



भारत सरकार

**GOVERNMENT OF INDIA**

सीमा शुल्क आयुक्त का कार्यालय

**OFFICE OF THE COMMISSIONER OF CUSTOM (AIRPORT & ADMN.)**

सीमा शुल्क सदनकोलकाता ,

**15/1, STRAND ROAD, CUSTOM HOUSE, KOLKATA-700001**

**E-mail- scp.sch.kol@gmail.com /Tel. No.- 033-2230-4629**

F.No.- S39-47/2013 P (SCH)

Date- 19 .12.2017

**ANNUAL MAINTENANCE CONTRACT FOR VARIOUS FAX MACHINES [32 NOS. (THIRTY TWO NOS.)] INSTALLED AT DIFFERENT SECTIONS/DEPTT./UNITS OF CUSTOMS HOUSE (15/1, STRAND ROAD, KOLKATA-700001), MINI CUSTOM HOUSE, HALDIA-721607, NETAJI SUBHASH DOCK, KHIDDERPORE-700023, NSCBI AIRPORT & AIR CARGO COMPLEX, NSCBI AIRPORT, KOLKATA-700052.**

**NOTICE INVITING E-TENDER**

E-quotations are invited in the prescribed proforma from reputed contractors/firms for Annual Maintenance Contract for 32 (Thirty two) Fax Machines installed at different sections/deptt./units of Customs House (15/1, Strand Road, Kolkata), Mini Custom House, Haldia-721607, Netaji Subhash Dock, Khidderpore-700023, NSCBI Airport & Air Cargo Complex, NSCBI Airport, Kolkata-700052.

The Technical Quotation and Financial Quotation are to be submitted separately at [www.eprocure.gov.in](http://www.eprocure.gov.in).

ANNEXURE — I

**Location of Works:** Different Sections/Deptt./Units of Customs House (15/1, Strand Road, Kolkata-700001), Mini Custom House, Haldia-721607, Netaji Subhash Dock, Khidderpore-700023, NSCBI Airport & Air Cargo Complex, NSCBI Airport, Kolkata-700052.

**LIST OF FAX MACHINES FOR ANNUAL MAINTENANCE CONTRACT AS PER BELOW:-**

<b>Sl. No.</b>	<b>Model of Fax Machine</b>	<b>Place of Installation</b>
1.	Sharp FO-51	Mini Custom House, Haldia
2.	Sharp FO-51	C.C. Unit, Custom House, Kolkata
3.	Sharp FO-51	A.C. Haldia (Dock), Haldia
4.	Canon T-11	D.C. Protocol, Custom House, Kolkata
5.	Panasonic KXFT-933	Chamber of C.A.O., Custom House, Kolkata
6.	Panasonic FT-21	A.D.C. NSCBI Airport, Kolkata
7.	Panasonic KXFT-907	S.I.B. Section, Custom House, Kolkata
8.	Panasonic KXFT-907	P.A. to Commr.(Port), Custom House, Kolkata
9.	Panasonic KXFT-903	P.A. to Commr. (Appeals), C. H., Kolkata
10.	Panasonic KXFT-901	E.D.I. Console, Custom House, Kolkata
11.	Panasonic KXFT-937	E.D.I. A.C.C., NSCBI Airport, Kolkata
12.	Canon ZX 201	A.C. Haldia (Dock), Haldia
13.	Panasonic 701	C.C. Unit, Custom House, Kolkata
14.	Panasonic 701	A.C.C. S.I.B., NSCBI Airport, Kolkata
15.	Canon 201	P.S. to Chief Commnr.'s Room, C.H., Kolkata
16.	Panasonic KXFT-343	CO-ordination Unit, Custom House, Kolkata
17.	Panasonic KXFT-701	P.A. to Commr.(Admin), Custom House, Kolkata
18.	Panasonic 701	N S Dock, Khidderpore
19.	Panasonic 701	D.C. A.C.C., Custom House, Kolkata
20.	Panasonic 701	A.C. E.D.I., Custom House, Kolkata
21.	Panasonic 701	E.D.I. Help Desk, Custom House, Kolkata
22.	Panasonic 701	Establishment Department, C. H., Kolkata
23.	Panasonic 701	Airport Legal Section, Custom House, Kolkata
24.	Panasonic 701	P.A. to Commr. (Appeals), C. H., Kolkata
25.	Panasonic 701	A.C. I.A.D., Custom House, Kolkata
26.	Panasonic 701	Appraising General, Custom House, Kolkata
27.	Panasonic 772	C.C. Unit, Custom House, Kolkata
28.	Panasonic 772	S.C.H., Custom House, Kolkata
29.	Panasonic 772	P.A.D., 12, Kiran Shankar Roy Rd., Kolkata-01
30.	Panasonic KX-FT981	P.A.D., 12, Kiran Shankar Roy Rd., Kolkata-01
31.	Canon 4350D	P.A. to Principal Commnr., C. H., Kolkata
32.	Canon 4350D	P.A. to J.C. (A&A), Custom House, Kolkata

## ANNEXURE – II

### **I TENDER PROCESS**

1. e-Tender is invited in two parts i.e. (1) Technical Bid (2) Financial Bid. The e-Tender for Technical Bid in proforma prescribed in Annexure -III and the e-tender form for the Financial Bid in proforma prescribed on e-procurement website **www.eprocure.gov.in** complete in all aspects, shall be submitted to e-procurement website: [www.eprocure.gov.in](http://www.eprocure.gov.in) by enrolling themselves. Incomplete bid documents shall be rejected. The valid Technical bids shall be scrutinized by this office to short list the eligible bidders. Thereafter, the Financial Bids of the shortlisted bidders who have qualified in Technical Bid will be opened.
2. **The e-tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the Technical Bid.** The tenderer would fill up the information in the Annexure-III enclosed at the end of these documents in clear and legible terms. Annexure shall also have to be signed and stamped by the bidder or his authorized signatory. **The tenderer shall quote their rates at “Rate/Piece” (in both words and figures)** which should include all charges & taxes and the same would not be payable over and above the rates thus quoted.
3. The tenderers are advised to inspect the place with prior appointment, before quoting. No inspection charge will be made.
4. **This office reserves the right to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same without assigning any reason thereof.**
5. This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds of such action.
6. The rate should be inclusive of all accessories and spare parts required to be replaced during AMC period except consumables. Parts should be clearly defined which are covered under AMC or not. The rate should be quoted machine-wise per month basis.
7. The rate should be inclusive of all taxes and levies (including GST).

8. The vendor should have work experience of at least 05 years in repairing and maintaining of Fax machines. The experience certificate should be submitted along with quotation.
9. Servicing/Repairing of Fax machines once in a month is mandatory. Besides regular service, as and when calls will be made, repair work must be undertaken within 2 hours. If calls is not attended within 2 hours of call made, penalty shall be invoked at a rate of deduction of one day payment for every 4 hours downtime.
10. The maintenance of machine shall be taken on “as is where is” basis.
11. Payment shall be made quarterly, i.e. after ending of every quarter and on Submission of bill along with service report for the period duly signed by in-charge of respective unit where machine is installed.
12. The e-tender forms may be rejected if it is not complete in any aspect.
13. The short listed e-tender and the successful bidders will be intimated about the Award of Contract to them.
14. Late submission of e-tenders will not be accepted by the website.
15. The Successful bidder will have to submit Performance Security @ 10% of the value of the contract. Performance Security may be furnished in the form of **Fixed Deposit Receipt/ Bank Guarantee** from a Commercial Bank in favour of “RBI Account Commissioner of Customs, Kolkata”. Performance Security should remain valid for a period of sixty days beyond the date of completion of work order.

## **II. TERMS AND CONDITIONS**

### **ELIGIBILITY CRITERIA**

- A) The bidder must have GST Registration. Registration certificate copies should be enclosed failing which their bid will be technically rejected.
- B) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of the same should be enclosed.
- C) All the critical dates are mentioned on e-procurement website.

## **III. OTHER IMPORTANT TERMS AND CONDITIONS**

- A) If at any stage the number of bidder is less than 3, the tender will be stand cancelled.
- B) The quotation should specify the price which should be inclusive of all taxes and all other charges.

- C) It shall also be ensured that the supplied goods are new and 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 standards. The work will have to be initiated within 10 days of receipt of the work order.
- D) Parties/Firms should inspect the nature /place of work before submitting the quotations and for inspection, query or clarification they are to approach Supdt. of Customs (Prev.), S.C.H. department, Custom House, Kolkata.
- E) The payment against the supplied goods/work done shall be made after the submission of bills in triplicate and work having been found satisfactory. No advance payment shall be made. This Tender Notice is also available on the official website of Kolkata Customs- [www.kolkatacustoms.gov.in](http://www.kolkatacustoms.gov.in) as well as on the CBEC website- [www.cbec.gov.in](http://www.cbec.gov.in).

**The Technical Bid**

- a) Annexure III (duly filled in) along with necessary enclosures and other supporting document.
  - b) Tender Document (all pages should be signed)
  - c) All the documents mentioned in the Terms and Conditions
  - d) Annexure IV
- This issue with the approval of the Joint Commissioner of Customs (A&A).

Sd/- 19.12.2017  
Assistant Commissioner of Customs  
SCH Unit, Customs House, Kolkata

Copy to:

1. Computer cell (for uploading on website)
2. Hindi cell (for Translation)
3. Notice Board

Sd/- 19.12.2017  
Assistant Commissioner of Customs  
SCH Unit, Customs House, Kolkata

**ANNEXURE - III**

**PROFORMA FOR SUBMISSION OF TECHNICAL QUOTATION**

01	Name of the Supplier	
02	Address along with Contact Number	
03	Name, Address and Contact Person	
04	GST registration number	
05	Brand name	
06	Other certificates included (Give the names of certificates which have been included)	

Date:

Signature of the authorized Signatory of the firm/ Company/Organization

Place:

Office Stamp/Seal:

**ANNEXURE-IV**

**TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

Date:

To  
The Commissioner of Customs (A&A)  
S.C.H. Section, Custom House,  
15/1, Strand Road, Kolkata-700001

Sub: Acceptance of Terms & Conditions of Tender.  
Tender Reference No: \_\_\_\_\_  
Name of Tender / Work: -

\_\_\_\_\_  
\_\_\_\_\_

Dear Sir,

1. I/We have submitted my bid for the above mentioned 'Tender/Work' on [www.eprocure.gov.in](http://www.eprocure.gov.in) as per your advertisement.
2. I.....Son/Daughter/Wife of Shri.....Proprietor/Partner/Director/Authorized signatory of M/s.....am competent to sign this declaration and execute this tender document.
3. I offer to work at the rates as indicated in the price Bid/BoQ inclusive of all applicable taxes.
4. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
5. The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
6. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality/entirety and will abide by the instructions in work order/AOC.
7. I/We certify that all information furnished by the me/Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason, summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully

Date:

Signature of the authorized Signatory of  
the firm/ Company/Organization

Place:

Office Stamp/Seal: