

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

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

Date: 30.01.2017

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

The Principal Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone-II, invites e- tender for comprehensive 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.

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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.
- (c) Carry out the periodical (every month) preventive maintenance.
- (d) No spares, consumable or any other items will be supplied by the JNCH.
- (e) 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.

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	206	01
2.	TOSHIBA	207	01
3.	TOSHIBA	2820C	01
4.	CANON	2420L	09
5.	CANON	2525	01
6.	RICOH	5001	02
7.	SHARP	5320	01
8.	SAMSUNG	K2200	04
9.	CANON	2422L	01
TOTAL:-			21

FAX MACHINES:

S.No.	Brand	Modal No.	No.of Machines
1.	BROTHER	2820	04
2.	BROTHER	2840	03
3.	HP	M1213	02
4.	CANON	4550D	02
TOTAL:-			11

Note: The above quantity may increase.

PREQUALIFICATION CONDITION:

1. The Service Provider should have minimum three years of experience in Annual Maintenance Contract of Photocopier and Fax Machines.
2. Proof of registration with sales tax, service tax is essential and copies of the proof should be submitted.
3. The Service Provider also must have an established service base within 50 kms.
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 **AMCs of Photocopier and Fax Machines** currently running successfully with any Govt. Organization may be given preference. Proof of such Annual 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.

PART-I

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:	
	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.	CA Certificate for last 3 years turnover	
6.	Maharashtra VAT TIN & CST TIN No.	
7.	Service Tax No.	
8.	No. of engineers (attach list of names along with experience)	
9.	No of assisting Staff available for this work (attach list of names along with experience)	
10.	Authorized service centre (proof from the manufacturer)	
11.	Standard list of equipments	
12.	ISO 9001	
13.	Work experience in Photocopier and Fax Machines	
14.	Information about Company's infrastructure	
15.	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 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 registration certificate from the authority concerned, Sales Tax and Service Tax registration certification.
6. Every tender should be accompanied with an earnest money of **Rs. 20,000/- (Rupees Twenty thousand only)** in form of DD in the name of the "Commissioner of Customs (G), JNCH". Tenders received without requisite Earnest Money will be rejected outrightly.
7. The prices quoted in the Financial Bid should be inclusive of all taxes and includes serviceman/ mechanic wages, installation charges, parts, spare parts, labour charges, tools, transportation charges, etc. The Service Provider 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 TDS will be deducted as per provisions of the Income Tax Law.
9. The JNCH Administration will not be responsible for any loss or damage to Service Provider's materials, equipments, tools, etc.
10. 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.
11. 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.
12. 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.

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 from Nationalized Bank valid till the contract period.
14. 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 Photocopier and Fax Machines are not working more than three working days, then JNCH will forfeit the bank guarantee;
 - c) If the JNCH observe any unsatisfactory services, discipline/ conduct, 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.
15. 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.
16. 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.
17. 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.
18. 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.

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. 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 Principal Commissioner of Customs (General), JNCH”.
- The Service Provider should fulfill prequalification conditions of the tender.
- The Service Provider should submit all the documents 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- 02227244903/901.
 - Last date and time for accepting tender: **22.02.2017** upto **1400** hrs.
 - Opening of the Bids –
 - Technical Bid - **23.02.2017** at 1400 hrs.
 - Financial Bid - **27.02.2017** at 14.30 hrs.

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(DINBANDHU DIWAKAR)
Dy. Commissioner of Customs
Preventive (General), JNCH

Copy to:

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