



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

F. No. S/43-367/15-16/CHS/JNCH

Date:15.06.2020

**TENDER NOTICE No. 15/2020**

**(E-Tender Id No. 2020\_DREV\_565017\_1)**

**Tender for Comprehensive Annual Maintenance Contract for**  
**Biometric Attendance Machines installed 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 Biometric Attendance 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.

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 **13.07.2020**.

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

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

Sr. No.	Specifications of Wall Mounted Biometric Attendance Device	Qty.
1	Precision/PB ABAS 100 3G/Integrated Attendance Device/1.0 GHZ PRO/512 MB RAM/4GB Int. Storage/front CAM/7" SCRN/SIM SLOT/WI-FI/STQC Certified single finger print Scanner/Rugged casing	17

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

**LAST DATE AND TIME FOR SUBMISSION OF BID/TENDER** : **13.07.2020 at 16:00 hrs.**

**DATE & TIME FOR OPENING TECHNICAL/QUALIFYING BID** : **15.07.2020 at 12:00 hrs.**

**DATE & TIME FOR OPENING FINANCIAL BID** : **16.07.2020 at 12:00 hrs. (Tentative after evaluation of technical bids)**

The e-tender form can also 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/-**

**(G. P. Garg)**  
**Assistant Commissioner of Customs**  
**CHS/JNCH**



**SCOPE OF THE WORK:**

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

1. The scope of AMC shall include carrying out of Breakdown & Preventive maintenance of the complete Biometric Attendance System.
2. The Comprehensive AMC include repairs, replacement of defective components with the new one to ensure trouble free and efficient service of equipment during the contract period. Any problem arising due to hardware defect, software problem will be covered in the maintenance.
3. Apart from break-down/fault call, the firm is also required to have preventive maintenance checks at regular interval in each month to ensure effective working of devices.
4. JNCH reserves the right to cover additional equipment or remove some of the equipment from the scope of work. For such additions or deletions, CAMC charges shall be adjusted based on the item rate for such equipment.
5. Normal service hours will be from 9:45 AM to 6:15 PM on all working days (Monday to Friday). In exceptional circumstances, services may need to be provided outside of these hours or on Saturday/Sunday/Holidays at the discretion and convenience of the office.
6. In case of any unforeseen eventuality like excessive voltage Fluctuation at JNCH premise causing damages to the equipment of Biometric Attendance System, JNCH reserves the right to decide the actual cause of problem and in case the problem is found to have occurred beyond the control of the tenderer, the damages so caused may be got repaired with expenses born by JNCH after obtaining estimates.
7. The tenderer is required to recover the data from damaged machine and provide it to JNCH within a week's time whenever a damaged machine is replaced.
8. Penalty Charges @ Rs. 100/-per day will be levied and deducted from payment in case of failure to attend the call/complaint within a working day of recording the same with the firm. In case the equipment is required to be taken to the workshop for repairing, standby equipment shall be provided, free of any cost to this office. No other person except Contractor's/Service Provider's authorized representative shall be allowed to enter the office premises.

**TECHNICAL SPECIFICATIONS:**

Sr. No.	Specifications of Wall Mounted Biometric Attendance Device	Qty.
1	Precision/PB ABAS 100 3G/Integrated Attendance Device/1.0 GHZ PRO/512 MB RAM/4GB Int Storage/front CAM/7" SCRNR/SIM SLOT/WI-FI/STQC Certified single finger print Scanner/Rugged casing	17

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

**PREQUALIFICATION CONDITION:**

1. The Bidder should have minimum three years of experience in Annual Maintenance of Aadhar based Biometric Machines.
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 Mumbai, Navi Mumbai (in radius of 60 Km from JNCH).
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 Aadhar based Biometric Machines 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) of last three financial years. The Bidder should also submit CA certificate for last three financial year's turnover.
9. The bidder should submit self certified copy of Shop & Establishment License.
10. **Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten 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 No. and due date on or before last date of bid submission. **Tenders received without requisite EMD in hard copy after due date will be rejected out rightly.** EMD exemptions will be as per Central Govt. rulings.

**Note:** Startups and Micro & Small Enterprises may be relaxed of Prior Turnover and Prior Experience in the said Tender subject to meeting of quality and technical specifications as per OM issued vide F.No. 1(2)(1)/2016-MA Part dated 10.03.2016 issued by Ministry of Micro, Small & Medium Enterprises and OM dated 20.09.2016 issued vide F.No. 20/02/2014-PPD (Pt.) issued by Department of Expenditure, Procurement Policy Division.

## **ANNEXURE-E**

### **TERMS AND CONDITIONS:**

1. The work consists of maintenance and repair of Aadhar based Biometric 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 rejected.
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. 10,000/- (Rupees ten 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. The JNCH Administration will not be responsible for any loss or damage to Service Provider's materials, equipments, tools, etc.
  - a). The Service Provider will be fully responsible for safety, welfare and any casualty or accident during the work. The JNCH will not be responsible at any time.
  - b). 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.
9. The successful bidder should commence the work within 07 days from the receipt of the order failing to which the JNCH will forfeit the EMD and terminate the contract without giving any notice.
10. 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.
11. 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. 100/- per day;
  - b) If the Aadhar based Biometric Machines 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.
12. No Advance payment whatsoever will be made to the service provider under the contract. The Service Provider should submit the bills on quarterly basis only after receiving satisfactory completion work report from the JNCH Administration.
  13. The TDS will be deducted as per provisions of the Income Tax Law.
  14. 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.
  15. 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.
  16. 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.
  17. 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.
  18. 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

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 (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 financial years.	
6.	GST Registration Number.	
7.	Shop & Establishment Number.	
8.	No of assisting Staff and engineers available for this work (attach list of names along with experience).	
9.	Authorized service centre (proof from the manufacturer).	
10.	Standard list of equipments.	
11.	ISO 9001 Certificate.	
12.	Work experience certificate of 03 years in AMC of Biometric Attendance Machines System.	
13.	Information about Company's infrastructure	
14.	Black listed by any PSU banks/Govt. organizations. If yes, details thereof.	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:

**FORMAT FOR FINANCIAL BID**

<b>Sr. No.</b>	<b>Repair and Maintenance for one year for below mentioned type</b>	<b>Quantity</b>	<b>Total (Inclusive of GST and other relevant taxes updated from time to time)</b>
1	Precision/PB ABAS 100 3G/Integrated Attendance Device/1.0 GHZ PRO/512 MB RAM/4GB Int. Storage/front CAM/7" SCRN/SIM SLOT/WI-FI/STQC Certified single finger print Scanner/Rugged casing	17	

Name in block capital letters.

Signature of the Service Provider along with seal.

**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. 10,000/- (Rupees ten 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: - **13.07.2020 up to 16:00 hrs.**
- Opening of the Bids –
  - Technical Bid - **15.07.2020** at **12:00** hrs.
  - Financial Bid - **16.07.2020** at **12:00** hrs. (**Tentative after evaluation of technical bids**)

**Sd/-**

**(G. P. Garg)**

**Assistant Commissioner of Customs  
CHS/JNCH**

Copy to:

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