

सीमाशुल्क आयुक्त (जनरल) का कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)
सी. एच. एस. अनुभाग, जवाहरलाल नेहरू सीमाशुल्क भवन, न्हावा
शेवा, तह. उरण,
CHS SECTION, JNCH, NHAVA-SHEVA, TAL. URAN,
रायगढ़, महाराष्ट्र RAIGAD, MAHARASHTRA – 400 707
Tel: 022 27244902 Fax: 022 27243303

F.No. S/43-90/2009/CHS/JNCH Pt 1 File

Date: 28.02.2018

NOTICE INVITING e-TENDER No. 06/2018
Annual Maintenance Contract of CCTV 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 CCTV systems installed at JNCH, from authorized and reputed dealers/contractors/firms engaged in installation of CCTV Systems, herein after referred to as 'The Service Provider ' 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 on-line on or before 23.03.2018.

MODE OF TENDERING: e-Tendering through our portal
www.eprocure.gov.in

DETAILS OF WORK : Maintenance and servicing of hardware as mentioned below:-

- 1) 04 CCTV cameras one each at the entrance of the building on ground and first floor (Main Gate, Entrance Gate, Reception and Canteen Entrance).
- 2) 16 CCTV cameras – Each camera covers the two lifts entry /exit area on every floor of Jawaharlal Nehru Custom House Building.
- 3) 12 CCTV Cameras – Each camera covers the parking area, garden, gates and outer periphery of the Jawaharlal Nehru Custom House Building.
- 4) LCD Panels for viewing and capturing images in real time player & Hard Drive. LCD Panel installed at the back side of Control Room.
- 5) Public Address System installed on each floor with speakers and microphone at the control room.

The duration of Annual Maintenance Contract will be one Year.

EARNEST MONEY DEPOSIT : Rs. 20,000/- (Twenty Thousand Only)

LAST DATE AND TIME FOR
SUBMISSION OF BID/TENDER : 23.03.2018

DATE AND TIME FOR OPENING
TECHNICAL/QUALIFYING BID : 27.03.2018

DATE AND TIME FOR OPENING
FINANCIAL BID : 28.03.2018

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

Sd/-

(SANDEEP YADAV)

**DEPUTY COMMISSIONER OF CUSTOMS
CHS SECTION, JNCH.**

SCOPE OF WORK

1. Tenderers are to service, maintain and repair all hardware equipment of any kind and all services necessary in maintenance of CCTVs 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 CCTVs 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 CCTV systems including cameras and workstations 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 CCTV workstation at the premises in the future, and implement those modifications as required with prior approval of the JNCH.

ANNEXURE-C

TECHNICAL SPECIFICATIONS: -

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 the two lifts entry /exit area on Every floor of Jawaharlal Nehru Custom House Building.
3	12 CCTV cameras - Each camera covers the parking area, reception area, the gates & outer periphery of the Jawaharlal Nehru Custom House Building.
4	01 Digital Video Recorder (DVR).
5	02 CPU/SERVER.
6	02 Panasonic LCD Display 32 inch in size for viewing and capturing images installed at the back side of Control Room of Jawaharlal Nehru Custom House.
7	Public Address System installed on each floor with speakers and microphone at the control room of Jawaharlal Nehru Custom House.
8	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).
9	1) 2000 Mtrs. of CAT 6 cables. 2) 800 Mtrs. Casing Patti Wiring. 3) 500 Mtrs. Standard Power Cables

ANNEXURE-D

PREQUALIFICATION CONDITION:

1. The Service Provider should have minimum three years of experience in installation of CCTV systems.
2. The Service Provider must have an established service base in Maharashtra.
3. 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.
4. Proof of registration with GST is essential and copies of the proof should be submitted. Also attested copy of PAN 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. 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.
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.
11. The Bidder should submit the attested copies of Income Tax Return (ITR) of last three years i.e. 2015-16, 2016-17 & 2017-18. The Bidder should also submit CA certificate for 03 years turnover i.e. 2014-15, 2015-16 & 2016-17.
12. The bidder should submit self certified copy of Shop & Establishment Licence.

TERMS AND CONDITIONS:

1. The Work consist of maintenance and repair of CCTV 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 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. 20,000/- (Rupees Twenty Thousand Only) in 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 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 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.

FORMAT FOR TECHNICAL BID**PART-I****ANNEXURE-F**

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 form for ECS payment).	
3.	PAN.	
4.	Income Tax Returns (ITR) of last three years i.e. 2015-16, 2016-17 & 2017-18.	
5.	CA Certificate for last of 3 years turnover i.e. 2014-15, 2015-16 & 2016-17.	
6.	GST Registration Number.	
7.	Shop & Establishment Number.	
8.	Name of the technician deployed in JNCH (Attach qualification and experience certificate).	
9.	No. of Assisting Staff available for this work (attach list of names along with experience).	
10.	Certificate of Authorized channel partner for sale and service of CCTVs systems.	
11.	Standard list of equipments for repair and maintenance.	
12.	Information about Company's infrastructure.	
13.	Whether Black listed by any PSU Banks/Govt. Organizations.	YES/NO
14.	ISO 9001 certification	YES/NO
15.	Authorized Service Centre (proof from the manufacture).	
16.	Performance certificate /work experience of 03 years in AMC of CCTV 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

Date:

GENERAL INSTRUCTIONS:

ANNEXURE-G

The Service Provider will submit bids online only through 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. 20,000/- (Rupees Twenty 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 Service Provider should submit attested copies (attested by authorized person) of all the documents online on www.eprocure.gov.in

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 will 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 CCTV systems at 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.

Latest date and time for accepting tender: **23.03.2018 up to 1700 hrs.**

Opening of the bids-

Technical Bid- **27.03.2018 at 11:30 hrs.**

Financial Bid- **28.03.2018 at 14:30 hrs.**

Tender document is available on web site <http://www.jawaharcustoms.gov.in/>.

Sd/-
(SANDEEP YADAV)
DEPUTY COMMISSIONER OF CUSTOMS
CHS SECTION, JNCH.

FORMAT FOR FINANCIAL BID**ANNEXURE-H**

SR. No.	Description of Equipment under Annual Maintenance Contract.	Cost of Maintenance (In Rs.)	GST (In Rs.)	Total Cost (In Rs.)
1	32 Nos. of CCTV cameras installed at various location in JNCH (28 Nos. of IP CCTV Cameras and 04 Nos. of Analog CCTV Cameras).			
2	01 Digital Video Recorder (DVR).			
3	02 CPU/SERVER.			
4	02 Panasonic LCD Display 32 inch in size installed at JNCH for viewing and capturing images.			
5	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).			
6	Public Address System installed on each floor with speakers and microphone at the control room.			
7	1) 2000 Mtrs. of CAT 6 cables. 2) 800 Mtrs. Casing Patti Wiring. 3) 500 Mtrs. Standard Power Cables.			
	TOTAL AMOUNT			

Name in block capital letters.

Signature of the Service Provider along with seal.