

प्रधान सीमाशुल्क आयुक्त (जनरल) का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL)
सी. एच. एस. अनुभाग, जवाहरलाल नेहरू सीमाशुल्क भवन, न्हावा शेवा, तह. उरण,
CHS SECTION, JNCH, NHAVA-SHEVA, TAL. URAN,
रायगढ़, महाराष्ट्र RAIGAD, MAHARASHTRA – 400 707
Tel: 022 27244902 Fax: 022 27243303

F.No. S/43-1304/09-10/CHS JNCH

Date: 08.07.2016

NOTICE INVITING e-TENDER

Annual Maintenance Contract of Panasonic EPBAX systems installed at JNCH.

The Principal Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone-II, herein after referred as 'The JNCH', invites online e-tenders in two-bid covers (Technical & Financial) for AMC of Panasonic EPBAX systems installed at JNCH ,From authorized and reputed dealers/contractors/firms engaged in installation of Panasonic EPBAX systems, herein after referred to as ' The Service Provider ' and having a minimum of three years experience in this field.

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

01. Application form: Annexure-A
02. Scope of the work: Annexure-B
03. Technical Specifications: Annexure -C
03. Prequalification conditions - Annexure D
04. Terms and Conditions- Annexure E
05. Format for Technical bid- Annexure F
06. General instructions- Annexure G

The e-Tender form for qualifying bid prescribed in Annexure-B, C and F and the e-tender form for the financial bid prescribed BOQ in all respects shall be submitted on-line on or before 29.07.2016

MODE OF TENDERING: e-Tendering through our portal
www.eprocure.gov.in

QUANTITY : 01 Panasonic KX-TD-500 Digital Hybrid Telephone System (EPBAX) ,configured for 24 P&T Lines ,One ISDN PRO Line and 240 extensions and Telephone lines ,03 Panasonic KX-TEB 308 Telephone System (EPBAX) configured for 03 main lines and 08 extensions and 20 nos. Beetel 1+1 telephones alongwith onsite support.

EARNEST MONEY DEPOSIT : Rs. 10,000/- (Rupees Ten Thousand Only)

LAST DATE AND TIME FOR SUBMISSION OF BID/TENDER : 29.07.2016

DATE AND TIME FOR OPENING TECHNICAL/QUALIFYING BID : 01.08.2016

DATE AND TIME FOR OPENING FINANCIAL BID : 02.08.2016

The e-tender form can be downloaded from www.eprocure.gov.in, www.cbec.gov.in and www.jawaharcustoms.gov.in

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(S. P. PABALKAR)

ASSTT. COMMISSIONER OF CUSTOMS,
PREVENTIVE (GENERAL)-II

Copy to:

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

ANNEXURE-A

Date:

From

To

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

**Sub: Annual Maintenance Contract of Panasonic EPBAX systems
installed at JNCH.**

**Ref: 1) Your 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 equipment to be maintained and my/our offer is to service and maintain the required Materials/Equipment in accordance with the requisite specifications.

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.)

SCOPE OF WORK

1. Tenderers are to service, maintain and repair all hardware equipment of any kind and all services necessary in maintenance of EPBAX 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 repairing or replacing pertaining EPABX systems.
2. Tenderers will do the following before implementation -
 - (a) Conduct a detailed study of the requirements and perform a site survey.
 - (b) Examine and determine the requirements.
3. **Implementation** -
 - (a) Successful Tenderers will be responsible for the complete maintenance of Panasonic EPBAX systems including configuring and providing assistance to the personnel in understanding and operating the system. Diagnose the faults and rectify the defect detected within 24 hours .
 - (b) Repair/replace the faulty part with branded spare parts within 24hrs, no spares or other item will be provided by JNCH.
 - (c) Training for the staff/ personnel in the day to day operation of the system. One resident engineer is required to be present during the office timings.
 - (d) Carry out periodic checks and determine if any modifications are to be made to better suit the working of EPBAX at the premises in the future, and implement those modifications as required with prior approval of the JNCH.
4. Deployment of one trained technician during office hours.

ANNEXURE-C

TECHNICAL SPECIFICATIONS :

Sr no.	EPBAX Model	Qty
1	Panasonic KX-TD-500 Digital Hybrid Telephone System (EPBAX) ,configured for 24 P&T Lines ,One ISDN PRO Line and 240 extensions and Telephone lines	01
2	Panasonic KX-TEB 308 Telephone System (EPBAX) configured for 03 main lines and 08 extensions	03
3	Beetel 1+1 telephones	20

ANNEXURE-D

PREQUALIFICATION CONDITION:

1. The Service Provider should have minimum three years of experience in installation of Panasonic EPBAX systems.
2. The Service Provider also must have an established service base in Maharashtra.
3. The Service Provider should give Bank Guarantee for a value of 10% on contract value.
4. Proof of registration with sales tax, service tax is essential and copies of the proof should be submitted.
5. Service Providers having ISO 9001 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 authorized channel partner for sale and service of Panasonic IP-EPBAX products.
8. The Service Provider should have one AMC agreements currently running successfully with any Govt. Organization. Proof of such AMC should be produced.
9. Certificate of experience for having handled similar jobs shall be submitted.
10. 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-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 of Company

Date:

TERMS AND CONDITIONS:

1. The Work consist of maintenance and repair of Panasonic EPBAX systems installed at JNCH in accordance with technical specifications ,terms and conditions mentioned in tender documents .
2. The firm/Company must be registered with the Registrar of Companies. The registration number of firm along with the CST number allotted by the Sale Tax Authorities must be given in the tender Bid. (Enclose necessary documents).
3. Certificate of authorized channel partner for sale and service of Panasonic IP/EPBAX products .
4. Conditional/ Unsolicited tender shall not be considered.
5. It shall be ensured that the spare parts/ items used for repair 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 Panasonic EPBAX system 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 Service Provider's materials, equipments, tools, etc.
8. Every tender should be accompanied with an earnest money deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand Only) in form of DD in the name of the 'Principal Commissioner of Customs (General), JNCH. Scan copy of DD should be uploaded with the bid. Tenders received without EMD will be rejected outright.
9. The prices quoted in the financial Bid should be inclusive of all Taxes and cost of maintenance, service, 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.

10. The TDS will be deducted as per provision of the Income Tax law.
11. Quotation received after stipulated time will not be entertained.
12. Offers vaguely described or incomplete offers are liable to rejection.
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 with an auto renewal clause from any Nationalized Bank valid for one year or till the expiry annual contract.
16. Further, the JNCH will apply penalty as below in case of discrepancy in service during contract period:
 - a) On receiving complaint about any fault to any of the Telephone line, 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 EPBAX system is set right.
 - b) If the operation of the EPBAX system is down for more than three working days, then JNCH will forfeit your Bank Guarantee without any notice to you and your Company would be black listed.
17. The payment against 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.
18. The undersigned reserves the right to cancel any or all tender without assigning any reason whatsoever.

This Tender Notice is also available on the official website of Jawaharlal Nehru Custom House- www.jawaharcustoms.gov.in as well as on the CBEC website- www.cbec.gov.in

PART-I

ANNEXURE-F

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:	
	Complete name and contact no.	
2.	Bank details with MICR & IFSC code (submit mandate form for ECS payment)	
3.	PAN No.	
4.	Income Tax Returns & CA Certificate for last 3 years	
5.	Maharashtra VAT TIN & CST TIN No.	
6.	Service Tax No.	
7.	Technician person name deployed in JNCH (attach qualification and experience certificate)	
8.	No. of Assisting Staff available for this work (attach list of names along with experience)	
9.	Certificate of Authorized channel partner for sale and service of EPBAX system	
10.	Standard list of equipments for repair and maintenance.	
11.	Information about Company's infrastructure.	
12.	Whether Black listed by any PSU Banks/Govt. Organizations.	
13.	ISO 9001 certification	Yes/No
14.	Perfomance certificate ,work experience in EPBAX systems	

Note: 1. Attested Photo copies of all above for proof should be attached.

2. Original copies should be provided at the time of opening tender

GENERAL INSTRUCTIONS:**ANNEXURE-G**

- The Service Provider will submit bids online only through www.eprocure.gov.in under department name “Revenue Department”. All relevant documents should be attached with bid.
- EMD (Earnest Money Deposit): The tender should be submitted with a Demand Draft of Rs. 10,000/- (Rupees Ten Thousand Only) in the name of “The Principal Commissioner of Customs (General), JNCH”.
- PG (Performance Guarantee): The successful bidder should submit 10% amount of the total value of contract in form of Bank Guarantee with auto renewal clause valid till the contract expiry period from any Nationalized Bank, in the name of “The Principal Commissioner of Customs (General), JNCH”.
- The Service Provider should fulfill prequalification condition of the tender.
- The technical bid will be opened first in the presence of the Tender Committee Members and bidders. Financial bids of only the technically qualified bidders 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 EPBAX systems at 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.
- Latest date and time for accepting tender: 29.07.2016 upto 1700 hrs.
- Opening of the bids-
- Technical Bid- 01.08.2016 at 14:30 hrs.
- Financial Bid- 02.08.2016 at 14:30 hrs
- Tender document is available on web site <http://www.jawaharcustoms.gov.in/>.

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ASSTT. COMMISSIONER OF CUSTOMS,
PREVENTIVE (GENERAL)-II

FORMAT FOR FINANCIAL BID

SR. No.	Name & Model of EPBAX Machine / telephone	Cost of Maintenance (In Rs.)	Prevailing Taxes (In Rs.)	Total Cost (In Rs.)
1	01 no. Panasonic KX-TD-500 Digital Hybrid Telephone System, configured for 24 P&T Lines ,One ISDN PRO Line and 240 extensions and telephone line			
2	03 no. Panasonic KX-TEB 308 Telephone System configured for 03 main lines and 08 extensions			
3	20 nos. Beetal 1+1 Telephones			

Total cost of repairing and maintenance of 01 Panasonic KX-TD-500 Digital Hybrid Telephone System (EPBAX) ,configured for 24 P&T Lines ,One ISDN PRO Line and 240 extensions and telephone line ,03 Panasonic KX-TEB 308 Telephone System (EPBAX) configured for 03 main lines and 08 extensions and 20 nos. Beetal 1+1 telephones alongwith onsite support (In Rs.) :