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भारत सरकार

GOVERNMENT OF INDIA

सीमा शुल्क प्रधान आयुक्त का कार्यालय (विमानपत्तन व एयर कार्गो कोम्प्लेक्स)

OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (AIRPORT &amp; A.C.C.)

स्ट्रैंड रोड, सीमा शुल्क सदन, कोलकाता-01 15/1

STRAND ROAD, CUSTOM HOUSE, KOLKATA-01 ,15/1

**Notice Inviting Tender for Annual Maintenance Contract for Air Conditioner Machines at the Office of the Principal Commissioner of Customs, 15/1, Strand Road, Kolkata-700001**

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E-Tenders (in prescribed format) are invited from the interested reputed vendors for Annual Maintenance of Air Conditioner Machines installed in different sections of Custom House as per Annexure-I of this NIT for the **Office of the Pr. Commissioner of Customs, Custom House, Kolkata.**

2. The complete tender document containing general terms & conditions, pre- Qualification requirements etc. are available on <http://eprocure.gov.in> and can be downloaded free of cost.

3. Interested bidders/ reputed firms supplying such service may submit their bids in the prescribed format with all the necessary documents online with digital signature at <http://eprocure.gov.in> on or before bid submission closing date & time. The bidders shall submit their bids online only at CPP Portal website: <https://eprocure.gov.in> and to follow the terms and conditions provided therein for online submission of bids.

4. Bidder who has downloaded the Tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in> 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 bidder is liable to be banned.

5. Intending bidders are advised to visit CPPP website <https://eprocure.gov.in> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

6. Technical Bid will be opened as per date/ time as mentioned in the [eprocure.gov.in](http://eprocure.gov.in).

7. Submission of Tender: -

(a) The tender shall be submitted online in two parts viz., Technical Bid & Price Bid.

(b) All the pages of bid being submitted must be signed and sequentially numbered by the

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bidder irrespective of nature of content of the documents before uploading.

(c) The offers submitted by Hand/Fax/email/Post will not be considered. No correspondence will be entertained in this matter.

8. For any queries regarding the bidding procedure, the following persons are to be contacted: Superintendent of Customs, SCH Unit, Custom House, 15/1 Strand Road, Kolkata-700001

Date: 21/05/2021

Sd/-  
(Tapas Kumar Saha)  
Assistant Commissioner of Customs,  
SCH Unit, Custom House,  
Kolkata-700 001

Copy To

1. The Superintendent of Customs, Computer cell (for uploading on website)
2. Hindi cell (for Translation)
3. Notice Board

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Annexure-I

**Location of Work:** Custom House, 15/1, Strand Road, Kolkata

List of Air Conditioner Machines maintained by SCH

Sl. No.	Name of Unit/Section	Split AC	Window AC
<b>Ground Floor</b>			
1	Control Room	1	
2	PRO	2	
<b>First Floor</b>			
3	Co-Ordination		1
4	Adjudication (Airport)	1	
5	Adjudication (Port)		1
6	Legal (Airport)	1	
7	Room 103/1 (AC Chamber)		2
8	Budget	1	
9	Pay & Accounts	4	
10	Accounts	6	
11	IGST Refund Cell		3
12	ADC Chamber (Vishwanath)		2
13	Computer Cell	1	
14	JC Chamber (D. Satish)	1	
15	ADC Chamber ( P.C Nayak)		1
16	Room-113		1
17	EDI (Room-112)		1
18	JC Chamber (Basant Kumar)	1	
19	ADC Chamber (Debojit Bose)	1	
20	ADC Chamber (Sydney D'Silva)		1
21	EDI System	1	3
22	JC Chamber (Santosh Saran)	1	1
<b>Second Floor</b>			
23	Establishment	5	
24	Tribunal Cell	1	
25	Board Room	3	
26	Pr. Commissioner PA	1	1
27	Visitor Room	1	
28	Pr. Commissioner Chamber	2	
29	PA to Pr. Commissioner (Port)	1	
30	Corridor	1	
31	Sr. PS to CC	1	
32	Visitor Room of CC	4	
33	Room No. 207/5		1
34	Room No. 207/3		2

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35	Room No. 207/2		1
36	Room No. 207/1		1
37	Room No. 207/6	1	
38	Preventive Hall	8	
39	Appeal	2	
40	CB Section		1
41	CB Section Adjacent	1	
<b>Third Floor</b>			
42	Room No. 203	1	
43	CCO (Admn Unit)	2	
44	Room No. 306	1	
45	CCO (vig.)	1	
46	CCO (vig.)	1	
<b>Mezzanine Floor</b>			
47	Review Cell		1
48	Room No. 125/5 (AC Chamber)		1
Total		59	25
		84	

## 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](http://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 himself. 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 for the service to be provided at "Rate/Unit/Year" (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 machines with prior appointment, before quoting. No inspection charge will be made. They will have to accept the machine on the date of commencement of AMC on 'as condition exists' basis but in running condition. On the date of final termination of AMC, ALL machines will be inspected by the Department and should be in perfect working condition.

**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 e-tender forms may be rejected if it is not complete in any aspect.

7. The short listed e- tender and the successful bidders will be intimated about the Award of Contract to them.

8. Late submission of e-tenders will not be accepted by the website.

**II. OTHER TERMS AND CONDITIONS**

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**ELIGIBILITY CRITERIA**

A) Bidders should have minimum 5 Years in repairing and maintaining of Air Condition machines to a central government organization or PSU's or a state government office and should have completed at least two such works in the similar activity in the last Five years. Evidence for the same should be provided.

B) The bidder must have GST Registration. Registration certificate copies should be enclosed.

C) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of the same should be enclosed.

D) The successful bidder must produce a solvency certificate from his banker for an amount not less than AMOUNT OF THE CONTRACT FOR THE PERIOD OF 01 (ONE) YEAR.

E) All the critical dates are mentioned on e-procurement website.

**III. OTHER TERMS AND CONDITIONS**

1. **DURATION** of the new AMC will be for one year.

2. **Nature of Contract:** The Annual Maintenance Contract (AMC) includes periodical maintenance, overhauling & servicing of AC machines as and when required by the department. In case of repair of any defective parts or spares of A.C unit, the labour charge i.e. removal, installation etc. and transportation charges shall be borne by the contractor at their own expenses. REPAIRS of all machines should be done within the office premises. Machines cannot be taken out without providing workable /suitable loan machine or parts against the same being taken out by AMC Contractor. The AMC contractor shall bear to and from transportation charges for this purpose. GST registration is required as per norms. Copies of PAN No. card & GST, Registration certificates to be submitted with quotations.

3. The AC machines are to be serviced by the AMC contractor at every alternative month (i.e. **normal servicing**) and throughout overhauling (i.e. **brought down servicing**) once in a year in winter season (in November to February) apart from attending break down call immediately as and when required. The records of the brought down service are to be kept in log register and to be signed by proper officer of the SCH Unit, Custom House.

4. **The contract shall be inclusive the repairing/ replacement of fan motors, capacitors; re-winding of motors; gas refilling including cost of gas; cleaning of air filter of condenser and evaporator coil fins, water drain line etc.; oiling; Chemical washing; greasing; filter replacement; relay, thermostat, drain-water & copper pipe replacement; fixing of wires/ plugs; labour charges etc. Care should be taken to check all electrical connections are proper and tight and no damaged wire or any leakages in pipelines are there.**

5. Besides regular service, as and when calls will be made, repair work must be undertaken within 2 hours. If call is not attended within 2 hours of call made, penalty shall be invoked at

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a rate of deduction of one day payment for every 4 hours of downtime.

6. **MANPOWER** : At least 2(two) trained technicians of the AMC contractor shall report daily and of any SCH Unit during the working hours for immediate attending to should call as well as for routine servicing the AC units. But the AMC contractor should arrange more manpower of appointing field in addition to regular manpower as and when required depending upon the nature of fault and volume of work in addition to regular service. The contractor shall be fully responsible for safe working of his persons and shall provide all safety equipment.

7. The maintenance of machine shall be taken on "as is where is" basis.

8 Payment shall be made quarterly, i.e. after ending of every quarter and on submission of bill along with quarterly service report for the period duly signed b in-charge of respective unit where machine is installed or by SCH, Customs House, Kolkata.

9. **Cancellation of contract:** The tender accepting authority can anytime cancel the contract without assigning any reason thereof, by giving a 15 days' notice. No Compensation will be paid to the contractor/Firm, however in case of such cancellation by regular bills up to the date of cancellation will be paid.

10. The selected service provider will have to provide an earnest money deposit in form of bank guarantee having amount equal to 1 month's bill having validity during the period of contract and will have to be submitted to this office within 21 (Twenty One) days of receiving the AOC (Award of Contract)

11. Suitable insurance cover protecting the agency against all claims applicable under the workmen's compensation act, 1948 shall be taken by the service provider. The service provider shall arrange necessary insurance cover for any persons even for short duration. This office shall not be liable to any claim arising out of mishap, if any that may take place while discharging the services. In the event of any liability/claim falling on the Commissionerate in this regard, the same will be reimbursed/indemnified by the Service Provider.

12. The service provider shall indemnify and shall keep this Office indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the personnel shall be charged to the service provider and recovered from its dues/bills.

13. All existing statutory regulations of both State & Central Governments shall be adhered to and complied with by the Service provider and all records maintained thereof should be available for scrutiny by this office. The service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful service provider. Failure by the Service provider to comply with such statutory requirements and / or the

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terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.

14. The contract will be in force for a period of 12 months from the date as mentioned in the award of contract letter and can be renewed or extended with mutual consent.

15. No escalation of price whatsoever would be allowed during the pendency/currency of the contract, for whatever reason.

16. If at any time during currency of JOB the SCOPE OF WORK for which the job has been awarded is reduced/abandoned, the payment/value of this job order shall be reduced on pro-data basis by this office and would be binding on the service provider.

17. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement arbitration/conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR) failing Lich the dispute will be subject to the sole arbitration of the Chief Commissioner of Customs, Kolkata or his nominee.

#### **IV. Rate and Prices**

The bidders shall quote their rates for Rate/Unit/Year (in both words and figures) which should include other taxes as applicable as mentioned in the financial bid, BOQ. The tenderer should ensure that the following documents are part of

#### **The Technical Bid**

a) Annexure III (duly filled in) along with necessary enclosures.

b) Tender Document (all pages signed)

This issues with the approval of Pr. Commissioner of Customs (A&A).

Tapas Kumar Saha  
Assistant Commissioner of Customs,  
SCH Unit, Custom House, Kolkata



ANNEXURE - IIIPROFORMA FOR SUBMISSION OF TECHNICAL QUOTATION

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

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ANNEXURE-IV

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,

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

Sub: Acceptance of Terms &amp; 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 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.
4. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
5. 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.
6. 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:

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

Place:

Office

Stamp/Seal:

### **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 enrol 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 Enrolment" 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 (Digital Signature Certificate) 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 /

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e-mail 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) 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) 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 PDF 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 PDF file.

4) 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.

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

6) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid

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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.

7) 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.