

**OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)**  
**CHS SECTION, JNCH, NHAVA-SHEVA, TAL URAN,**  
**RAIGAD, MAHARASHTRA – 400 707**  
**Tel: 022 27244902 Fax: 022 27243303**

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**F.No. S/43-187/2007P JNCH PT1**

**Date:20.08.2019**

**Tender Notice No. 25/2019**  
**E-tender ID No. 2019\_DREV\_496063\_1**  
**E-Tender for Annual Maintenance Contract for**  
**Photocopier and Fax Machines at Jawaharlal Nehru Custom House,**  
**Tal-Uran, Dist. Raigad.**

The Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone-II, invites E-tender for Annual Maintenance Contract for Photocopier and Fax Machines installed at Jawaharlal Nehru Custom House, in two-bid system (Technical & Financial) from authorized and reputed contractors/firms, herein after referred to as 'The Service Provider' and having a minimum of three years experience in this field.

1. Application form: Annexure-A
2. Scope of the work: Annexure-B
3. Technical Specifications: Annexure-C
4. Prequalification conditions: Annexure-D
5. Format of Technical bid: Annexure-E
6. Terms and conditions: Annexure-F
7. General instructions: Annexure-G
8. Financial Document :Annexure-H

The e-Tender form for qualifying bid prescribed in Annexure-B, C and E, the E-tender form for the financial bid prescribed in Annexure G complete in all respects shall be submitted on-line on or before 16.09.2019 up to 11:00 a.m.

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

**EARNEST MONEY DEPOSIT:** Rs. 10,000/- (Rupees Ten Thousands Only) in the form of Demand Draft only.

**LAST DATE AND TIME FOR**

**SUBMISSION OF BID/TENDER:** 16.09.2019 up to 11:00 a.m.

**DATE AND TIME FOR**

**OPENING TECHNICAL BID :** 17.09.2019 at 11:00 a.m.

**DATE AND TIME FOR**

**OPENING FINANCIAL BID :** 18.09.2019 at 11:00 a.m. (Tentative)

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).

**Sd/-**

**(Eishvaryesh Bhardwaj)**

Deputy Commissioner of Customs,  
CHS/JNCH, Nhava Sheva

**ANNEXURE-A**

Date:

From

To

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

**Sub: e-Tender for comprehensive Annual Maintenance Contract for Photocopier and Fax Machines installed at Jawaharlal Nehru Custom House, Tal-Uran, Dist. Raigad.**

**Ref: 1) Your e- 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 equipments and my/our offer is to provide the required service/materials/equipment in accordance with the requisite scope of work.

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 THE WORK:**

The scope of work involves the maintenance and repair of Photocopier and Fax Machines installed at Jawaharlal Nehru Custom House, Tal-Uran, Dist. Raigad and shall cover the following:

- (a) Diagnose the faults and rectify the defect detected, within 24 hours.
- (b) Repair/replace the faulty parts etc. of the Photocopier and Fax Machines, within 24 hours after issuing the same by the JNCH. The replacement in the form of spares of faulty parts and consumables will be provided by the JNCH.
- (c) Carry out the periodical (every month) preventive maintenance.
- (d) Deployment of one trained Photocopier and Fax Machines' Serviceman/mechanic during office hours **(09:30 a.m. to 06:00 p.m.)** on all working days. The contact no. and Identity card no. shall be provided to the undersigned.

**TECHNICAL SPECIFICATIONS:**

The list of machines to be maintained and their specifications are as follows:

**PHOTOCOPIER:**

| S.No.        | Brand  | Model No.         | No. of Machines                       |
|--------------|--|-------------------|---------------------------------------|
| 1.           | TOSHIBA  | e-Studio206       | 01                                    |
| 2.           | CANON  | iR2420            | 10                                    |
| 3.           | CANON  | iR2525            | 01                                    |
| 4.           | CANON  | 5075              | 01                                    |
| 5.           | SAMSUNG  | K2200             | 05                                    |
| 6.           | SAMSUNG  | SL-K2200ND/XIP    | 03                                    |
| 7.           | SHARP  | MX315N-<br>M315NV | 11                                    |
| 8.           | Any other machines assigned to be repaired and maintained by the JNCH from time to time. |                   |                                       |
| <b>TOTAL</b> |  |                   | <b>32 + as mentioned at Sr. No. 7</b> |

**FAX MACHINES:**

| S.No.        | Brand  | Modal No.      | No. of Machines                       |
|--------------|--|----------------|---------------------------------------|
| 1.           | BROTHER  | 2820           | 02                                    |
| 2.           | BROTHER  | 2840           | 02                                    |
| 3.           | HP   | M1213nt MFP    | 02                                    |
| 4.           | HP   | LASER PRO M226 | 01                                    |
| 5            | Any other machines assigned to be repaired and maintained by the JNCH from time to time. |                |                                       |
| <b>TOTAL</b> |  |                | <b>07 + as mentioned at Sr. No. 5</b> |

**Note:** The above quantity may increase.

**PREQUALIFICATION CONDITION:**

1. The Service Provider should have minimum three years of experience in Maintenance Contract of Photocopier and Fax Machines.
2. The Service Provider must have an established service base in Maharashtra.
3. Proof of registration with GST is essential and copies of the proof should be submitted. Also attested copy of PAN should be submitted.
4. The Service Provider having ISO 9001 certification may be given preference.
5. The Service Provider should have sound technical support staff and latest equipments for attending to the complaints within 24 hours.
6. The Service Provider having contract of Photocopier and Fax Machines currently running successfully with any Govt. Organization/PSU may be given preference. Proof of such Maintenance Contract should be produced.
7. 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.
8. Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand Only) by 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 received without requisite EMD will be rejected out rightly. EMD exemptions will be as per Central Govt rulings.
9. Certificate of experience for having handled similar jobs shall be submitted.
10. The Service Provider should submit the attested copies of Income Tax Return (ITR) of last two financial years. i.e. 2016-17 and 2017-18. The Service Provider should also submit CA certificate for 02 years turnover i.e. 2016-17, 2017-18.
11. The Service Provider should submit self certified copy of Shop & Establishment Licence.

## FORMAT FOR TECHNICAL BID

PART-I

| Sr. No. | Particulars   | Details |
|---------|---|---------|
| 1.      | Name of "The Service Provider"  |         |
|         | Full address of the Service Provider  |         |
|         | Telephone no.   |         |
|         | Fax No.   |         |
|         | Email:  |         |
|         | Complaint person name and contact no.   |         |
| 2.      | Mechanic/ Technician person name deployed in JNCH (attach qualification and experience certificate) |         |
| 3.      | Bank details with MICR & IFSC code (submit mandate form for ECS payment)                            |         |
| 4.      | PAN   |         |
| 5.      | Income Tax Return (ITR) of two years i.e. 2016-17 and 2017-18.                                      |         |
| 6.      | CA Certificate for last 02 years turnover   |         |
| 7.      | GST Registration No.  |         |
| 8.      | Shop & Establishment Licence No.  |         |
| 9.      | No. of engineers (attach list of names along with experience)                                       |         |
| 10.     | No of assisting Staff available for this work (attach list of names along with experience)          |         |
| 11.     | Authorized service centre (proof from the manufacturer)   |         |
| 12.     | Standard list of equipments   |         |
| 13.     | ISO 9001 Certificate.   |         |
| 14.     | Work experience in Photocopier and Fax Machines   |         |
| 15.     | Information about Company's infrastructure  |         |
| 16.     | Black listed by any PSU banks/Govt. organizations.  | Yes/No  |

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

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

**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:



**TERMS AND CONDITIONS:**

1. The work consists of providing a skilled technician for maintenance and repair of Photocopier and Fax Machines installed at JNCH in accordance with the technical specifications, terms and conditions mentioned in tender documents.
2. The tender(s) received after the due date shall be summarily rejected, and not taken into consideration.
3. Conditional/Unsolicited tenders shall not be considered.
4. Offers' vaguely described or incomplete offers are liable to be ignored.
5. The Service Provider will have to submit their GST registration certificate.
6. Every tender should be accompanied with an earnest money of **Rs. 10,000/- (Rupees Ten thousand only)** in form of DD in favour of 'Commissioner of Customs (General), JNCH'. Tenders received without requisite Earnest Money will be rejected out rightly. EMD exemptions will be as per Central Govt rulings.
7. The prices quoted in the Financial Bid should be inclusive of all taxes and includes serviceman/ mechanic wages, installation charges and service charges.
8. The JNCH Administration will not be responsible for any loss or damage to Service Provider's materials, equipments, tools, etc.
9. 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.
10. No other person except Contractor's/Service Provider's authorized representative shall be allowed to enter the office premises.
11. If the person deputed by Contractor/Service Provider is found to be absent on his duties or not available at duty, daily wages will be deducted as penalty from the monthly bill of the Contractor/Service Provider.
12. 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 arising 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.

13. The Service Provider will replace the defective parts and spare parts with genuine branded parts and spare parts only and conformity with BEE standard. All the parts/ spare parts. **The replacement in the form of spares of faulty parts and consumables will be provided by the JNCH.**
14. 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.
15. 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 auto renewal clause from Nationalized Bank valid till the contract period.
16. Please note that the JNCH will apply penalty/ cancel the contract in case of discrepancy in services under contract period as mentioned below:
  - a) On receiving complaint about equipment/ services, the Service Provider will promptly respond and repair/ replace or provide required services within 24 hours, if failed, penalty shall be levied Rs. 500/- per day;
  - b) If the Photocopier and Fax Machines are not working more than three working days, then JNCH will forfeit the bank guarantee without any notice to the Service Provider;
  - c) If the JNCH observe any unsatisfactory services, indiscipline/misconduct, delay in repair / maintenance, then JNCH will terminate the contract after giving due notice to the Service Provider and will forfeit the bank guarantee and black list the company / firm.

17. The Service Provider should submit the bills on quarterly basis and after satisfactory completion work report from the JNCH Administration. Advance payment is not permissible.
18. The TDS will be deducted as per provisions of the Income Tax Law.
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 T&C of the tender on a judicial stamp paper. All legal expenses, incidental thereto shall be borne by the Service Provider.
20. The Principal Commissioner of Customs (General), JNCH is not bound to accept the lowest tender and also reserves the right to reject any or all tenders at any time without assigning any reason.
21. The Principal Commissioner of Customs (General), JNCH taking note of overall facts and circumstances can change, add and relax any of the terms and conditions of this tender notice.
22. 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.
23. 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 amount will be forfeited accordingly.

**GENERAL INSTRUCTIONS:**

- The Service Provider will submit bids in two separate sealed envelopes i.e. one Technical Bid and second Financial Bid as per format of the Tender. Each envelope must be suitable marked to indicate the type of bid.
- EMD (Earnest Money Deposit): –The tenders 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 the contract in form of Bank Guarantee with auto renewal clause valid till the expiry of the contract from any Nationalized Bank, in the name of “The Commissioner of Customs (General), JNCH”.
- The Service Provider should fulfill prequalification conditions of the tender.
- The Service Provider should submit attested copies (attested by authorized person) of all the documents online on [www.eprocure.gov.in](http://www.eprocure.gov.in).
- The technical bid will be opened first in the presence of the Tender Committee Members and bidders. Financial bids of only technically qualified bidder 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 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- 02227244903/901.
  - Last date and time for accepting tender: **16.09.2019 up to 11:00 hrs.**
  - Opening of the Bids –
    - Technical Bid - **17.09.2019 at 11:00 hrs.**
    - Financial Bid - **18.09.2019 at 11:00 hrs.**

Sd/-  
**(Eishvaryesh Bhardwaj)**  
**Dy. Commissioner of Customs**  
**CHS/JNCH**

Copy to:

1. The AC/EDI, JNCH for uploading on website of JNCH & CBEC.
2. Notice Board.

**ANNEXURE-H**

**FORMAT FOR FINANCIAL BID**

| <b>Sr. No.</b>      | <b>Repair and maintenance of Xerox and Fax Machines</b>                | <b>Quantity</b>                                    | <b>Rate (Exclusive of GST)</b> | <b>GST</b> | <b>Total Cost</b> |
|---------------------|--|--|--------------------------------|------------|-------------------|
| 1.                  | Cost of providing of a skilled technician for the aforementioned work. | 39 (subject to further addition from time to time) |                                |            |                   |
| <b>TOTAL AMOUNT</b> |  |  |                                |            |                   |

\*Description of Xerox and Fax Machines as per Annexure –C of Tender document.

The above quantity may increase.

Name in block

Signature of the Service  
Provider along with seal

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