



भारत सरकार/ GOVERNMENT OF INDIA
वित्त मंत्रालय/ MINISTRY OF FINANCE
राजस्व विभाग /DEPARTMENT OF REVENUE

सीमा शुल्क आयुक्त का कार्यालय /OFFICE OF THE COMMISSIONER OF CUSTOMS
सीमा शुल्क भवन, मार्मागोआ, गोवा - ४०३८०३ /CUSTOM HOUSE, MARMAGOA , GOA - 403803.
दूरभाष क्रमांक-०८३२-२५२०६१५, फैक्स-०८३२-२५२०७४४ / Telephone No. 0832-2520615, Fax-0832-2520744

निविदा सूचना

TENDER NOTICE

NOTICE INVITING e-TENDER (FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF MATRIX EPABX SYSTEM MODEL NO. ETERNITY GEN X 12SAC (with all cards) AT CUSTOM HOUSE, MARMAGOA, GOA.

e-Tenders are invited for / COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF MATRIX EPABX SYSTEM MODEL NO. ETERNITY GEN X 12SAC installed in the office of the Commissioner of Customs, Custom House, Marmagoa Goa subject to the following conditions and requirements :-

1. The detailed eligibility criteria, Technical Bid, Financial Bid, terms and conditions, including the Performa in which the application is to be made, is enclosed as Annexure-I to VIII and is available on the official website <http://eprocure.gov.in>, <http://www.cbic.gov.in> & <http://www.goacustoms.gov.in>.
2. Bid Submission: Bids shall be submitted online only at CPPP website: <http://eprocure.gov.in/eprocure/app>. Tenderers/bidders are advised to follow the instructions "Instructions to Bidder for Online Bid Submission" provided in the Annexure VI for online submission of bids.
3. Bidders have to follow the "Terms and Conditions" provided in Annexure - I. "Requirement of Bidder for Online Bid Submission" i.e. "Technical Bid/Financial Bid" provided in the Annexure - II & Annexure - III for online submission of bids and submit an undertaking as prescribed under Annexure - IV, tender acceptance letter as prescribed under Annexure-V and Bid Checklist as prescribed under Annexure-VII. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email etc. shall not be considered. No correspondence will be entertained in this matter.

File No.1/(18)/OTH/14/2020-Custodian-O/o Commr-Cus-Goa

4. The bid forms and other details can be obtained from the website www.eprocure.gov.in (CPPP Portal). The critical dates for the Tender Submission and processing are as under:-

Published date	04/05/2021 (15:00 Hrs.)
Bid Document Download Start Date	04/05/2021 (15:30 Hrs.)
Bid Submission start date	04/05/2021 (16:30 Hrs.)
Bid Document Download End Date	25/05/2021 (15:30 Hrs.)
Bid Submission End Date	25/05/2021 (16:30 Hrs.)
Technical Bid Opening Date	27/05/2021 (11:30 Hrs.)
Financial Bid Opening date (Those bidders who have qualified in the Technical Bids)	28/05/2021 (11:30 Hrs.)

5. Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <http://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered /modified in any manner, tender will be completely rejected and tenderer is liable to be banned.
6. Interested suppliers are advised to visit CPPP website <http://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum/addendum/ amendment.
7. Not more than one tender shall be submitted by one supplier or suppliers having business relationship. Under no circumstances will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/directors(s) are common) be allowed to tender for the same supply as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

Signed by Sunil Kumar Sahjlan

Date: 03-05-2021 16:12:18

Reason: Approved
(SUNIL KUMAR SAHJLAN)

ASST. COMMISSIONER OF CUSTOMS
CUSTOM HOUSE, MARMAGOA, GOA.

संलग्न - अनुलग्नक-I से VIII,
Enclosure.: Annexure - I to VIII.

Copy to:

1. Copy for uploading the Tender Notice on CBIC website.
2. Superintendent (Website) for uploading on Departmental Website.
3. Notice Board.

अनुलप्रक- I
ANNEXURE - I

Detailed Terms and Conditions of the Tender Eligibility Criteria:-

1. EARNEST MONEY DEPOSIT (EMD):

- a) Bid Security equal to an amount of Rs.15000/- (Rupees Fifteen Thousand Only) in the form of A/C Payee Demand Draft/ Fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 45 days beyond the final bid validity period payable to the **Chief Accounts officer (CAO), Custom House, Marmagoa, Goa** payable at **State Bank of India, Harbour Branch, Marmagoa, Goa**, must accompany the tender. Tenders without EMD and in any form i.e. Cheque or Cash etc. will not be considered for evaluation.
- b) Bid Security (also known as Earnest Money) is to be submitted by all bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or is registered with the Central Purchase Organisation or the concerned Ministry or Department.

2. FORFEITURE OF EMD: The EMD will be forfeited under the following conditions:

- (a) If the tenderer withdraws or amend, impairs or derogates from the tender in any respect within the period of validity of the tender.
- (b) If the bidder withdraws the bid before the expiry of the validity period of 90 days of the bid or within the time frame of extension given by COMMISSIONER OF CUSTOMS, CUSTOM HOUSE, MARMAGOA, GOA in special case communicated before the expiry of the bid.
- (c) If the bidder fails to comply with any of the provisions of the terms and conditions of the bid document.
- (d) If the selected bidder fails to execute agreement in prescribed format and Furnish the bank guarantee within the prescribed time.

3. RETURN OF EMD:

- (a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity but not later than 30 days of the issue of the work order to the successful bidder.
- (b) The EMD of successful bidder shall be returned after receiving the Bank Guarantee or may be adjusted against the BG.

(c) No interest will be paid by this office on the Earnest Money Deposit.

4. PERFORMANCE SECURITY:

i) The successful bidder has to submit Performance Security equivalent to 10% of the contract amount in the form of A/C Payee Demand Draft/ Fixed deposit receipt from a Commercial Bank/Bank Guarantee from a Commercial Bank which should remain valid at least for a period of 60 days beyond of date of completion of contractual obligations and payable to the Chief Accounts officer (CAO), Custom House, Marmagoa, Goa payable at State Bank of India, Harbour Branch, Marmagoa, Goa.

ii) If deposited by the successful bidder in the form of FD/BG, shall be returned at the end of the contract period or after termination of contract.

iii) If deposited by the successful bidder in the form of DD, will be paid at the end of contract period without any interest.

Terms and Conditions:

1. The bidders should have been successfully providing AMC to Central/State Government Departments/Public Sector Units and other reputed offices for at least last 2 years. List of client and contract letters of the work done may be submitted at the time of submission of the quotation.
2. The scope of work covers on-site maintenance of EPABX System etc.
3. The company/Firm is required to carry out maintenance and repairs of the Equipment as detailed in the Annexure-VIII and undertake to keep the same in good working condition during the entire service contract period.
4. The AMC will include replacement of any/all part(s) if found defective during the AMC period, i.e. the AMC is comprehensive in nature.
5. The maintenance service shall consist of preventive and corrective maintenance and include carrying out the necessary repairs and replacement of parts/ spares. The maintenance service shall be made available during normal working hours of the office on all working days.
6. All the repairs and servicing of EPABX System shall be carried out on site at the place where it is located. No EPABX System shall be removed from the office premises without informing/obtaining permission from the Competent Authority. The Contractor shall be responsible for the loss of any Government property owing to negligence on his or his representative's part while maintaining the machines under contract.
7. In exceptional circumstances where the EPABX System is/are to be taken to service provider's premises/service centre for repairs, stand-by arrangement will have to be made. The equipment being taken to the workshop for repair would be at service provider's own risk and expenses.
8. Any damage or loss caused to the connected equipment or their parts due to negligence, mishandling shall be made good by the service provider either by payment in cash as per the prevailing market price of that item or by a new replacement with the same or with higher make and specifications.

9. The contract would be for one year with effect from the date of award of the contract on the terms & conditions as at the time of award of the contract. This Commissionerate, however, reserves the right to conduct performance review at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. If the Service provider fails to rectify the deficiencies or fails to comply with other directions/instructions, his contract is liable to be terminated. The Commissionerate further reserves the right to terminate the contract at any point of time, without assigning any reasons thereof.
10. It shall be the responsibility of the service provider to make all the maintenance work satisfactorily throughout the contract period and to hand over the system in working condition to the Commissionerate after expiry of the contract.
11. The service provider has to maintain the response time for attending the complaint calls for maintenance services during the AMC period. Calls shall be attended to on all working days from Monday to Friday between 9.30 a.m. to 6.00 p.m.
12. Calls/Complaints should be resolved by the service provider within 24 hour of logging any call and Register shall be maintained for that. For delays in response as well as bringing back any equipment to working condition within such time, penalties shall be deducted from the AMC charges payable to the service provider. No penalty shall be leviable if the service provider provides a functional standby equipment of same till the re-delivery of the equipment duly repaired.
13. The maintenance service shall consist of preventive and corrective maintenance and includes carrying out the necessary repairs and replacement of parts/ spares. The maintenance service shall be made available during normal working hours of the office on all working days.
14. Penalty shall be levied not only for delay in repair but also delay in response too. Penalty @ 1% of the total annual maintenance charges per day shall be levied.
15. If the company fails to repair/ replace the EPABX System within one day, the said work may be got repaired from other Company/Firm/Agency and made functional and the expenditure incurred thereon shall be recovered from the firm, apart from the penalty levied as stated in preceding clause. This may even entail termination of the contract and forfeiture of security deposit.
16. Service/Supply should normally be made during the office hours on any working day. The Commissionerate will have the authority to place order for AMC beyond office hours and on holidays, for which, no additional payment will be made.
17. AMC will be placed on requirement basis. No advance payment will be made by the Commissionerate. Payment will be released only after submission of Bill/Invoice on quarterly basis and the entire satisfaction of the Commissionerate.

18. In case this Commissionerate decides to withdraw or dismantle any equipment from the contract during the AMC period, the same would be taken out of the contract with written information to the service provider.
19. The Commissioner of Customs, Custom House, Marmagoa, Goa reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
20. The bidders should abide by the Terms and Conditions specified in the tender document. If bidders submit conditional offers, they shall be liable for outright rejection.
21. The Commissionerate reserves the right to make any changes in the terms and conditions of the tender.
22. Only the service provider meeting the above financial terms and conditions should submit the bids in a sealed cover. The service provider, which fails to fulfil any of the above terms and conditions, will be automatically disqualified for the purpose of tender.
23. Rejection due to incomplete information or counter conditions: i) Bids in which any of the furnished particulars and prescribed information of the service provider are inadequate or incomplete in any respect or in which counter-conditions by the service provider are imposed, are liable to be rejected. ii) This tender is not transferable and the successful bidder shall not request for or be allowed, on its own, to devolve or sub-contract or transfer the awarded contract to any other person/service provider either before or after commencement of the contract period. iii) Sub contracting of the AMC is not allowed.
24. Period of the Contract: i) This Maintenance Contract shall remain in force for a period of one year from the date of award of the contract, subject to adherence to all conditions. ii) At the time of expiry of contract, all the equipment under maintenance shall be handed over in working condition. The bidder shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost.
25. The bidder may inspect the area to ensure that EPABX System to be put under this AMC is in working condition. Further clarification(s) if any, may be obtained from the Assistant Commissioner of Customs (P), Custom House, Marmagoa, Goa.

Sd-/

(SUNIL KUMAR SAHJLAN)
ASSTT.COMMISSIONER OF CUSTOMS
CUSTOM HOUSE, MARMAGOA,GOA

अनुलग्नक- II
ANNEXURE - II

Pre-qualification requirement for award contract for Annual Maintenance of EP ABX System

(Qualifying Bid)

1.	Name of the Organisation/Firm	
2.	Name(s) of the Proprietors/Directors	
3.	Registered Address	
4.	Telephone/Mobile No./e-Mail Id	
5.	Whether the firm is registered and license holder under Contract Labour (Regulations and Abolition) Act.	
6.	Registration No. of the firm (copy to be enclosed)	
7.	Permanent Account No. (PAN) of the firm	
8.	Details of EMD (Demand Draft No., Date and Amount)	
9.	Copy of Income Tax Clearance (ITCC) to be attached.	
10.	GSTIN No.	
11.	Total staff/workers of the firm	
12.	Name(s) of Public Sector/Govt. Organisation to whom similar services have been provided by the firm during last 2 years (Please attach the job order/ service certificate from Govt. Office/Public Sector)	

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in any deviation is found in the above statement at any stage. I/we will be blacklisted and will not have any dealing with the department in future. I/We hereby agree to abide by and fulfil all the terms and provisions of the said conditions annexed hereto as applicable. A sum of Rs. _____ (Rupees _____) is herewith forwarded in Demand Draft No. _____ dated _____ drawn in _____ Br as earnest money. If I/We fail to comply with the conditions of work, the Assistant Commissioner (Prev) shall be at a liberty to cancel the acceptance of the tender.

Name:

Signature of the authorised signatory.

Seal.

अनुलग्नक- III
ANNEXURE - III

PRICE/FINANCIAL BID DOCUMENT

Price bid undertaking

Schedule of price bid in the form of BoQ.

PRICE BID UNDERTAKING

From: (Full name and address of the bidder).....

To,
The Assistant Commissioner (P),
Commissionerate of Customs,
Custom House, Marmagoa,
Goa-403804.

Dear Sir,

I submit the Price Bid for and
Related activities as envisaged in the Bid document.

I have thoroughly examined and understood all the terms and conditions as contained in the
Bid document, and agree to abide by them.

I offer to work at the rates as indicated in the price bid, Annexure III exclusive of all
applicable taxes.

Yours Faithfully,

Signature of Authorized Representative

Seal

अनुलग्नक- IV
ANNEXURE - IV

UNDERTAKING BY THE BIDDER

I/We undertake that my/our firm/company,

M/s..... has not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

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.

I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

The information/documents furnished along with the above application are true and correct 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.

I /We understand that in any case any deviation is found in the above statement at any stage, my/our concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Date:

Place:

Signature of the authorized Signatory of
the Firm/company/Organization

Office Stamp/Seal:

अनुलग्नक- V
ANNEXURE - V

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,
The Assistant Commissioner (P),
Commissionerate of Customs,
Custom House, Marmagoa,
Goa-403804.

Sub: Acceptance of Terms and Conditions of Tender.

Tender Reference No.:
Name of Tender/Work:-

Dear Sir,

I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the website(s) namely:

as per your advertisement, given in the above mentioned website(s).

I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page no..... to (including all documents like annexure(s), Schedule, etc.) Which form part of the contract agreement and I/We shall abide hereby by the terms/conditions/clauses contained therein.

The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.

I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.

I/We do hereby declare that our firm has not been blacklisted /debarred by any Govt. department / Public sector undertaking.

I/We certify that all information furnished by our firm is true and 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 therefore or 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,

Signature of the authorized Signatory of
the Firm/company/Organization

अनुलक्षक- VI
ANNEXURE - VI

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as

Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid-openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9. Upon the successful and timely submission of bids (i.e after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

File No.I/(18)/OTH/14/2020-Custodian-O/o Commr-Cus-Goa

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

अनुलग्नक- VII
ANNEXURE - VII

BID CHECKLIST

Bidder is required to fill-up this checklist and enclose along with the envelope containing the Earnest Money:

Sl. No.	Item description	Yes/No	Bid Reference
1	Tender Acceptance Letter		
2	Letter of authorization to submit bid		
3	An Undertaking that the agency has not been blacklisted		
4	Financial/Price Bid Undertaking		

This is to certify that I/We before signing this Tender have read and fully understood all the terms and conditions contained herein and undertake myself / ourselves to abide by them and all of it is included in cost.

Signature

Name of the Authorized Signatory:

Seal / Stamp:

अनुलग्नक- VIII
ANNEXURE - VIII

Sr. no.	Description of Items to be included under AMC
1.	Maintenance of EPABX System: make: Matrix, model no. Eternity GEN X 12SAC with all cards.
2.	EPABX system extension cards
3.	EPABX junction Boxes/panel on all floors.
4.	All telephone instruments connected to EPABX caller ID & without Caller ID
5.	Digital Key Telephone set model no. EON 310
6.	All EPABX routed cables/termination boxes on all floors
7.	All necessary & required changes/up gradation of EP ABX programming
8.	UPS System make Numeric 1KVA -On Line (without 03 nos. of Batteries)