

I/160647/2020

	<p>भारत सरकार GOVERNMENT OF INDIA वस्तु एवं सेवा कर एवं केन्द्रीय उत्पाद शुल्क आयुक्तालय, बेलापुर OFFICE OF THE COMMISSIONER GST AND CENTRAL EXCISE COMMISSIONERATE, BELAPUR प्रथम तल, सी०जी०ओ० कॉम्प्लेक्स, सी०बी०डी० बेलापुर, नवी मुंबई ४००६१४ 1<sup>st</sup> FLOOR, C.G.O. COMPLEX, CBD BELAPUR, NAVI MUMBAI – 400 614 दूरभाष सं० 022-27579604 फैक्स – 022-27579658 ईमेल - gst.belapur@gov.in Tel No.022-27579604 fax – 022-27579658 Email- gst.belapur@gov.in</p>	
---	---	---

F.No.I/Adm/(18)02/EPABX/20-21

.10.2020

Tender Notice No. 06/2020

**Invitation for QUOTATION of Annual Maintenance Service Contract in respect of EPABX Cabling & Phone units.**

\*\*\*\*\*

CGST & Central Excise, Belapur Commissionerate, having its office at 1<sup>st</sup> Floor, C.G.O. Complex, CBD Belapur, Navi Mumbai-400614, has installed EPABX System With 100 Telephone lines (NEC make Digital SV1000) for its offices on First, Third, & Sixth Floor of CGO Complex. Quotation for Comprehensive Annual Maintenance for the same is invited.

2. The Scope of work is maintenance & service of:

- (i) NEC make Digital SV1000 EPABX Machine like wise
- (ii) EPABX Cabling and 100 Telephone Extension units
- (iii) Fifteen direct telephone lines (Liaison with MTNL)
- (iv) 3 plan 1+1 telephone Connections

3. Bids are solicited from eligible contractors/service providers urgently in a sealed cover. Eligible contractors can come for inspection of the site on any working day during the office hours. The last date of submission of this tender is on **27.11.2020 (by 3.00P.M.)**

4. **General terms and conditions:-**

4.1 Two Bid System will be followed for this tender. Tenderers are required to submit their offers in two separate sealed covers as under:-

I/160647/2020

**(A) First cover pertains to Technical Bid and should contain the following:**

- a) Technical bids along with its specification leaflets, brochure, if any.
- b) Tender documents duly completed and signed but without indicating the rates quoted.

**(B) Second cover pertains to Financial Bid:**

- a) The second cover will be commercial bid. The commercial bid will be in the form of Annexure-I.
- b) Both the above mentioned covers should be sealed separately and super scribed **first one as “technical bid”** and **second one as “commercial bid”** with the tender No./Public Notice, Type of bid contained and date of tender opening. These covers should thereafter be kept in a **third** cover and again sealed and super scribed with Tender No./Public Notice and date of opening.

4.2 The commercial bids of such bidder, who qualifies in technical criteria, shall be opened.

4.3 The firm shall have to deposit **an earnest money of Rs. 10,000/- (Rs. Ten Thousand only)** along with the Tender Proforma, through a Bank Draft in favour of the “Commissioner Central Excise, Belapur” failing which the tender will be out rightly rejected.

4.4 The earnest money of the firm whose quotations are not accepted will be returned, post finalization of the contract.

4.5 The **technical specifications** that need to be satisfied are:

- a) The Firm must have experience or service record for handling NEC Make Digital SV1000 EPABX Machine having more than 100 extension lines.
- b) At least last 3 financial years' experience (2017-18, 2018-19, 2019-20) of maintenance of Digital EPABX in Govt./Autonomous Bodies/PSUs/any other organization of repute (Proof to be attached). Preferably, Service provider should be providing services in Central Govt./ State Govt. public undertaking or semi Govt. organization in New Mumbai area.
- c) Service provider should be registered with Shop and Establishment Act 1948, Service Tax, Sales tax Department and Employee Provident Fund etc.
- d) Service provider should have well trained & experienced technical team. Service Engineer may also be called by the Office on holidays as per requirement. The service engineer must have company ID card and mobile phone. The contact numbers must

I/160647/2020

be provided to the officers of Hqrs. (Admin) Section. The person must bear good character and be well behaved.

4.6 **The desired service requirements are:**

- a) Every month, weekly visit shall be made to this office by the service engineer and report regarding proper functioning of EPABX telephone line from the respective Divisional DC/AC or Administrative officer to be submitted to Hqrs. (Admin) Section.
- b) Complaint regarding EPABX line phone to be attended as early as possible by the service engineer and in any case not later than 24 hours. After attending the complaint, report obtained in writing from the concerned section/ office to be submitted to Hqrs.(Admin) section. In case of any defect/fault in the machine, the firm will have to undertake the job immediately on receipt of the complaint over phone and ensure the machine is brought to working order within one working day. **If the services are not provided within the stipulated time, the contractor shall be liable for payment of penalty of Rs. 500/- per day.** Commissioner CGST & Central Excise Belapur will also have the option of availing the said services from other agencies and recover the cost from the bills/security deposits of the contractor/service provider.

4.7 The Annual Maintenance Service Contract in respect of EPABX units will be for the period for **one year from 05.12.2020 to 04.12.2021**.

4.8 The payment of the contract will be made on a quarterly basis. Post the completion of the AMC period, the firm/company shall have to produce a bill in duplicate duly pre-receipted and bearing PAN No. for payment.

5. The quotation in sealed covers addressed to the Commissioner of Central Excise, Belapur must be Submitted in Hqrs(Admin)Section 1<sup>st</sup> floor of Commissionerate of CGST & Central Excise, Belapur, C.G.O. COMPLEX, C.B.D. BELAPUR, NAVI MUMBAI- 400614 on or before **3.00P.M. on 27.11.2020** marked "Quotation for AMC of NEC Make Digital SV1000 EPBAX Machine". **The composite bid i.e. rates indicated in Technical Bid OPENLY IN TENDER IS LIABLE TO BE DISQUALIFIED.**

I/160647/2020

6. The quotations will be opened on **01.11.2020 at 4.00 PM** in the office premises of CGST & Central Excise Belapur, in the presence of representatives of the firms who wish to be present.
7. The Joint Commissioner(P&V) of this office reserves the right to terminate the AMC at any time during the period of AMC without assigning any reason after giving a notice of 15 days.
8. The Tender awarding authority is not bound to accept the lowest tender without due compliance.

Encl: As above.

**(Tapan Kumar)**  
**Joint Commissioner (P&V)**  
**CGST & Central Excise, Belapur**

**Copy to:**1. The Supdt. (Computer), CGST & C.Ex., Belapur for uploading the tender on the CBEC website and after uploading a mail may please be forwarded to e-mail id [cex.bel.adm@gmail.com](mailto:cex.bel.adm@gmail.com)

2. Notice Board of the Belapur Commissionerate

I/160647/2020

**Annexure -I**

Tender proforma for Comprehensive Annual Maintenance Contract of NEC  
make Digital SV1000 EPBAX Machine

**Commercial Bid**

Sr No.	Particular of Machine/work	AMC including spares & applied taxes	One time repair charges prior to taking the machine under AMC	Re mar ks
1	(i)NEC make Digital SV1000 EPBAX Machine like wise  (ii)EPABX Cabling and 100 Telephone Extension units  (iii)Fifteen direct telephone lines (Liaison with MTNL)  (iv)3 plan 1+1 telephone Connections			

Place-----

Date -----

Signature of Tenderer -----

Name (in Block Letter) -----

Position /Designation-----

Seal of Firm-----