



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

Tel: 022 27244902 Fax: 022 27243303

F. No. S/43-90/2009/CHS JNCH Pt. I

Date: .08.2021

NOTICE INVITING E-TENDER

Annual Maintenance Contract of 113 CCTV Cameras and a Public Address 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-tenders in two-bid covers (Technical & Financial) for Comprehensive AMC of 113 CCTV Cameras and a Public Address System installed at JNCH, from authorized and reputed dealers/contractors/firms engaged in installation& maintenance of CCTV Systems and public address system, 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

The e-Tender form for qualifying bid prescribed in Annexure-B, C and F and the e-tender form for the financial bid prescribed in Annexure H complete in all respects shall be submitted online on or before 13.09.2021.

MODE OF TENDERING : e-Tendering through GEM portal
DETAILS OF WORK : Comprehensive Maintenance and servicing of hardware & other items as mentioned in Annexure-C: The duration of Annual Comprehensive Maintenance Contract will be one Year.

EARNEST MONEY DEPOSIT :Rs. 30,000/- (Rs. Thirty Thousand Only)

LAST DATE AND TIME FOR SUBMISSION OF BID/TENDER : 13.09.2021 at 17:00 Hrs.
DATE AND TIME FOR OPENING TECHNICAL/QUALIFYING BID : 14.09.2021 at 11:00 Hrs.
DATE AND TIME FOR OPENING FINANCIAL BID : 16.09.2021 at 11:00 Hrs.
(Tentative after evaluation of the technical bid documents)

The e-tender form can be downloaded from www.gem.gov.in, www.cbic.gov.in and www.jawaharcustoms.gov.in

Sd/-
(RAMESH VAJGE)
Asst. Commissioner of Customs
CHS Section/JNCH

Copy to:

- 1) Notice Board
- 2) DC/EDI for uploading on the website of www.cbic.gov.in and www.jawaharcustoms.gov.in

ANNEXURE-A

FROM

Date:

To

The Commissioner of Customs (General),
Jawaharlal Nehru Custom House,
JNCH, Nhava Sheva, Uran,
Raigad, Maharashtra-400707.

Sub: Annual Maintenance Contract of CCTV and PAS 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.

(Signature and stamp of the bidder,
State legal status, Whether Prop., Partner,
Registered firm, Company etc.)

ANNEXURE-B**SCOPE OF WORK**

1) Service Provider is to service, maintain and repair all hardware equipment of any kind and all services necessary in maintenance of CCTV 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 & other items repairing or replacement pertaining CCTV systems.

Service provider will do the following before implementation -

- (a) Will conduct detailed study of the requirements and perform a site survey.
- (b) Examine and determine the requirements.

Implementation-

- (a) Successful Bidder will be responsible for the complete and comprehensive maintenance of CCTV systems including cameras and work stations 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 same or more superior branded spare parts within 24hrs, no spares or other item will be provided by JNCH.
- (c) Training for the staff/personnel in the day today operation of the system.
- (d) Carry out periodic checks and determine if any modifications are to be made to better suit the working of CCTV work station at the premises in the future, and implement those modifications as required with prior approval of the JNCH.
- (e) Preventive maintenance should be done on monthly basis and report of the same is required to be submitted to the CHS Section, JNCH.

ANNEXURE-C

TECHNICAL SPECIFICATIONS

For 29 CCTV Cameras

S	CCTV Systems
1)	<p>1st Floor, “C” Wing, Passage Area = 1 No. 2nd Floor, “A” Wing, Passage Area = 1 No. 3rd Floor “A” Wing, Passage Area = 1 No. “A” Wing, Appraising Group = 2 Nos. “C” Wing, Appraising Hall = 3 Nos. “C” Wing, Passage Area = 1 No. 4th Floor “A” Wing, Passage Area = 1 No. “A” Wing, Appraising Group = 3 Nos. “C” Wing, Appraising Hall = 3 Nos. “C” Wing, Passage Area = 1 No. 5th Floor “A” Wing, Passage Area = 1 No. “C” Wing, Appraising Hall = 3 Nos. 6th Floor “A” Wing, Passage Area = 1 No. 7th Floor “A” Wing, Passage Area = 1 No. “C” Wing, EPCG/DEEC Section = 6 Nos. TOTAL = 29 Nos.</p>
2)	<p>1) 1 set of NVR (Network Video Recorder HIKVISION DS-9664-NI-I8 under warranty) 2) 2 Nos. of Samsung 40” LED TV 3) 8 Nos. of 6 TB Surveillance HDD (out of which 7 are under warranty) for 180 days recording 4) 8 Nos. of POE Network Switch 8-ports 10/100/1000 Bandwidth 5) 8 Nos. of 4 U Rack for Network Switch</p>
3)	<p>1) 1520 Mtrs. of CAT 6 Cables 2) 482 Mtrs. Casing Patti Wiring 3) 672 Mtrs. Standard Power Cables</p>
4)	<p>NVR, NVR Rack, UPS & Batteries, LED Monitors are located at CCTV Room, Ground Floor, JNCH Building, Nhava Sheva, Uran, Dist. Raigad, Maharashtra-400707.</p>

For 31 IP CCTV Camera Systems

Sr. No.	CCTV Systems
1	04 CCTV cameras- One each at the entrance of the Jawaharlal Nehru Customs House Building on ground and First Floor (Main Gate, Entrance Gate, Reception and Canteen Entrance)
2	16 CCTV cameras- Each camera covers two lifts entry/exit area on Every floor of JNCH building.
3	11 CCTV cameras-Each camera covers the parking area, reception area, gates and outer periphery of the JNCH Building.
4	02 CPU/Server.
5	02 Panasonic LCD Display of 32 inch in size for viewing and capturing images installed at the back side of Control Room of JNCH.
6	Public Address System installed on each floor with speakers and microphone at the control room of JNCH.
7	03 POE Network Switch (1 POE Network Switch of 24 port 10/100/1000 bandwidth & 2 POE Network Switch of 28 port 10/100/1000 Bandwidth).
8	1) 2000 Mtrs. Of CAT 6 cables. 2) 800 Mts. Casing Patti Wiring. 3) 500 Mtrs. Standard Power Cables.

FOR 10 CCTV Camera Systems

Sr. No.	CCTV Systems
1	10 No's of CCTV Cameras as detailed below: 1) 01 at Factory Stuffing Permission Section, C-102 2) 01 at CRC/IIIA Section, B Wing 3) 01 at CRC/I Section, A-304 4) 04 at Import Noting Section, Hall No. C-304 5) 03 at Drawback Section, Hall No. C-404.

2	01 No. of Samsung 40” LED TV
3	450 Mts. Of CAT 6 Cable.
4	1) 100 Mtrs. Of Casing Patting Wiring 2) 30 Mtrs. Of Standard Power Cable 3) 01 No.s of 2KVA UPS with one hour of battery Back-up.

For 43 IP CCTV Cameras

Sr. No.	CCTV Cameras
1)	Ground Floor Entry point area ‘C’ wing = 01 No. ‘C’ wing = 01 No. ‘A’ wing =01 No. 1 st Floor ‘A’ wing =01 No. Reception Counter 01 =01 No. Reception Counter 02 =01 No. ‘B’ wing =01 No. 2 nd Floor ‘C’ wing =01 No. ‘C’ wing, sitting area =01 No. ‘B’ wing, sitting area =01 No. ‘B’ wing, server room =01 No. ‘B’ wing, EDI =01 No. ‘B’ wing, inside server room =01 No. 3 rd Floor ‘C’ wing =01 No. ‘C’ wing, sitting area =01 No. ‘B’ wing, sitting area =01 No. ‘B’ wing =01 No. ‘A’ wing =01 No. 4 th Floor ‘C’ wing =01 No. ‘C’ wing, sitting area =01 No. ‘B’ wing, sitting area =01 No. ‘B’ wing =01 No. 5 th Floor ‘C’ wing =01 No. ‘C’ wing, sitting area =01 No. ‘B’ wing, sitting area =01 No. ‘B’ wing =01 No. ‘A’ wing =01 No. 6 th Floor ‘C’ wing =01 No. ‘C’ wing, sitting area =01 No. ‘B’ wing, sitting area =01 No. ‘B’ wing =01 No. ‘A’ wing =01 No. 7 th Floor ‘C’ wing =01 No. ‘C’ wing, sitting area =01 No. ‘B’ wing, sitting area =01 No. ‘B’ wing =01 No. ‘A’ wing =01 No.

	<p>'A' wing, inside Pay Bill and Accounts =01 No.</p> <p>Total= 43 Nos.</p> <ol style="list-style-type: none">1) 01 set of 64 Channel NVR (Network Video Recorder HIKVISION DS-9664-NI-I8 which is under warranty) with backup facility available of minimum 180 days.2) 3 Nos of 55" LED TV.3) 8 Nos of 6TB surveillance HDD (out of which 7 are under warranty) for 180 days recording.4) 8 Nos of POE Network Switch 8-ports 10/100/1000 Bandwidth.5) 8 Nos of 4 U Rack for Network Switch.6) 1 Rack for NVR.7) 1 No of 2 KVA UPS and batteries for the backup time of at least one hour.8) 1500 metres of CAT 6 Cables9) 700 metres of Casing Patti Wiring.
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ANNEXURE-D**PREQUALIFICATION CONDITION**

1. The Service Provider should have minimum three years of experience in installation & maintenance of CCTV systems.
2. The Service Provider also must have an established service base in Mumbai.
3. The Service Provider should give Bank Guarantee with auto renewal clause for 10% of 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 CCTV surveillance products.
8. Certificate of experience for having handled similar jobs shall be submitted.
9. The Service Provider should not be blacklisted by any PSU/banks/Govt. organizations. Self-declaration should be submitted by the authorized official of the company.
10. Earnest Money Deposit (EMD) of Rs. 30,000/- (Rupees Thirty 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 Government rulings.
11. The service provider having AMC of CCTV currently running successfully with any Govt./PSU organization may be given preference. Proof of such AMC should be produced.
12. The bidder should submit self-certified copy of Shop & Establishment License.

PART-II
-DECLARATION-

1. I.....Son/Daughter /Wife of Shri
....., Proprietor /Partner/Director/authorized signatory of M/s.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 of any deviations 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: .2021

ANNEXURE-E**TERMS AND CONDITIONS:**

1. The Work consists of Comprehensive Maintenance and repair of 113 CCTV and Public Address System 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 registration number must be given in the tender Bid. (Enclose necessary documents).
3. Certificate of authorized channel partner for sale and service of CCTV Systems.
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 CCTV systems installed before submitting the quotations and any query or clarification sought for; they may approach 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. 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. 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.

12. Every tender should be accompanied with an earnest money deposit (EMD) of Rs. 30,000/- (Rupees Thirty Thousands Only) by way of Demand Draft in the name of the 'Commissioner of Customs (General), JNCH'. Scan copy of DD should be uploaded with the bid. Tenders received without requisite EMD will be rejected out rightly. EMD exemptions will be as per Central Government rulings.
13. The prices quoted in the financial Bid should be inclusive of all taxes and cost of **Comprehensive Maintenance** service, repair/replacement of parts, 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.
14. Quotation received after stipulated time will not be entertained.
15. Offers vaguely described or incomplete offers are liable to rejection.
16. 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.
17. 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.
18. Further, 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 Cameras or workstation, 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 CCTV system is set right.
 - b) If the operation of the CCTV system is down for more than three working days, then JNCH will forfeit your Bank Guarantee without any notice to you and your Company.
 - 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 without any notice to you and your Company and black list the company / firm.
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 payment against **Comprehensive 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.

21. The TDS will be deducted as per provision of the Income Tax law.
22. 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.
23. 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.
24. 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.
25. 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.

ANNEXURE-F**FORMAT FOR TECHNICAL BID**

Sr. No.	Particulars	Details
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	
3.	PAN No.	
4.	Shop & Establishment License	
5.	GST No.	
6.	Income Tax Returns for the period 2017-18, 2018-19, 2019-20	
7.	Technician's name to be deployed in JNCH (qualification certificate to be at attached)	
8.	Chartered Accountant's Certificate certifying turnover of Rs.50 Lakhs per annum for the period 2017-18, 2018- 19, 2019-20	
9.	Performance certificate/work experience certificate for the period of 3 years. CCTV systems	
10.	Whether Blacklisted by any PSU Banks/Govt. Organizations.	
11.	ISO 9001 certification (Preferable)	Yes/No

Note:

1. Attested Photocopies of all above for proof should be attached.
2. Original copies should be provided at the time of opening of tender.

ANNEXURE-G**GENERAL INSTRUCTIONS**

1. The Service Provider will submit bids online only through under department name "Revenue Department". All relevant documents should be attached with bid.
2. EMD (Earnest Money Deposit): The tender should be submitted with a Demand Draft of Rs. 30,000/- (Rupees Thirty Thousands Only) in the name of "Commissioner of Customs (General), JNCH".
3. 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 / Scheduled Bank, in the name of "Commissioner of Customs (General), JNCH".
4. The Service Provider should fulfill prequalification condition of the tender.
5. 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.
6. For any clarification/inspection of the CCTV systems at the site, etc. the interested parties may contact the Superintendent of Customs, CHS Office, 1stFloor's' Wing of this Custom House on any working day between 11:00AM to 5:00PM, either personally or on Tel: 02227244903.
7. Last date and time for accepting tender: 13.09.2021 at 17:00 hrs.
Opening of the bids-Technical Bid: 14.09.2021 at 11:00 hrs.
Opening of Financial Bid: 16.09.2021 at 11:00 hrs.

(Tentative after evaluation of the technical bid documents)

8. Tender document is also available on website www.jawaharcustoms.gov.in & www.cbic.gov.in.

Sd/-**(RAMESH VAJGE)**Asst. Commissioner of Customs
CHS Section/JNCH

ANNEXURE-H**FORMAT FOR FINANCIAL BID**

	Description of equipment	Cost (In Rs.)	GST (In Rs.)	Total Cost (In Rs.)
1)	113 Nos. cameras installed at various places as per the details in the tender documents. (71 no's are IP CCTV of Hikvision Brand)			
2)	02 No's of Panasonic LCD TV of 32 inch in size installed at JNCH for viewing and capturing images and videos.			
3)	03 No's of Samsung LED TV of 40 inch in size installed at JNCH for viewing and capturing images and videos.			
4)	06 No's of 55" 4K LED TV installed at JNCH for viewing and capturing images and videos.			
5)	5500 mtrs. Of CAT 6 Cable 2082 mtrs. Of Casing Patting Wiring 1202 mtrs. Of Standard Power Cable			
6)	02 set of NVR (Network Video Recorder of HIKVISION DS-9664-NI-I8 which are under warranty) with 2 Rack for NVR and 16 Nos. of 4 U Rack for Network Switch			
7)	03 No's of 2 KVA UPS and batteries for the backup time of one hour.			
8)	16 Nos. of 6 TB SURVIELLANCE HDD (out of which 14 are under warranty) for 180 days recording			
9)	03 POE Network Switch (1 POE Network Switch of 24 port 10/10/1000 Bandwidth & 2 POE Network Switch of 28 port 10/100/1000 Bandwidth)			
10)	16 Nos. of POE Network Switch 8-ports 10/100/1000 Bandwidth			
11)	02 CPU/Server.			
12)	Public Address System installed on each floor with speakers and microphone at Control Room.			
TOTAL AMOUNT				

