

**Bid Number: GEM/2021/B/983392**  
**Dated: 19-01-2021**



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

**F.No. S/43-1304/09-10/CHS JNCH (Pt. File)**

**Date : .01.2021**

**NOTICE INVITING E-TENDER**

**Annual Maintenance Contract of Panasonic EPABX Systems installed at JNCH.**

The Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone-II, herein after referred as 'The JNCH', invites online e-tender in two-bid covers (Technical & Financial) for AMC of Panasonic EPABX Systems installed at JNCH, from authorized and reputed dealers/contractors/firms engaged in installation & maintenance of Panasonic EPABX 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

MODE OF TENDERING: e-Tendering through GEM

QUANTITY : 01 Panasonic KX-TD-500 Digital Hybrid Telephone System (EPABX), configured for one ISDN PRO Line and 240 extensions and Panasonic KX-TEB 308 Telephone System (EPABX) configured for 03 main lines and 08 extensions (03 Nos.) and 20 Nos. 1+1 telephones along with onsite support.

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

LAST DATE AND TIME FOR : 08.02.2020

SUBMISSION OF BID/TENDER

DATE AND TIME FOR OPENING

TECHNICAL/QUALIFYING BID : 09.02.2020 (Tentative)

DATE AND TIME FOR OPENING

FINANCIAL BID : 11.02.2020 (Tentative)

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

Sd/-

**(Ramesh Vajge)**

ASSISTANT COMMISSIONER OF CUSTOMS,  
CHS/JNCH

Copy to:

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

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**ANNEXURE-A**

Date:

From

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

**Sub: Annual Maintenance Contract of Panasonic EPABX systems installed 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 service, maintain and repair all hardware equipment of any kind and all services necessary in maintenance of EPABX 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 EPABX 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 Panasonic EPABX systems including 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 EPABX at the premises in the future, and implement those modifications as required with prior approval of the JNCH.
4. Deployment of one trained technician during office hours.

**TECHNICAL SPECIFICATIONS**

<b>Sr no.</b>	<b>EPABX Model</b>	<b>Qty</b>
<b>1</b>	Panasonic KX-TD-500 Digital Hybrid Telephone System (EPABX), configured for one ISDN PRO Line and 240 extensions and Telephone lines	<b>01</b>
<b>2</b>	Panasonic KX-TEB 308 Telephone System (EPABX) configured for 03 main lines and 08 extensions	<b>03</b>
<b>3</b>	1+1 telephones along with onsite support	<b>20</b>

Quantity of 1+1 telephones may vary

**PREQUALIFICATION CONDITION:**

1. The Service Provider should have minimum three years of experience in installation of Panasonic EPABX 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 GST 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 Panasonic IP-EPABX 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.

**TERMS AND CONDITIONS**

1. The Work consist of maintenance and repair of Panasonic EPABX 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 GST number allotted by the Tax Authorities must be given in the tender Bid. (Enclose necessary documents).
3. Certificate of authorized channel partner for sale and service of Panasonic IP/EPABX products.
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 Panasonic EPABX system installed before submitting the quotations and any query or clarification sought for; they may approach the 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. 10,000/- (Rupees Ten 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 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.

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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 of annual contract.
14. 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 Telephone line, 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 EPABX system is set right.
  - b) If the operation of the EPABX system is down for more than three working days, then JNCH will forfeit your Bank Guarantee without any notice and the Company would be black listed.
15. 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.
16. 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**

<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 for last 3 years	
5.	GST No.	
6.	Technician's name to be deployed at JNCH (attach qualification and experience certificate )	
7.	No. of Assisting Staff available for this work (attach list of names along with experience)	
8.	Certificate of Authorized channel partner for sale and service of EPABX system	
9.	Standard list of equipments for repair and maintenance.	

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10.	Information about Company's infrastructure.	
11.	Whether Black listed by any PSU Banks/Govt. Organizations.	
12.	ISO 9001 certification	Yes/No
13.	Performance certificate, work experience in EPABX 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

## 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:

**ANNEXURE-G**

**GENERAL INSTRUCTIONS**

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 EPABX 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.
- Last date and time for accepting tender: 08.02.2020 up to 1700 hrs.
- Opening of the bids-
- Technical Bid- 09.02.2021 at 11:00 am
- Financial Bid- 11.02.2020 at 11:00 am
- Tender document is available on web site <http://www.jawaharcustoms.gov.in/>.

**Sd/-**  
**(Ramesh Vajge)**

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ASSISTANT COMMISSIONER OF  
CUSTOMS  
CHS/JNCH

**FORMAT FOR FINANCIAL BID**

SR. No.	Name & Model of EPBAX Machine / telephone	Cost of Maintenance (In Rs.)	Prevailing Taxes (In Rs.)	Total Cost (In Rs.)
1	01 No. Panasonic KX-TD-500 Digital Hybrid Telephone System (EPABX), configured for one ISDN PRO Line and 240 extensions and Telephone lines			
2	03 Nos. Panasonic KX-TEB 308 Telephone System (EPABX) configured for 03 main lines and 08 extensions			
3	20 Nos. 1+1 telephones alongwith onsite support			

Total cost of repairing and maintenance of 01 No. Panasonic KX-TD-500 Digital Hybrid Telephone System (EPABX), configured for one ISDN PRO Line and 240 extensions and Telephone lines, 03 Nos. Panasonic KX-TEB 308 Telephone System (EPABX) configured for 03 main lines and 08 extensions and 20 Nos. 1+1 telephones along with onsite support is Rs.                    /- (in words Rs.                    )