



GOVERNMENT OF INDIA: MINISTRY OF FINANCE: DEPARTMENT OF REVENUE
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS (NACIN),
3/86 E, ATC ROAD, NEAR AMBIT IT PARK : I, II & III FLOORS,
AMBATTUR INDUSTRIAL ESTATE, CHENNAI-600058

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Dated : 05.10.2020

**E-TENDER NOTICE INVITING BIDS FOR AMC FOR MAINTENANCE OF
EPABX, INTERCOM SYSTEM AND CABLES OF INTERCOMS & LANDLINE PHONES**

1. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Chennai, invites e-bids from reputed firms under a two-bid system (Technical bid and Financial bid) for Annual Maintenance Contract of the service/upkeep of the **EPABX & Intercom system and Internal cables of Intercoms and Landline phones (BSNL & Airtel)** installed at our office premises at 3/86 E, ATC Road, Ambattur Industrial Estate, Near AMBIT IT Park, Chennai-600058 and hostel premises at Block Nos. 30 to 33, Central Revenue Quarters, 12th Main Road, Anna Nagar, Chennai-40.. The bidders have to visit the above premises to survey the equipment. The specifications of work to be done for the above maintenance, qualification criteria to be met by the contractor and the statutory obligations to be complied with by the contractor are detailed in the Annexure to this Notice. **All bidders for this tender are deemed to have understood and accepted the contents of this Notice.**
2. **Only those bidders, who have their offices and workforce in Chennai city (within a radius of 15 km from this Academy), may post their bids for this e-tender; they will have to provide valid address proof as evidence for the same.**
3. This tender document can be downloaded from the websites www.cbic.gov.in, www.nacin.gov.in & www.centralexcisechennai.gov.in or from the Government of India, Central Public Procurement Portal (e-procurement) website.
4. Interested bidders, who comply with the terms and conditions of this tender notice and who possess valid Digital Signature Certificates (DSC), may submit their e-bids online in the enclosed forms for Technical & Financial bids. Their e-bids have to be uploaded / submitted online only through the Government of India, Central Public Procurement Portal (e-procurement) website. **Hard copies of the bids shall not be accepted.**
Last date for online upload of bids : Before 06-00 PM on 17/10/2020 (Saturday)
Date & time for Opening of tender : On 19/10/2020 after 02-00 PM (Monday)
5. The tenderers shall sign and stamp the Technical Bid form & Financial Bid form (enclosed with this Notice) and upload/submit them through the Central Public Procurement Portal along with the necessary documents of proof as required. Bid amounts wherever quoted should be written both in figures and words. The Financial bid shall also be filled up in the BoQ Excel file format and uploaded in the above site. The Technical bid and Financial bid will be opened separately. **Care may be taken to ensure that the Financial bid's details are not visible along with the Technical bid. In case the Financial bid is visible along with the Technical bid, the bid will be liable to be rejected.**
6. For any further enquiries, Shri V.P.Hari, Superintendent (Ph:9381025110) may be contacted.

(VENUGOPALAN NAIR)
ASSISTANT DIRECTOR (ADMN)

ANNEXURE
DETAILS OF WORK TO BE DONE

1. A comprehensive service contract is envisaged, where the service provider covers the cost of
 - (i) all spares and consumables to be changed/replaced in the EPABX system,
 - (ii) repair/re-laying of all cables pertaining to landline telephones (BSNL & Airtel) and intercom instruments, laid inside the premises of the Academy & Hostel and
 - (iii) repair work and cleaning of telephone/intercom instruments.

This does not include replacement of new telephone instruments – if the telephone instrument has to be changed, it will be provided by NACIN.
2. A regular service and maintenance check should be conducted once in a month, by qualified personnel, without fail. In case where there is a sudden break down or any such emergency, qualified repair personnel should be deputed immediately, on all working days. **Availability of an office and work force in Chennai city is essential for this reason.** If required, they will have to stay back after office hours to attend to any emergency work, for which no allowance of any kind will be paid.
3. Qualified personnel should maintain Log Registers of all calls attended / Pending issues / Periodical preventive checks conducted and details of all replacement of spares/parts/consumables. Every visit of the Service personnel should be recorded and connected service reports should be produced to the concerned officer for acknowledgment.
4. No component(s)/Spare(s)/other equipment shall be removed without informing the Superintendent concerned. A written letter to the Superintendent and his consent is necessary for moving any part out of the office, for which the service personnel shall maintain a separate log book showing the movement of the component(s)/Spare(s)/other equipment and particulars regarding the replacements thereof.
5. If the faulty equipment is not rectified within the same working day, equivalent standby equipment shall be provided by the contractor on the following day, for the smooth functioning of office work. In case such a standby is not provided, for each day of failure to provide standby equipment, a penalty of 1% of the yearly AMC charges will be deducted. Alternatively, if the contractor's work is not satisfactory, the Academy reserves the right to get the equipment repaired from a third party and the charges for the repair / rectification, as applicable, will be deducted from the AMC account.
6. During provision of the above services, care should be taken by the contractor to ensure that there is no damage to property belonging to NACIN. In case of such damage, the cost of the articles/equipment damaged shall be deducted from the Contractor's service charges.

ELIGIBILITY CRITERIA TO BE MET BY THE CONTRACTOR

1. The tender will be decided based on, among other things, the least amount quoted and the accuracy of other details provided.
2. **The bidder has to provide their address proof as evidence that their office and workforce are available in Chennai city, within a radius of 15 km from this Academy.**
3. Unless legally exempted, the contractor should be registered with GST, ESI and PF Departments and should pay their Government dues promptly. **Relevant documents are to be uploaded as evidence.** The bidder shall upload a copy of his PAN card/letter also.
4. A list of the contractor's clients with contact persons and phone numbers should also be uploaded. **The eligibility of the contractor will depend on their reputation and credibility also.**
5. Bidders have to visit the premises and assess the requirement, before bidding. **Only those bids submitted by bidders who have visited the premises and inspected the installations would be considered.**
6. When filling up the Financial bid details in the BoQ, please enter data only in the coloured cells. Please ensure that the bid amounts do not include GST. Also please ensure that details of this Financial bid are not visible at the time of opening the Technical bid
7. **When uploading documents onto the e-Procurement portal, please ensure that the total memory space occupied by the uploaded documents is less than 20 MB**

TECHNICAL BID

Sl.No.	Category	Details
1	Name of firm/company	
2	Address of office in Chennai	
3	Name of contact person in Chennai	
4	Contact phone number in Chennai Landline: Mobile:	
6	Number of service technicians available in Chennai	
7	PAN Number	
8	GST Registration No. (if any)	
9	Is the list of clients and references uploaded, with contact person and phone numbers	
10	Has the bidder visited the premises to assess the requirement, before bidding	

Signature of authorised signatory :

Name of authorised signatory :

Office seal :

FINANCIAL BID

**Please ensure that details of this Financial bid are not visible
at the time of opening the Technical bid**

**AMC FOR MAINTENANCE OF EPABX, INTERCOM SYSTEM &
CABLES OF INTERCOMS & LANDLINE PHONES**

Category	Total Amount in Rs. Excluding taxes
Total Annual Maintenance charges for 1. The EPABX and INTERCOM system, 2. All cables pertaining to landline telephones (BSNL & AIRTEL) and INTERCOM instruments inside the premises 3. Repair/cleaning of telephone/ INTERCOM instruments	

Please ensure the above bid amount does not include GST.

The total bid amount in words:

Signature of authorised signatory :

Name of authorised signatory :

Office seal :