

**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/43-90/2009/CHS JNCH

Date: 25.07.2016

**NOTICE INVITING e-TENDER**

**Annual Maintenance Contract of CCTV systems installed at 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 Comprehensive AMC of CCTV systems installed at JNCH, From authorized and reputed dealers/contractors/firms engaged in installation of CCTV 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
04. Prequalification conditions - Annexure D
05. Terms and Conditions- Annexure E
06. Format for Technical bid- Annexure F
07. General instructions- Annexure G

## 08. Financial Bid Document- Annexure H

The e-Tender form for qualifying bid prescribed in Annexure-B, C and F and the e-tender form for the financial bid prescribed in Annexure H complete in all respects shall be submitted on-line on or before 22.08.2016.

MODE OF TENDERING: e-Tendering through our portal  
[www.eprocure.gov.in](http://www.eprocure.gov.in)

DETAILS OF WORK : Maintenance and servicing of hardware as mentioned below:-

- 1) 04 cameras one each at the entrance of the building on ground and first floor (Main Gate, Entrance Gate, Reception and Canteen Entrance).
- 2) 16 cameras – Each camera covers the two lifts entry /exit area on every floor of Custom House Building.
- 3) 12 Cameras – Each camera covers the outer periphery of the Custom House Building.
- 4) LCD Panels for viewing and capturing images in real time player, Hard Drive, LCD Panel installed at the back side of Control Room.
- 5) Public Address System installed on each floor with speakers and mic at the control room.

The duration of Annual Maintenance Contract will be one Year.

EARNEST MONEY DEPOSIT : Rs. 20,000/- (Twenty Thousand Only)

LAST DATE AND TIME FOR : 22.08.2016  
SUBMISSION OF BID/TENDER

DATE AND TIME FOR OPENING  
TECHNICAL/QUALIFYING BID : 23.08.2016

DATE AND TIME FOR OPENING  
FINANCIAL BID : 24.08.2016

The e-tender form can be downloaded from [www.eprocure.gov.in](http://www.eprocure.gov.in),  
[www.cbec.gov.in](http://www.cbec.gov.in) and [www.jawaharcustoms.gov.in](http://www.jawaharcustoms.gov.in)

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(S.P. Pabalkar)



**SCOPE OF WORK**

1. Tenderers are to service, maintain and repair all hardware equipment of any kind and all services necessary in maintenance of CCTVs 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 CCTVs 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 CCTV systems including cameras and workstations 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 CCTV workstation at the premises in the future, and implement those modifications as required with prior approval of the JNCH.

## ANNEXURE-C

### TECHNICAL SPECIFICATIONS :

Sr no.	CCTV Systems
1	04 no. cameras - one each at the entrance of the building on ground and first floor (Main Gate , Entrance Gate, Reception and Canteen Entrance ).
2	16 no. cameras - each camera covers the two lifts entry /exit area on every floor of Custom House Building
3	12 no. cameras - each camera covers the outer periphery of the Custom House Building.
4	LCD Panels for viewing and capturing images in real time player, Hard Drive, LCD Panel installed at the back side of Control Room.
5	Public Address System installed on each floor with speakers and mic at the control room.

## ANNEXURE-D

### PREQUALIFICATION CONDITION:

1. The Service Provider should have minimum three years of experience in installation of CCTV 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 CCTV surveillance 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 CCTV 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 CCTV Systems .
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 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 Service Provider's materials, equipments, tools, etc.
8. Every tender should be accompanied with an earnest money deposit (EMD) of Rs. 20,000/- (Rupees Twenty 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 Cameras or workstation , 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 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](http://www.jawaharcustoms.gov.in) as well as on the CBEC website- [www.cbec.gov.in](http://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 CCTVs systems	
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 CCTV 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](http://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. 20,000/- (Rupees Twenty 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 CCTV systems at the site, etc. the interested parties may contact the Superintendent of Customs, CHS Office, 1<sup>st</sup> 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: 22.08.2016 upto 1700 hrs.
- ) Opening of the bids-
- ) Technical Bid- 23.08.2016 at 14:30 hrs.
- ) Financial Bid- 24.08.2016 at 14:30 hrs
- ) Tender document is available on web site <http://www.jawaharcustoms.gov.in/>.

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(S.P. Pabalkar)

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

FORMAT FOR FINANCIAL BID

ANNEXURE-H

SR. No.	Description of Equipment	Cost of Maintenance (In Rs.)	Prevailing Taxes (In Rs.)	Total Cost (In Rs.)
1	32 no. cameras installed at various location in JNCH			
2	LCD Panels for viewing and capturing images in real time player, Hard Drive, LCD Panel installed at JNCH			
3	Public Address System installed on each floor with speakers and mic at the control room.			
4	TOTAL AMOUNT			

Total cost of repairing and maintenance of 32 no. cameras installed at various location in JNCH , LCD Panels for viewing and capturing images in real time player, Hard Drive, LCD Panel installed at JNCH , Public Address System installed on each floor with speakers and mic at the control room. (In Rs.) :