

**सीमाशुल्क आयुक्त (जनरल) का कार्यालय**  
**OFFICE OF THE 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

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**F.No. S/43-1364/89 JNCH**

**Date:01.12.2016**

**NOTICE INVITING e-TENDER**  
**Contract for providing 02 no. Telephone Operator at JNCH.**

The 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 providing 02 no. Telephone Operators at JNCH ,from authorized and reputed agency/firms 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. Prequalification conditions - Annexure C
04. Terms and Conditions- Annexure D
05. Format for Technical bid- Annexure E
06. General instructions- Annexure F
07. Financial Bid Document- Annexure G

The e-Tender form for qualifying bid prescribed in Annexure-B, C and E and the e-tender form for the financial bid prescribed in BOQ/Annexure G complete in all respects shall be submitted on-line on or before 23.12.2016.

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

Description : Providing (02) Two qualified Telephone Operators with Basic Literacy and Computer Knowledge.

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

LAST DATE AND TIME FOR SUBMISSION OF BID/TENDER : 23.12.2016

DATE AND TIME FOR OPENING TECHNICAL/QUALIFYING BID : 27.12.2016  
DATE AND TIME FOR OPENING FINANCIAL BID : 29.12.2016

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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(Vivekanand Rai)  
DY. COMMISSIONER OF CUSTOMS,  
PREVENTIVE (GENERAL)

Copy to:

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

**ANNEXURE-A**

Date:

From

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

**Sub: Contract for providing 02 Telephone Operators 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 provide 02 Telephone Operators with Basic literacy and Computer Knowledge at Jawaharlal Nehru Custom House, Uran on annual contract for the period of one year.

2. **Implementation** -

Successful Tenderers will be responsible for deployment of 02 Telephone Operators with basic literacy and computer knowledge .The Operators are required to work Monday to Friday during office hours.

## ANNEXURE-C

### PREQUALIFICATION CONDITION:

1. The Service Provider should have minimum (03) Three years of experience in handling similar jobs in the past .Proof of the same shall be submitted alongwith the bid.
2. The Service Provider also must have an established service base in Maharashtra.
3. The Service Provider should give performance security equal to 10% of the total bidding amount of entire year, in form of Bank Guarantee.
4. Proof of registration with sales tax, service tax is essential and copies of the proof should be submitted.PAN card /Service Tax Registration no. should be indicated.
5. Service Providers having ISO 9001 certification may be given preference.
6. 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.
7. The agency should have filed IT returns .Copies of the same shall be submitted alongwith the bid.
8. The contractor should strictly follow the Minimum Wages Act, Labour laws and any other allied law for the time being in force in India. It is also responsibility of the contractor to subscribe to employees Provident Fund, Insurance Scheme, Service tax etc.
9. Bidder should ensure that immediate future exigencies like increase in D.A., Service Tax, etc are taken into account while quoting the bid amount so that the department is not inconvenience in this regard through any additional expenditure.
10. Rate quoted for salary of Telephone Operators shall include all prevalent taxes etc. in respect of the contract to be entered into.

**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 providing 02 Telephone Operators at JNCH in accordance with scope of work ,Preconditions and 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. Conditional/ Unsolicited tender shall not be considered.
4. Interested Bidders/Parties/ Firms may visit JNCH before submitting the quotations and any query or clarification sought for they may approach Superintendent of Customs (Prev.), CHS Section, JNCH.
7. Every tender should be accompanied with an earnest money deposit (EMD) of Rs. 10,000/- (Rupees Twenty Thousand Only) in form of DD in the name of the "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 other charges etc. 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.

14. The contractor must comply with the rates/quotations, specifications and all terms and conditions of the contract .No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the Commissionerate.
15. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act ,1948 shall be taken by the service Provider .The Service provider shall arrange necessary insurance cover for any persons deployed by him even for short duration .The office shall not entertain any claim arising out of mishap, If any that may take place while discharging the duties by the personnel provided for outsourcing by the contractor .In the event of any liability /claim falling on this Commissionerate ,the same shall be reimbursed /indemnified by the service provider.
16. The payment against contract shall be made monthly after the submission of bills in triplicate after work having been found satisfactory. No advance payment shall be made.
17. The undersigned reserves the right to cancel any or all tender without assigning any reason whatsoever.
18. Service Tax will be borne by the service provider.

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) and eprocurement site [www.eprocure.gov.in](http://www.eprocure.gov.in) .



**PART-I****ANNEXURE-E****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.	
	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	
5.	Maharashtra VAT TIN & CST TIN No.	
6.	Service Tax No.	
7.	02 Telephone operators name deployed in JNCH (attach qualification and experience certificate )	
8.	Information about Company's infrastructure.	
9.	Whether Black listed by any PSU Banks/Govt. Organizations.	Yes/No
10.	ISO 9001 certification	Yes/No
11.	Performance certificate, work experience in outsourcing workforce.	

**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-F

- 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. 10,000/- (Rupees Ten Thousand Only) in the name of "The 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 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 office of Customs JNCH ,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: 23.12.2016 upto 1700 hrs.
- Opening of the bids-
- Technical Bid- 27.12.2016 at 14:30 hrs.
- Financial Bid- 29.12.2016 at 14:30 hrs
- Tender document is available on web site <http://www.jawaharcustoms.gov.in/>.

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(Vivekanand Rai)  
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FORMAT FOR FINANCIAL BID

ANNEXURE –G

SR. No.	Name of Party	Cost Per Person (Excluding Taxes) –Rs.	Prevailing Taxes (In Rs.)	Total Cost per person (Including Taxes) Rs.-
1				

Total cost for deployment of 02 Telephone Operators (In Rs.) :