



**OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)**  
**JAWAHARLAL NEHRU CUSTOM HOUSE,**  
**NHAVA SHEVA, TAL. URAN, DISTRICT RAIGAD**  
**MAHARASHTRA - 400 707**

F. No. S/43-237/14/CHS/JNCH Pt. II

Date:30.01.2020

Tender No. 05-2020

(E-Tender ID No. 2020\_DREV\_540383\_1)

**Tender for Comprehensive Annual Maintenance Contract for**  
**Split and Window Air Conditioners at Jawaharlal Nehru Custom**  
**House, Tal-Uran, Dist. Raigad.**

The Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone-II, herein after referred to as 'the JNCH', invites sealed tenders for comprehensive Annual Maintenance Contract for Split and Window Air Conditioners 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.

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.

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

The e-tender form for qualifying bid prescribed in Annexure – C, D & 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 **19.02.2020**.

**MODE OF TENDERING** : E-tendering through our portal

**QUANTITY** : As per the following table.

<b>Type</b>	<b>Quantity</b>	<b>Brand</b>
Window Air Conditioners 1TR	06	Various Brands
Window Air Conditioners 1.5 TR	81	Various Brands
Window Air Conditioners 2 TR	01	Various Brands
Spilt Air Conditioners 1.5 TR	58	Various Brands
Spilt Air Conditioners 2 TR	37	Various Brands
Cassette Air Conditioners 2 TR	03	Various Brands
Cassette Air Conditioners 3 TR	05	Various Brands
<b>Total</b>	<b>191</b>	

**EARNEST MONEY DEPOSIT** : **Rs. 20,000/- (Rupees Twenty Thousand only).**

**LAST DATE AND TIME FOR SUBMISSION OF BID/TENDER** : **19.02.2020 at 18:00 hrs.**

**DATE & TIME FOR OPENING TECHNICAL/QUALITYING BID** : **21.02.2020 at 11:00 hrs.**

**DATE & TIME FOR OPENING FINANCIAL BID** : **24.02.2020 at 11:00 hrs.**

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

**Sd/-**

**(Ajit Dan)**

Joint Commissioner of Customs  
CHS Section, JNCH

**ANNEXURE - A**

Date:

From

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

**Sub: Tender for comprehensive Annual Maintenance Contract for Air Conditioners installed at Jawaharlal Nehru Custom House, Tal-Uran, Dist. Raigad.**

**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 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 comprehensive maintenance and repair of air-conditioners 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 Air Conditioner, within 24 hours.
- (c) Carry out the periodical (once in a month) preventive maintenance.
- (d) No spares, consumable or any other items required for the maintenance or upkeep of the Air Conditioners will be supplied by this Office.
- (e) Deployment of one trained Air Conditioner Serviceman/mechanic during office hours **(09:30 a.m. to 06:00 p.m.)** on all working days.

**ANNEXURE-C****TECHNICAL SPECIFICATIONS:**

<b>Type</b>	<b>Quantity</b>	<b>Brand</b>
Window Air Conditioners 1TR	06	Various Brands
Window Air Conditioners 1.5 TR	81	Various Brands
Window Air Conditioners 2 TR	01	Various Brands
Spilt Air Conditioners 1.5 TR	58	Various Brands
Spilt Air Conditioners 2 TR	37	Various Brands
Cassette Air Conditioners 2 TR	03	Various Brands
Cassette Air Conditioners 3 TR	05	Various Brands
<b>Total</b>	<b>191</b>	

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

## ANNEXURE-D

### PREQUALIFICATION CONDITION:

1. The Bidder should have minimum three years of experience in Annual Maintenance Contract of Air Conditioners.
2. Proof of registration with GST is essential and copies of the proof should be submitted. Also attested copy of PAN should be submitted.
3. The Bidder having ISO 9001 certification may be given preference.
4. The Bidder must have an established service base in Maharashtra.
5. The Bidder should have sound technical support staff and latest equipments for attending to the complaints within 24 hours.
6. The Bidder having AMCs of Air Conditioners currently running successfully with any Govt/PSU Organization may be given preference. Proof of such Annual Maintenance Contract should be produced.
7. The Bidder should not be black listed by any PSU banks/Govt. organizations. Self declaration should be submitted by the authorized official of the company.
8. The Bidder should submit the attested copies of Income Tax Return (ITR) and submit CA certificate for last three financial years. The Bidder should also submit CA certificate for last three financial years. The turnover for each single year should be minimum of Rs.20 lakhs.
9. The bidder should submit self certified copy of Shop & Establishment Licence.
10. **Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty 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 received without requisite EMD will be rejected out rightly. EMD exemptions will be as per Central Govt rulings.

## **ANNEXURE-E**

### **TERMS AND CONDITIONS:**

1. The work consists of maintenance and repair of split, window and cassette Air Conditioners 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 Bidder will have to submit their GST registration certificate from the authority concerned.
6. Every tender should be accompanied with an earnest money Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand Only) in way of Demand Draft, in favour of 'Commissioner of Customs (General), JNCH'. Tenders received without requisite Earnest Money Deposit will be rejected out rightly. EMD exemptions will be as per Central Government rulings.
7. The prices quoted in the Financial Bid should be inclusive of maintenance, repair/replacement charges inclusive of all taxes and includes serviceman/ mechanic wages, installation charges, parts, spare parts, labour, tools, transportation charges, etc. The Bidder should quote the prices for providing complete service. After placing the order, the JNCH will not pay any extra amount which is not mentioned in the financial bid.
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 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.
10. No other person except Contractor's/Service Provider's authorized representative shall be allowed to enter the office premises.
11. The JNCH Administration will not be responsible for any loss or damage to Service Provider's materials, equipments, tools, etc.
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 supplied by the Service Provider shall be accepted after due inspection and approval by the JNCH Administration.
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 from Nationalized Bank valid till the contract period.
16. Please note that the JNCH will apply penalty/ cancel the contract as below in case of discrepancy in services under contract period:
- 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 Air Conditioner system is down for more than three working days, then JNCH will forfeit the bank guarantee;
  - 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 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 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.

**FORMAT FOR TECHNICAL BID  
PART-I**

<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:	
	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 last three years.	
6.	CA Certificate for last 3 years turnover.	
7.	GST Registration Number.	
8.	Shop & Establishment Number.	
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 certificate of 03 years in AMC of Air Conditioner System.	
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:

**ANNEXURE – G**

**FORMAT FOR FINANCIAL BID**

<b>Type</b>	<b>Quantity</b>	<b>Brand</b>	<b>Amount for Maintenance of one year (incl. of GST)</b>
Window Air Conditioners 1TR	06	Various Brands	
Window Air Conditioners 1.5 TR	81	Various Brands	
Window Air Conditioners 2 TR	01	Various Brands	
Spilt Air Conditioners 1.5 TR	58	Various Brands	
Spilt Air Conditioners 2 TR	37	Various Brands	
Cassette Air Conditioners 2 TR	03	Various Brands	
Cassette Air Conditioners 3 TR	05	Various Brands	
<b>Total</b>	<b>191</b>		

Name in block capital letters.  
Signature of the Service  
Provider along with seal.

## ANNEXURE-H

### GENERAL INSTRUCTIONS:

- The Service Provider will submit bids i.e. one Technical Bid and second Financial Bid as per format of the Tender online only through [www.eprocure.gov.in](http://www.eprocure.gov.in) under department name “Revenue Department”. All relevant documents should be attached with the bid.
- EMD (Earnest Money Deposit): –The tenders should be submitted with a Demand Draft of **Rs. 20,000/- (Rupees Twenty thousand only)** in the name of “The Commissioner of Customs, JNCH”.
- PG (Performance Guarantee): – The successful bidder should submit 10% amount of the total value of order in form of Bank Guarantee valid till the warranty period from 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 all the documents online on [www.eprocure.gov.in](http://www.eprocure.gov.in) attested by authorized person with the quotation.
- 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.
- Last date and time for accepting tender: - **19.02.2020 up to 18:00 hrs.**
- Opening of the Bids –
  - Technical Bid – **21.02.2020** at **11:00** hrs.
  - Financial Bid – **24.02.2020** at **11:00** hrs.

**(Ajit Dan)**

Joint Commissioner of Customs  
CHS Section, JNCH

Copy to:

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