

**बिड दस्तावेज़ / Bid Document**

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	09-06-2026 14:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	09-06-2026 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Finance
विभाग का नाम / Department Name	Department Of Revenue
संगठन का नाम / Organisation Name	Central Board Of Excise And Customs (cbec)
कार्यालय का नाम / Office Name	Office Of The Commissioner Of Customs (general), Jawaharlal Nehru Custom House,
वस्तु श्रेणी / Item Category	Annual Maintenance service - EPABX System
अनुबंध अवधि / Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है / Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b>	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / <b>Estimated Bid Value in INR (Inclusive of all taxes)</b>	650000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	30000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**लाभार्थी /Beneficiary :**

Superintendent (P)

Office Of The Commissioner Of Customs (general), Jawaharlal Nehru Custom House,, Department of Revenue, Central Board of Excise and Customs (CBEC), Ministry of Finance (Ayub Ansari)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
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**एमएसई खरीद वरीयता/MSE Purchase Preference**

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price

within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

8. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

#### अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

details of OTHER ASSETS:[1779177401.pdf](#)

#### Annual Maintenance Service - EPABX System ( 1 )

#### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Amc for	PABX System - EPABX (V2)
Brand/MAKE OF EPABX SYSTEM	Matrix
Technology/Architecture of EPABX system	Hybrid ( Microprocessor based also supporting SIP extension )
Number Phone/end point (Analogue Extensions /FXS) (max)	32
Number of Digital Phone (max)	NA
Number of Junction/FXO line (max)	NA
Number of SIP Phones (max)	NA
Number of SIP Trunks (max)	NA
OTHER ASSETS which are integral part of the EPABX system and covered under the scope of the AMC service	MDF
VINTAGE of the EPABX System	upto 3 years
Frequency of Routine/Preventive Maintenance Service	monthly
condition of Product ( AT THE TIME OF BIDDING)	Under Warranty and functional; Under AMC and function; Functional;
Type of AMC	Comprehensive
<b>एडऑन /Addon(s)</b>	

## अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

### परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Ayub Ansari	400707,OFFICE OF COMMISSIONER OF CUSTOM(G) JNCH NAHAVA SHEVA URAN	1	N/A

### क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

#### 1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

### अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.

9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

**This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

**However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake

compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---धन्यवाद/Thank You---**



दिनांक **Date:19-05-2026**

## ई-निविदा आमंत्रण सूचना NOTICE INVITING E-TENDER

### जेएनसीएच में EPABX/IPABX प्रणाली का अनुरक्षण Maintenance of EPABX/IPABX system at JNCH

सीमाशुल्क मुंबई अंचल के अंतर्गत कार्यरत सीमाशुल्क आयुक्त (जनरल), जवाहरलाल नेहरू सीमाशुल्क भवन, जिन्हें आगे 'जेएनसीएच' कहा जाएगा, के द्वारा GeM पोर्टल पर दो-बोली प्रणाली (तकनीकी एवं वित्तीय) के तहत ऑनलाइन ई-टेंडर आमंत्रित किए जाते हैं। यह निविदा न्हावा शेवा स्थित जेएनसी एच भवन में EPABX/IPABX प्रणाली के रखरखाव के कार्य के लिए आमंत्रित की गई है। यह ई निविदा ऐसे प्रतिष्ठित डीलरों/ठेकेदारों/फर्मों से आमंत्रित है जो इस प्रकार के कार्यों में संलग्न हों, जिन्हें अब से 'सेवा प्रदाता' कहा जाएगा एवं जिन्हें इस क्षेत्र में कम से कम तीन वर्षों का अनुभव हो।

The Commissioner of Customs (General), Jawaharlal Nehru Custom House, Mumbai Customs Zone – II hereinafter referred to as 'JNCH', invites online e-tender on GeM portal in two-bid system (Technical & Financial) for maintenance of EPABX/IPABX system at JNCH building, Nhava Sheva from authorised and reputed dealers/contractors/firms engaged in such works hereinafter referred to as 'The Service Provider' and having a minimum of three years' experience in this field.

सभी संभावित बोली लगाने वालों को नीचे दिए गए विवरण एवं संबंधित कार्य के लिए दो-बोली प्रणालियों के अंतर्गत संलग्न निविदा दस्तावेजों के अनुसार अपनी बोलियां प्रस्तुत करने के लिए आमंत्रित किया जाता है।

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. अनुलग्नक Annexure A: Scope of work
2. अनुलग्नक Annexure B: Prequalification Conditions
3. अनुलग्नक Annexure C: Terms & Conditions
4. अनुलग्नक Annexure D: Format for Technical Bid
5. अनुलग्नक Annexure E: Financial Bid Document

सभी प्रकार से पूर्ण 'अनुलग्नक-A, B, C और D में निर्धारित क्वालीफाइंग बोली के लिए ई-टेंडर प्रपत्र' तथा 'अनुलग्नक-E में निर्धारित वित्तीय बोली के लिए ई-टेंडर प्रपत्र', दी गई समय सीमा के अंदर ऑनलाइन

प्रस्तुत किए जाएंगे । The e-tender form for qualifying bid prescribed in Annexure- A, B, C and D and the e-tender form for the financial bid prescribed in Annexure- E, complete in all respects, shall be submitted online in given time.

**Digitally signed by  
Shri Bhagwan Yadav  
Date: 19-05-2026  
12:36:44**

( श्री भगवान यादव/ **SHRI BHAGWAN YADAV**)  
सहायक आयुक्त, सीमाशुल्क  
Assistant Commissioner of Customs  
CHS Section, JNCH

**अनुलग्नक/ANNEXURE - A****कार्य का विस्तार/SCOPE OF WORK**

Scope of Work: Comprehensive Maintenance of EPABX/IPABX system at JNCH.

2. This EPABX/IPABX system contains:
  - i. EPABX/IPABX system with 256 extensions.
  - ii. Number of Analogue System: Extensions/FXS ports: 256
  - iii. Expendable of Analogue Extensions/FXS ports up to: 512
  - iv. Number of Digital Extensions: 27 (Including Compatible Digital Telephone)
  - v. Number of Analogue Junction/FXO ports:27
  - vi. Number of PRI trunk:1
  - vii. IP/Digital/Analogue Expendable up to: 1000
  - viii. Voice mail system with 256 hours of recording capacity, with hot standby CPU and Redundant power supply.
  
3. The Service Provider will have to provide one dedicated service engineer on daily basis i.e. 9:30 AM to 6PM at JNCH to rectify all service complaints on immediate basis. The cost of the same will include in the said Bid.

**अनुलग्नक/ANNEXURE - B****पूर्व-अर्हता शर्तें / PREQUALIFICATION CONDITON**

- i. Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
- ii. The Bidders should be a company /Firm registered and should have been operating for the last Three years or till bid issuance date.
- iii. The Service Provider must have an established service base in Maharashtra.
- iv. The Service Provider should have a minimum three years of experience in maintenance service of EPABX/IPABX system. Certificate of experience for having handled similar jobs shall be submitted.
- v. Proof of registration with GST is essential and copies of the proof should be submitted. Also attested copy of PAN should be submitted.
- vi. The Service Provider should have worked successfully with any Govt. Organisation/PSU may be given preference. Proof of such work completion should be produced/uploaded on GeM Portal.
- vii. The Bidders should have a positive turn-over in last three financial years. The Copies of audited Annual Accounts / Balance Sheet along with profit & loss accounts for last three years shall be attached along with the Bid.
- viii. The Service Provider should submit the attested copies of Income Tax Return (ITR) of the last three financial years i.e. 2023-24, 2024-25 and 2025-26.
- ix. The bidder should have ISO 9001:2015.
- x. The Bidder should be Authorized Dealer/System Integrator of the Matrix System – (Manufacturers Authorization to be uploaded along with the Bid.)
- xi. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
- xii. Bidder must have Dedicated Toll-Free no. / Telephone No. for Service Support.
- xiii. The Bidder should have office in nearest to consignee location 70 km for proper resolution of breakdown.
- xiv. Experience: The Bidder, should have executed a project for Annual Maintenance Contract of same or similar category products during the last 5 financial years as on opening of bid, as per following criteria.
  - a. Single order of at least 80% of estimated bid value, or
  - b. Two orders of at least 60% each of estimated bid value, or

- c. Three orders of at least 40% each of estimated bid value.
- xv. 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.

**अनुलग्नक/ANNEXURE-C****नियम एवं शर्तें / TERMS AND CONDITIONS:**

- i. The Work consists the maintenance of EPABX/IPABX system at JNCH in accordance with the technical specifications, terms and conditions mentioned in tender documents.
- ii. 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).
- iii. Conditional/Unsolicited tender shall not be considered.
- iv. Other than GeM Portal, no quotation/Bid will not be acceptable.
- v. The JNCH administration will not be responsible for any loss or damage to Service Provider's materials, equipment, tools etc.
- vi. The Service Provider will be responsible for any act of omission of mishap on the part of the person deputed.
- vii. No other person except Contractor's/Service Provider's authorized representative shall be allowed to enter the office premises.
- viii. The prices quoted in the financial Bid should be inclusive of all taxes and cost of other charges. The seller should quote the process for providing complete as per bid condition; JNCH will not pay any extra amount which is not mentioned in the financial Bid.
- ix. 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.
- x. Successful bidder should deposit, within seven days of receipt of the work order, 5% amount of the total value of the order as Performance Security in form of Bank Guarantee (PBG) with auto renewal clause from Nationalized Bank valid till the Contract Period.

- xi. Every tender should be accompanied with an earnest money of Rs. 30,000/- (Rupees Thirty Thousand Only) in form of DD in favour of 'Commissioner of Customs (General), JNCH'. Tenders received without requisite Earnest Money will be rejected out rightly. EMD exemptions will be as per Central Government Rulings.
- xii. Please note that the JNCH will apply penalty/cancel the contract period as mentioned below:  
*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 black list the company/firm.*
- xiii. Offers vaguely described or incomplete offers are liable to rejection.
- xiii. The Service Provider should submit the bills after satisfactory completion work report from the JNCH Administration. Advance payment is not permissible.
- xiv. The TDS will be deducted as per provision of the Income Tax law.
- xv. 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.
- xvi. 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.

**अनुलग्नक/ANNEXURE-D****तकनीकी बोली का प्रारूप / FORMATE FOR TECHNICAL BID**

क्रम संख्या Sr. No.	सेवाप्रदाता का ब्योरा Particulars	विवरण Details
1.	Name of "The Service Provider"	
	Full address of the Service Provider	
	Telephone No.	
	Fax No.	
	E-mail	
	Name of Representative with contact details	
2.	Bank details with MICR & IFSC (submit mandate form for ECS payment)	
3.	PAN of the firm	
4.	GST Registration Number	
5.	03 years' Experience Certificate	
6.	Income Tax Returns of the last 03 years i.e. 2023-24, 2024-25 and 2025-26.	
7.	C.A. Certificate certifying for the period 2023-24, 2024-25 and 2025-26.	
9.	Shop & Establishment Licence	
10.	Details of EMD amounting Rs. 30,000/-	
11.	Black listed by any PSU Bank/Govt. organisations. (Self-Certification to be given)	Yes/No
12.	Work Experience in the maintenance of EPABX/IPABX system	
13.	The Bidder should be Authorized Dealer/System Integrator of the Matrix System – (Manufacturers Authorization by Matrix to be uploaded along with the Bid.)	

Note:

1. Attested Photocopies of all above for proof should be attached.
2. The Bidders should have a positive turn-over in last three financial years. The Copies of audited Annual Accounts / Balance Sheet along with profit & loss accounts for last three years shall be attached along

with the Bid.

**अनुलग्नक/ANNEXURE-E****वित्तीय बोली का प्रारूप / FORMATE FOR FINANCIAL BID**

क्रम संख्या Sr. No.	अनुलग्नक - 'ए' में दर्शाए गए कार्य विस्तार के अनुसार कार्य का विवरण। Description of work in accordance with the scope of works outlined in Annexure - 'A.'	सभी कर सहित कुल राशि (रु में) Total Amount (In Rs.) including all Taxes
1.	Comprehensive Annual Maintenance for EPABX/IPABX system at JNCH including the provision of a dedicated service engineer from 9:30 AM to 6 PM daily at JNCH, Nhava Sheva, in accordance with the scope of works outlined in Annexure - 'A.'	

ब्लॉक लेटर में नाम / Name in block

सेवा प्रदाता की मुहर सहित हस्ताक्षर  
Signature of the Service Provider  
Along with seal