



सीमा शुल्क आयुक्त का कार्यालय (सामान्य)

**OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)**

जवाहरलाल नेहरू कस्टम हाउस, न्हावा शेवा, तालुकाउरण, जिलारायगढ़ - महाराष्ट्र 400707.

**JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA, TAL- URAN,**

**DIST- RAIGAD, MAHARASHTRA - 400 707.**

**Tel: 022 27244902 Fax: 022 27243303**

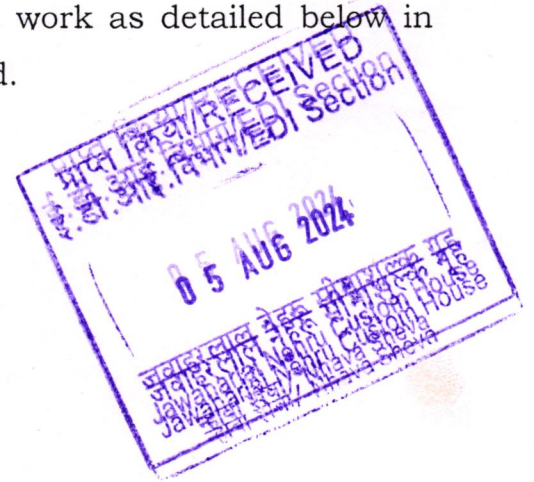
F. No. S/43-90/2009/CHS/JNCH Pt.-II

Date: 01.08.2024

**Notice Inviting E-Tender/Bid through Gem Portal for Annual Maintenance Contract of 125 CCTV Cameras and a Public Address Systems installed at JNCH**

The Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs, Zone – II, hereinafter referred to as 'The JNCH', invites online e-tender/Bid through GeM portal in two-bid system (Technical & Financial) for Comprehensive Annual Maintenance Contract (AMC) of 125 CCTV Cameras and Public Address System installed at JNCH. Tenders/Bid is invited from authorized and reputed dealers/contractors/firms engaged in installation & maintenance of CCTV Systems and Public Address System, through GeM portal only. All prospective bidders are invited to submit their bids under two-bid system (Technical & Financial) for the subject work as detailed below in accordance with the tender/bid documents enclosed.

1. Scope of the work: Annexure – A
2. Technical Specification: Annexure – B
3. Prequalification Conditions: Annexure - C
4. Terms & Conditions: Annexure - D
5. Format for Technical Bid – Annexure – E
6. Format for Financial Bid – Annexure – F



The Bid form for technical qualification as prescribed in Annexure-A, B, C, D& E, and the bid form for the financial qualification as prescribed in Annexure-F complete in all respects shall be submitted through Gem portal only.

**MODE OF PROCUREMENT:** Bid through Gem Portal.

**EARNEST MONEY DEPOSIT:** Rs. 18,000/- (Rupees Eighteen Thousands Only) in the form of Demand Draft only. EMD exemptions as per Government rulings.

  
(Nilay Bunker)

Deputy Commissioner of Customs,  
CHS/JNCH

Copy to:

- i. EDI Section, JNCH for uploading on JNCH and CBEC Website.
- ii. Notice Boards, CHS, JNCH

Encl :- Annexure - A, B, C, D, E & F and Copy of Bid No.: 07EM/2024/B/5250669



**SCOPE OF WORK**

1. Service Provider shall service, maintain and repair all hardware equipment of any kind and all services necessary in maintenance of CCTV Systems. The Annual Maintenance Contract is comprehensive including repair and replacement of defective parts, no separate bills will be submitted by the service provider for any hardware & other items repairing or replacement pertaining to CCTV's systems.

Service Provider will do the following before implementation –

- (a). Conduct detailed study of the requirements and perform a site survey.
- (b). Examine and determine the requirements.

**Implementation –**

- (i) Successful Bidder will be responsible for the complete and comprehensive maintenance of CCTV systems including cameras and work stations configuring and aiding the personnel in understanding and operating the system. Diagnose the faults and rectify the defect detected within 24 hours.
- (ii) Repair/replace the faulty parts with same or more superior branded spare parts within 24 hours, no spares or other items will be provided by JNCH.
- (iii) Training for the staff/personnel in the day to day operation of the system.
- (iv) Carry out periodic checks and determine if any modifications are to be made to better suit the working of CCTV work stations at the premises in the future and implement those modifications as required with prior approval of the JNCH.
- (v) Preventive maintenance should be done on monthly basis and report of the same is required to be submitted to the CHS section, JNCH.



**Technical Specifications****For 52 CCTV Cameras of 1<sup>st</sup> NVR: -**

Cam No.	Location	Camera Type
D1	01 4th Floor C wing APP	DOME
D2	03 4th Floor C wing APP	DOME
D3	4th FLR A WING 402	DOME
D4	04 4th Floor C wing APP	DOME
D5	01 5th Floor C wing APP	DOME
D6	02 5th Floor C wing APP	DOME
D7	03 5th Floor C wing APP	DOME
D8	4th FLR A WING SIIB OFFICE	DOME
D9	01 7th Floor EPCG_DEEC	DOME
D10	02 4th Floor c wing	DOME
D11	03 7th Floor EPCG_DEEC	DOME
D12	04 7th Floor EPCG_DEEC	DOME
D13	05 7th Floor EPCG_DEEC	DOME
D14	06 7th Floor EPCG_DEEC	DOME
D15	1st Floor C wing Passage Area	DOME
D16	2nd Floor A wing Passage Area	DOME
D17	01 3rd Floor A wing APP	DOME
D18	02 3rd Floor A wing APP	DOME
D19	01 3rd Flr A Wing CRC_I Section	DOME
D20	3rd Floor A Wing Passage Area	DOME
D21	03 4th Floor A wing APP	DOME
D22	4th Floor A Wing Passage Area	DOME
D23	5th Floor A Wing Passage Area	DOME
D24	6th Floor A Wing Passage Area	DOME
D25	04 4th Flr C Wing Drawback hall	Bullet
D26	02 4th Flr C wing Drawback hall	Bullet
D27	7th Floor A wing Passage Area	DOME
D28	01 4th Flr C wing Drawback hall	DOME
D29	02 4th FLOOR APP GROUP	DOME
D30	03 4th Flr C wing Drawback hall	DOME
D31	5th flr sitting area B wing Rece.	Bullet
D32	01 3rd Floor C Wing APP	DOME
D33	LNI-D153620-IRY12000	DOME
D34	1st FLR CRU	DOME
D35	1st FLR AWING CANTEN	DOME
D36	1st FLR MAIN ENTRY	Bullet
D37	BACK PARKING A WING	Bullet
D38	BACK PARKING A-B WING	Bullet
D39	BACK PARKING C WING	DOME
D40	OUT VIEW B WING	Bullet
D41	4th FLR AWING SIIB OFFICE	DOME
D42	02 3rd Floor C Wing APP	DOME
D43	03 3rd Floor C Wing	DOME
D44	3rd Floor C wing Passage Area	DOME
D45	OUT MAIN GATE	Bullet
D46	1st FLR AEO	DOME
D47	01 3rd Flr C Wing Import Notice	DOME
D48	02 3rd Flr C wing Import Notice	DOME
D49	Main ENTRANCE GND FLR	Bullet
D50	PARKING AREA B WING	Bullet
D51	6th FLR C WING	DOME
D52	GND C WING LIFT	Bullet



**For 60 CCTV Cameras of 2<sup>nd</sup> NVR: -**

Cam No.	Location	Camera Type
D1	Channel 1	Dome
D2	grd flr A wing	Dome
D3	Grd flr C wing	Dome
D4	GND MAIN ENTREY GATE	Bullet
D5	DPD RMS OUT SIDE	Bullet
D6	DPD RMS OUT SIDE	Dome
D7	4 FLR A WING 402	Dome
D8	DPD RMS	Dome
D9	DPD RMS OUTSIDE 2	Bullet
D10	1st flr Reception Counter	Dome
D11	1st flr B wing	Dome
D12	1st flr A wing	Dome
D13	1st flr Reception Counter 01	Bullet
D14	2nd flr C wing	Dome
D15	2nd flr EDI B wing	Dome
D16	2nd flr Inside Server Room	Dome
D17	2nd flr Sitting Area B wing	Dome
D18	2nd flr Server Room B wing	Dome
D19	3rd flr sitting area C wing	Dome
D20	3rd flr sitting area B wing	Dome
D21	3rd flr C wing	Dome
D22	3rd flr A wing	Dome
D23	B WING PARKING	Bullet
D24	4th flr Sitting Area C wing	Dome
D25	4th flr B wing	Dome
D26	7 FLR C WING 402	Dome
D27	5th flr B wing	Dome
D28	5th flr sitting area C wing	Dome
D30	5th flr C wing	Dome
D31	7th flr Sitting Area B wing	Bullet
D32	6th flr sitting area B wing	Bullet
D33	5th flr A wing	Dome
D34	6th flr A wing	Dome
D35	6th flr B wing	Dome
D36	3rd flr B.wing	Dome
D37	4th flr sitting area B wing	Bullet
D38	7th flr C wing	Dome
D39	7th flr Sitting Area C wing	Dome
D40	7th flr B wing	Dome
D41	7th flr A wing	Dome
D42	7th flr Pay & AC	Dome
D43	Gr Flr Lift A	Bullet
D44	Gr Flr Lift B	Bullet
D45	1st Flr lift A	Bullet
D46	1st Flr Lift	Bullet
D47	2nd Flr Lift A	Bullet
D48	2nd Flr Lift B	Bullet
D49	2nd flr Sitting Area C wing	Dome
D50	3rd Flr Lift B	Bullet
D51	4th Flr Lift A	Bullet
D52	4th Flr Lift B	Bullet
D53	5th flr Lift A	Bullet
D54	5th flr Lift B	Bullet
D55	6th Flr Lift A	Bullet
D56	6th flr Lift B	Bullet
D57	7th flr Lift A	Bullet
D58	7th flr Lift B	Bullet
D59	6th flr sitting area C wing	Bullet
D61	3rd Flr Lift A	Bullet



**For 13 CCTV Cameras of 3<sup>rd</sup> NVR: -**

[D1]	4TH SIIB EXP	Dome(with audio)
[D2]	4TH SIIB EXP2	Dome
[D3]	4TH SIIB EXP 3	Dome
[D4]	5TH SIIB IMP	Dome(with audio)
[D5]	5TH SIIB EXP	Dome
[D6]	5TH SIIB EXP 2	Dome
[D7]	6TH SIIB EXP	Dome
[D8]	6TH SIIB EXP	Dome
[D9]	6TH CIU 603	Dome
[D10]	6TH CIU 601	Dome
[D11]	6TH CIU 601	Dome
[D12]	6TH CIU 603	Dome
[D13]	6TH CIU 603	Dome(with audio)

Consolidated data of CCTV systems for which Annual Maintenance Contract may be awarded:-

	1ST NVR	2ND NVR	3ND NVR	REMARK
<b>NVR IP</b>	<b>192.168.1.254</b>	<b>192.168.0.253</b>	<b>192.168.3.11</b>	
<b>HDD</b>	<b>6TB-7nos</b>	<b>6TB-7nos</b>	<b>10TB-2nos</b>	
<b>NVR Capacity</b>	<b>64 Channal</b>	<b>64 Channal</b>	<b>16 Channal</b>	
<b>Recording Days</b>	<b>60</b>	<b>60</b>	<b>60</b>	
<b>Camera working</b>	<b>52</b>	<b>60</b>	<b>13</b>	<b>125</b>
<b>Camera not working</b>	<b>0</b>	<b>0</b>		
<b>DOME Camera</b>	<b>88</b>			<b>125</b>
<b>BULLET Camera</b>	<b>37</b>			
<b>LAN To HDMI CONVERTER</b>	<b>6 SET</b>			
<b>TV</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>7+1</b>
<b>Cable Cat6</b>	<b>2725</b>	<b>2775</b>	<b>575</b>	<b>6075</b>

Swich	Hikvison 9 Port	Cisco 9 Port	Tplink	Tplink
<b>7th FLOOR</b>	<b>1</b>	<b>1</b>		
<b>6th FLOOR</b>	<b>1</b>	<b>1</b>		
<b>5th FLOOR</b>	<b>1</b>	<b>1</b>		
<b>4th FLOOR</b>	<b>1</b>	<b>2</b>		
<b>3rd FLOOR</b>	<b>2</b>	<b>1</b>		
<b>2nd FLOOR</b>	<b>1</b>	<b>2</b>		
<b>1st FLOOR</b>	<b>1</b>			
<b>Ground FLOOR</b>	<b>1</b>		<b>1POE</b>	<b>1 Non POE</b>
<b>Total</b>	<b>9</b>	<b>8</b>	<b>1</b>	<b>1</b>



**PREQUALIFICATION CONDITIONS**

1. The Service Provider shall have minimum three years of experience in installation & maintenance of CCTV systems.
2. The Service Provider also must have an established service centre/office within 70 Km from JNCH.
3. The Service Provider should give Electronic Performance Bank Guarantee (EPBG) with auto renewal clause for 3% of the contract value.
4. Proof of registration with GST is essential and copies of the proof should be submitted.
5. The Service Provider having ISO 9001-2015 certification may be given preference.
6. The Service Provider should have sound technical support staff for attending to the complaints within 24 hours.
7. The Service Provider should have certificate of authorised channel partner for sale and service of CCTV surveillance products.
8. Certificate of experience for having handled similar jobs shall be submitted.
9. The Service Provider should not be blacklisted by any PSU/Bank/Govt. organisations. Self-declaration should be submitted by the authorized official of the company.
10. Bid Security/Earnest Money Deposit (EMD) of Rs. 18,000/- (Rupees Eighteen Thousand Only) in way of Demand Draft, in favour of "Commissioner of Customs (General), JNCH" should be sent by post/by hand superscripting the envelope with E-tender, ID and due date on or before last date of bid submission. Tenders/Bids received without requisite EMD will be rejected out rightly. EMD exemptions will be as per Central Government rulings.
11. The Service Provider having AMC of CCTV currently running successfully with any Govt./PSU organisation may be given preference. Proof of such AMC should be produced.
12. The Bidder should submit self-certified copy of Shop & Establishment Licence of Maharashtra state.



**TERMS & CONDITIONS**

1. The work consists of Comprehensive Maintenance and repairment of 125 CCTV systems and Public Address Systems installed at JNCH in accordance with technical specifications as well as terms & conditions mentioned in tender/bid documents.
2. The Firm/Company must be registered with the Registrar of Companies. The registration number of the Firm/Company along with the GST registration number must be given in the Tender/Bid. (enclose necessary documents).
3. Certificate of authorized channel partner for sale and service of CCTV systems.
4. Conditional/Unsolicited tender/bid shall not be considered.
5. It shall be ensured that the spare parts/items used in repairment and maintenance are fault free i.e. free from material, workmanship and manufacturing defects. The goods supplied shall be of the highest quality, consistent with the established and generally accepted standard.
6. Interested Bidders/Parties/Firms should visit JNCH and inspect the CCTV systems installed before submitting the quotations and any query or clarification sought for; they may approach Superintendent of Customs (Prev.), CHS Section, JNCH.
7. The JNCH administration will not be responsible for any loss or damage to the Service Provider's materials, equipment, tools etc.
8. Deployment of one trained technician during office hours. The onus of verifying the antecedents of the person deputed rests with the Contractor/Service Provider and the Contractor/Service Provider will be held responsible for any act of omission or mishap on the part of the person deputed.
9. If the person deputed by the Contractor/Service Provider is found to be absent from his duties or not available on duty, daily wages will be deducted as penalty from the monthly bill of the Contractor/Service Provider.
10. No other person except Contractor's/Service Provider's authorized representative shall be allowed to enter the office premises.
11. 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 rising 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.
12. Every tender/bid should be accompanied with a Bid Security/Earnest money deposit (EMD) Rs. 18,000/- (Rupees Eighteen Thousand Only) by way of Demand Draft in favour of the 'Commissioner of Customs (General), JNCH'. Scan copy of DD should be uploaded with the Bid. Bid/Tender received without requisite Bid Security/EMD will be rejected out rightly. EMD exemptions will be as per Central Government rulings.
13. The prices quoted in the Financial Bid should be inclusive of all taxes and cost of Comprehensive Maintenance service, repairment/replacement of parts, other charges etc. The Service Provider should quote the prices for providing complete annual maintenance; JNCH will not pay any extra amount which is not mentioned in the Financial Bid.



14. Quotation received after stipulated time will not be entertained.
15. Offers vaguely described or incomplete offers are liable to rejection.
16. 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.
17. The successful Bidder should despite, within seven days of receipt of the work order, 3% amount of the total value of the order as performance security in the form of Bank Guarantee (EPBG) with an auto renewal clause from any Nationalised Bank valid for one year or till the expiry annual contract.
18. Further, the JNCH will apply penalty as below in case of discrepancy found in service during contract period:
  - (a). On receiving complaint about any fault to any of the Camera or work station, the Service Provider will promptly respond and repair/replace any part or provide required services within 24 hours; failing which penalty shall be levied @ Rs. 500/- per day till the fault to the CCTV system is set right.
  - (b). If the operation of the CCTV system is down for more than three working days, then JNCH will forfeit your Bank Guarantee without any notice to you and your Company/Firm.
  - (c). If the JNCH observe any unsatisfactory service, indiscipline/misconduct, delay in repairment/maintenance, then JNCH will terminate the Contract after giving due notice to the Service Provider and will forfeit the Bank Guarantee (EPBG) without any notice to you and your Company/Firm and black list the Company/Firm.
19. The successful Service Provider shall sign an agreement within seven days of the receipt of order as prescribed by the JNCH in accordance with Terms & Conditions of the tender/bid on a judicial stamp paper. All legal expenses, incidental thereto shall be borne by the Service Provider.
20. The payment against Comprehensive Maintenance contract shall be made quarterly after the submission of bills in triplicate and work having been found satisfactory. No advance payment shall be made.
21. The TDS will be deducted as per provision of the Income Tax Law.
22. The Commissioner of Customs (General), JNCH is not bound to accept the lowest tender/bid and also reserves the right to reject any or all tenders/bids at any time without assigning any reason.
23. The Commissioner of Customs (General), JNCH taking note of overall facts and circumstances can change, add and relax any of the terms & conditions of this tender notice.
24. The Contract will be for a maximum period of one year and The Commissioner of Customs (General, JNCH reserves the right to extend the contract further, subject to satisfactory performance of the contractor.
25. The Commissioner of Customs (General), JNCH reserves the right to terminate the contract at any time after giving due notice to the Contractor in the event of unsatisfactory services or breach of contract at any respect. The Performance Security (EPBG) will be forfeited accordingly.



**FORMAT FOR TECHNICAL BID**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Details</b>
1.	Name of "The Service Provider"	
	Full address of the Service Provider	
	Telephone No.	
	Fax No.	
	E-mail	
	Company Name and Contact Number	
2.	Bank details with MICR & IFSC (submit mandate form for ECS payment)	
3.	PAN of the firm/company	
4.	GST Registration Number	
5.	Shop & Establishment Licence of Maharashtra	
6.	Income Tax Returns of the last 03 years i.e. 2020-21, 2021-22 & 2022-23 or 2023-24.	
7.	Chartered Accountant's Certificate certifying turnover of minimum Rs. 30 Lakh per annum for the last three years 2020-21, 2021-22 & 2022-23 or 2023-24.	
8.	Proof for having authorized service centre/office within 70 km	
9.	Technician's name to be deployed in JNCH (qualification certificate to be attached)	
10.	Performance Certificate/work experience certificate for the period of 3 years with respect to CCTV systems and Public Address systems.	
11.	Self-declaration that the firm is not Black listed by any PSU banks/Govt. organizations.	
12.	ISO 9001:2015 certification (preferable)	
13.	Whether MSME/Start Up, if yes Certificate of the same should be submitted	

Note: Attested Photocopies of all above for proof should be attached.



**FORMAT FOR FINANCIAL BID**

1. Name of the Firm:
2. Tender ID No.

<b>Sr. No.</b>	<b>Description of equipment</b>	<b>Cost (in Rs.)</b>	<b>GST (in Rs.)</b>	<b>Total Cost (in Rs.)</b>
1.	125 Nos. Cameras installed at various places as per the details in the Tender/Bid documents. (71 Nos. are IP CCTV of Hikvision Brand).			
2.	01 Nos. of Panasonic LCD TV of 32 inch in size installed at JNCH for viewing and capturing images and videos			
3.	03 Nos. of Samsung LED TV of 32 inch in size installed at JNCH for viewing and capturing images and videos			
4.	04 Nos. of 55" 4K LED TV installed at JNCH for viewing and capturing images and videos			
5.	6075 mtrs. of CAT 6 cables 2080 mtrs. of Casing Patting Wiring 1202 mtrs. of Standard Power Cable			
6.	03 set of NVRs (Network Video Recorder of HIKVISION ds-9664-NI-18 which are under warranty) with 16 Nos. of 4 U Rack for Network Switch			
7.	01 No. of 5KVA UPS and batteries for the backup time of one hour			
8.	16 Nos. of 6 TB SURVIELLANCE HDD			
9.	17 Nos. POE Network Switches (09 Nos. POE Network Switch of 9 ports 10/100/1000 Bandwidth & 08 Nos. POE Network Switches of 09 ports 10/100/1000 Bandwidth)			
10.	16 Nos. of POE Network Switches 8-ports 10/100/1000 Bandwidth.			
11.	02 CPU/Server			
12.	Public Address System installed on each floor with speaker and microphone in Control Room.			
<b>Total Amount (in Rs.)</b>				





Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5250669  
Dated/दिनांक : 05-08-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	20-08-2024 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	20-08-2024 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	60 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Revenue
Organisation Name/संगठन का नाम	Central Board Of Excise And Customs (cbec)
Office Name/कार्यालय का नाम	Office Of The Commissioner Of Customs (general), Jawaharlal Nehru Custom House,
Item Category/मद केटेगरी	AMC of Integrated Security and Surveillance System - Comprehensive Maintenance of Large CCTV system installed for monitoring and surveillance of the Public Utility and Public Places; Comprehensive; Hardware; Consumables to be provided by Service Prov..
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	30 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No



**Bid Details/बिड विवरण**

Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	18000

**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

COMMISSIONER OF CUSTOMS

Office Of The Commissioner Of Customs (general), Jawaharlal Nehru Custom House,, Department of Revenue, Central Board of Excise and Customs (CBEC), Ministry of Finance  
(Commissioner General)

**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Scope of Work:**[1722844582.pdf](#)

**Payment Terms:**[1722844585.pdf](#)

**Eligibility Criteria:**[1722844589.pdf](#)

**Details of the Premises/Layout:**[1722844593.pdf](#)

**List of Consumable required, incase of Non Comprehensive Service:**[1722844596.pdf](#)

**Financial Breakup Required:**[1722844598.pdf](#)

**AMC Of Integrated Security And Surveillance System - Comprehensive Maintenance Of Large CCTV System Installed For Monitoring And Surveillance Of The Public Utility And Public Places; Comprehensive; Hardware; Consumables To Be Provided By Service Prov.. ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**



Specification	Values
<b>Core</b>	
ISS Components	Comprehensive Maintenance of Large CCTV system installed for monitoring and surveillance of the Public Utility and Public Places
AMC Type	Comprehensive
Components to be covered under AMC	Hardware
Cost for Consumables Materials	Consumables to be provided by Service Provider (included in the contract cost)
Type of Premises	JNCH Building Nhava Sheva
Control Unit Type	Control Room
Preventive Maintenance	Fortnightly
Data Backup and Recovery Required	No
Event Analysis & Critical Reporting	Security and Surveillance
Manpower (Technical Support Engineer / Resident Engineer) Deployment	Control Room
<b>Addon(s)/एडऑन</b>	
<b>Additional Details/अतिरिक्त विवरण</b>	
No. of Locations for manpower deployment	1
No. of manpower required per location	1

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Neeraj Priyavrat	400707, OFFICE OF COMMISSIONER OF CUSTOM(G) JNCH NAHAVA SHEVA URAN	1	N/A

**Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**

**1. Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)



## Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the General Terms and Conditions/सामान्य नियम और शर्तें, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।



---Thank You/धन्यवाद---