission of bill in triplicate, on obtaining satisfactory performance certificate

from the users.

## **26.0 PENALTY**

Failure to rectify a down system (Desktops, Laptops, Printer & Scanner) for more than two working days (after logging the complaint) for any reason like non availability of spares, non-availability of Maintenance Engineer will be taken seriously and shall attract penalty of @100/-per item per day from the date of failure of the system. This amount shall be deducted from the running payment without any notice to the firm.

- a. Failure to rectify a down system (UPS) for more than two working days (after logging the complaint) for any reason like non availability or spares, non-availability of Maintenance Engineer will be taken seriously and shall attract penalty of @200/- per UPS from the date of failure of the system. This amount shall be deducted from the running payment without any notice to the firm.
- b. Absence of Resident Engineers in JNCH for single day (upto maximum three days consecutively) shall attract a penalty of @100/-per day and for more than three days consecutively including holiday, if any in between, shall attract a penalty of @200/- per day and if absence is more than a week then contract may be cancelled by COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH or the tenure of Contract shall extend automatically for the period when RE was absent.
- c. Cumulative penalty cannot exceed 25% of the total contract value (on quarterly basic).

## PREQUALIFICATION CONDITIONS

### 1. ELIGIBILITY CRITERIA FOR TECHNICAL BIDS:-

- i) The bidder should have annual turnover more than Rs.50,00,000/- (Fifty Lakhs) in last three financial years, in this regards CA certified certificate & Balance sheet should be provided.
- ii) The bidder should have the Shop & Establishment certificate for their authorized Shop and Service Center.
- iii) The bidder firm should furnish and provide latest Income Tax Assessment Certificate.
- iv) The bidder should not have been disqualified or served memorandum by any Central Govt./State Govt. /Semi Govt. Organizations/Private Organization for similar work, self-declaration be furnished in this regard.
- v) The bidder intending to submit the tender shall be a reputed organization in the field of Hardware & Software maintenance and having experience in this field for more than two years, Experience in Central Government Department will be preferred along with the experience in UNIX/ Linux based system having AMC.
- vi) The bidder should be having work orders for similar kind of work of around Five hundred Desktop computers and 350 printers, AMC for Printers and other hardware in any Central Govt. / State Govt. / Semi Govt. Organizations in Mumbai will be consider.
- vii) The bidder should have quality management certificate ISO 9001:2008 in support of providing their qualitative services.
- viii) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
- ix) The service provider should have obtained GST registration.

### 2. BID SUBMISSION:

- i) Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Tenderer/Contractor are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the “” for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- ii) For any clarification regarding tender, contact to Supdt. EDI/Hardware over telephone no. 022-2724 4717.
- iii) Not more than one tender shall be submitted by one bidder or bidders.
- iv) Tenderer who has downloaded the tender from the JNCH website (for reference only) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with JNCH .
- v) Intending tenderers are advised to visit again JNCH website [www.jawaharcustoms.gov.in](http://www.jawaharcustoms.gov.in) (for reference only) and CPPP website <https://eprocure.gov.in/eprocure/app> regularly till end date of submission of tender

- for any corrigendum / addendum/amendment.
- vi) At any time, prior to the deadline for submission of Bids, COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH may, for any reason deemed fit by it, modify the Bid documents by issuing suitable amendment(s) to it. The amendment will be uploaded on CPP & JNCH website only. In order to provide reasonable time to the prospective Bidders to take necessary action in preparing their Bids as per the amendment, COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH may, at its discretion extend the deadline for the submission of Bids and other allied time frames, which are linked with that deadline. Prospective bidders are advised to visit/see <https://eprocure.gov.in/eprocure/app> & JNCH website on regular basis for any change in NIT schedule, amendment/ corrigendum in Bid Document including technical requirement.
  - vii) Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet.
  - viii) The department reserves the right to cancel all the tenders without assigning any reasons at any time.
  - ix) Canvassing in any form in connection with tender is strictly prohibited and the tenders submitted by the contractor who resort to be canvassing, will liable to be rejected.
  - x) All rates should be quoted in the prescribed “Financial Bid” template in the tender. No documents may be enclosed with financial bid.
  - xi) For a bidder, who has participated in the tender bids, it will be automatically assumed that he had accepted all the terms and conditions of the tender.
  - xii) On acceptance of the tender, the name of the accredited representative (s) of the bidder who would be responsible for taking instructions from the department shall be communicated to the department.
  - xiii) The tender shall remain open for acceptance for a period of 90 days from the date of opening of tenders.
  - xiv) Merely submitting the tender with all the requirements does not bind the COMMISSIONER OF CUSTOMS, NS-I, MUMBAI ZONE-II, JNCH to accept the lowest tender and Competent Authority, reserves the right to reject any or all of the tenders received without assigning any reason. Tenders not fulfilling any of the prescribed conditions or incomplete in any respect are liable to be rejected.
  - xv) Technical bid of only those contractors will be opened, who submit the earnest money in the prescribed manner.
  - xvi) Failure of the successful tenderer to comply with the above requirement i.e. deposition of performance security, shall constitute sufficient grounds for cancellation of the letter of award& forfeiture of the earnest money.
  - xvii) The tender shall be submitted online in two parts, viz., Technical Bid and Financial Bid.
  - xviii) During the pre-bid meeting all the interested bidders will be provided an opportunity to see/inspect and have a fair idea about the condition of IT devices in JNCH before submitting the bid. Because the item wise price quote is not being invited whereas the bidders are expected to quote a lump sum amount only.

### 3. TECHNICAL BID:

The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:

- a) Format for Technical Bid should be as per Annexure.
- b) Scanned copy of all supporting documents.
- c) List of Engineers employed in the bidder firm.
- d) A scanned copy of Tender Acceptance Letter (Annexure- E) failing which bidder's bid may be rejected.
- e) A scanned copy of Checklist Section (Annexure- F) properly filled and signed.
- f) Scanned copy of Earnest Money Deposit should be uploaded on the portal.
- g) The original EMD in physical form duly sealed in envelope super scribed with **“EMD for the tender no. <Tender No> for “Comprehensive Annual Maintenance Contract of Desktops, Laptops, Printers, Scanners, UPSes, etc.”** must reach at the address mentioned below:

The Deputy Commissioner of Customs  
EDI Hardware Section  
Office of the Commissioner of Customs (NS-I),  
Jawaharlal Nehru Customs House, Nhava- Sheva, Uran,  
Raigad, Maharashtra- 400 707.

by post/speed post/courier/by hand on or before Bid Submission End Date & Time as mentioned in Critical Date Sheet. Otherwise the tender will be summarily rejected without assigning any reason.

### 4. FINANCIAL BID–

- a. Format of Financial bid is provided in the form of template (Annexure- H) in PDF format, alongwith this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this template in PDF format as it is and quote their offer/rates in the permitted column and upload the same in the manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with JNCH.
- b. Each page of the Financial Bid should be signed by the authorized person and stamped with Company Seal/ Stamp. The rates to be quoted in Financial Bid should be in Indian Rupees inclusive of all taxes. The rate quoted shall be valid for 90 days from the date of opening of technical bid. The period can be extended with mutual agreement.

**Note:** Financial bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. Information in this regard will be uploaded on portal. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract.

**INSTRUCTIONS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

**REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC /e-Token.

**SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective „My Tenders“ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

## **PREPARATION OF BIDS**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “MySpace” or „Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

## **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.
- 6) The server time (which is displayed on the bidder’s dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the Bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of

the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help desk.

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**TENDER ACCEPTANCE LETTER**

**(To be given on Company Letter Head)**

**Tender Reference No:**

**Date:**

To,  
The Commissioner of Customs (NS-I),  
Jawaharlal Nehru Customs House,  
Nhava- Sheva, Uran,  
Raigad, Maharashtra- 400 707.

**Sub: Annual Maintenance of Desktop Computers, Printers, Server, hardware items installed at various Sections / Departments of Mumbai Customs Zone-II in JNCH.**

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the website(s) namely:\_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_to\_\_\_(including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality /entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**Checklist for Bidders**

<b>S. No.</b>	<b>Activity</b>	<b>Compliance Yes/No/NA</b>
1.	(i) Have you enclosed EMD (DD/Bank Guarantee /FDR) of required amount?	
	(ii) Is exemption certificate enclosed: vendor registered with MSME/ NSIC/ Government bodies attached for relaxation of EMD?	
	(iii) Is EMD valid for 90 days from the date of publishing of Bid?	
2.	Have you kept validity of your bid as per the Bid document?	
3.	Have you enclosed Tender Acceptance Letter duly filled and signed (i.e. terms and conditions are acceptable) with original set of Bid? Bids may be ignored if not signed.	
4.	(i) Is PAN No. of bidding firm with proof attached?	
	(ii) Is GST number with registration certificate attached?	
5.	Have you enclosed valid ISO 9001 Certificate?	
6.	Have you enclosed the EPF & ESIC Registration Certificate?	
7.	Is each page of Tender document signed and stamped with firm/company seal?	
8	Have you enclosed all supporting documents?	

(Name & Signature  
with date and firm/company seal)

## FORMAT FOR TECHNICAL BID

## Part- I

Sr. No.	Particulars	Details
1.	Name of the “The Service Provider”	
	Full Address of the Service Provider	
	Telephone No./Mobile No.	
	Fax No.	
	Email id	
	Complete name and contact no.	
2.	Bank details with MICR & IFSC (Submit Mandate Form for ECS payment)	
3.	PAN	
4.	Income Tax Returns (ITRs) for last three assessment years i.e. 2015-16, 2016-17, 2017-18	
5.	CA Certificate for last 3 years turnover i.e. 2015-16, 2016-17, 2017-18	
6.	GST Registration No.	
7.	Shop & Establishment certificate	
8.	Whether blacklisted by any Bank/Govt./PSU organisation (Submit self-declaration certificate)	<b>YES/NO</b>
9.	Performance certificate/ work experience of 05 years in Govt./Semi Govt./PSU office	
10.	Details of EMD	

**Note:-**

1. Attested photo copies of all above for proof should be uploaded with technical bid.

## 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:

**FORMAT FOR FINANCIAL BID**

Name of work: **Contract for the Maintenance of Desktop Computers, Printers, Server, hardware items installed at various Sections / Departments of Mumbai Customs Zone-II in JNCH.**

Sr. No.	Description	Amount (Rs.) Exclusive of all taxes
1.	Maintenance of Computer, Printers etc. and Updation of Software etc. in accordance with Scope of Work	

**Note:**

1. The Bidder shall use their Firm's letter head for quoting the Prices.
2. If there is a discrepancy in the Total Amount between Words and figures, the amount mentioned in words shall prevail.
3. Price shall be in above format and should not be modified. Changes if any required, should be mentioned separately.
4. GST and/or any other applicable taxes and duties will be paid extra. Hence Taxes should not include in the rates quoted.

Name in block letters.

Signature of Authorized person:

Designation:

Office Seal