



GOVERNMENT OF INDIA
OFFICE OF THE COMMISSIONER OF CUSTOMS (PORT)
15/1, STRAND ROAD, CUSTOM HOUSE, KOLKATA-700001

11th December, 2020

NOTICE INVITING E-TENDER THROUGH E-PROCUREMENT FOR AMC OF DIESEL GENERATOR SETS

Online e-tenders through e-procurement under two bid system (Technical and Financial Bid) are invited from reputed and experienced Service providers for comprehensive Annual Maintenance Contract in respect of 3 (three) Diesel Generator Sets under jurisdiction of Office of the Commissioner of Customs (Port). The specifications and location of the DG sets are detailed below-

Location	Specifications	
Haldia Mini Custom House, Haldia Dock Complex, Medinipore(East)	i.	Make: Mahindra Power OL
	ii.	Sl. No. P4C10A-32733
	iii.	Rating - 25/1 KVA
	iv.	Number of DG set: 1
N.S.Dock, Kolkata	i.	Make: Mahindra Power OL
	ii.	Sl. No. 483
	iii.	Rating - 15/1 KVA
	iv.	Number of DG set: 1
15/1, Strand Road, Custom House, Kolkata 700001	i.	Make: Mahindra Power OL
	ii.	Sl. No. B409025542
	iii.	Rating - 100/3 KVA
	iv.	Number of DG set: 1

Terms and conditions for technical bid and financial bid shall be as follows-

1. TECHNICAL BID

(i) The bidder must have at least 2 (two) years experience in performing jobs/works of similar nature in Central/State Government Departments, PSUs, other bodies of State /Central Government. The bidder should furnish the details of such experience in the Performa as follows:

SI No	Existing Clients	Period of Contract	Details of equipment maintained	Contract Value (in Rs)	Certificate from the existing clients (Details of certificates enclosed)

(ii) The bidder shall submit details of the staff profile (technical personnel only) of the company in the following format. The staffs are required to be present at each of the sites during the office hours and also during holidays whenever required.

SI No	Name	Technical Qualification (Diploma/ITI/degree) Documents	Area of Specialization	Experience With supporting documents	Mobile number
1	2	3	4	5	6

- (iii) The bidder shall submit Income tax Return for the last three Financial Years.
- (iv) The service provider should submit documents relating to GST Registration No, PAN No and Service Tax Registration.
- (v) The service provider should have electrical contractor's license and should enclose the copies of the license.
- (vi) The service provider encloses self-attested copies of Trade Licence and professional tax.
- (vii) The Service provider should enclose the inspection report duly signed by the officer in charge of various sites.
- (viii) A copy of this Tender Notice, signed on all pages, has to be uploaded with the bid documents, as the same will be treated as the contract

between the bidder and the department on successful bidding.

- (ix) Duly filled up Annexure A and Annexure B should be submitted.
- (x) The documents and information, as mentioned above, should be submitted with “**Technical Bid**”.

Financial bid of firms, who fail to fulfil any of the above conditions, will not be considered.

2. **FINANCIAL BID**

- (i) The vendor is required to quote the total AMC Charges (inclusive of all Taxes/levies/Service Tax/GST and other charges, if any) for the entire AMC period i.e. 12 months w.e.f. starting work and which should include free replacement of hardware spares and components and refilling of consumables (Diesel, Lube oil etc.).

4. **GENERAL TERMS AND CONDITION:**

A. SCOPE OF WORK

(i) The job of AMC shall include operation, maintenance, upkeep and servicing of DG sets with alternators associated, AMF panel, auto guard relay and LT incoming and outgoing power supply cables.

(ii) All equipment in the DG Sets including electrical AMF panel, batteries, oil tanks, earthing connections, cooling system, LT cables should be checked up and cleaned on routine basis by the service provider.

(iii) Batteries, Diesel and Lube Oil will be supplied by the Service Provider. Spare parts below Rs. 5,000/- of generator and LT cable will be supplied by the service provider, if required.

B. DEPLOYMENT OF ENGINEERS/ TECHNICIANS

(i) The vendor will provide one electrical technician for each site from 9.30 am to 6.00 pm on all working days of Customs which may even fall on Saturdays and Sundays and other holidays. The service of the technician may also be required beyond working hours on some occasions to meet emergency situations. The contractor shall ensure that on such occasions also the personnel are deputed with no extra cost.

(ii) The technicians should be qualified Diploma Holders with an experience of not less than two years in electrical trade. The firm is required to provide evidence in dealing/maintenance in respect of qualification and experience, which would be checked by this office to verify the suitability / competency of the service technician.

(iii) The Resident Service Technicians provided by the firm should not be changed without prior intimation to the Commissioner, Port/ Proper Officer. Before appointing new Resident Service Technician, his or her credentials have to be submitted to the Commissioner, Port for perusal and approval. However, if the service of the resident engineer is not found satisfactory by the Commissioner/ Proper Officer, the firm will have to change them immediately.

(iv) The technicians should be equipped with mobile phones to ensure their availability.

C. SERVICE ASSURANCE

(i) The service provider should be responsible of co-ordinating all activities during operation, servicing, maintenance and repair of any of the DG sets and associated systems.

(ii) Periodical (once in quarter) preventive maintenance shall be carried out including general cleaning and checking of components and preventive maintenance report is to be submitted by the contractor.

(iii) Washing and cleaning of the generator set along with all ancillary elements/parts/fixtures has to be done once a week.

(iv) Batteries so installed to be inspected including noting voltage, Ampere etc.

(v) For any kind of fault arising out at any time, the Technician -in-charge must be kept informed and repair work has to be attended immediately in consultation with Technician -in-charge.

(vi) The contract will be valid for a period of one year from the date of commencement of the work and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.

(vii) The vendor shall check all the DG sets in various sites within 3 days of signing the contract and submit report to the Superintendent (EDI). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions.

(viii) At the end of the AMC contract period, both the user and AMC holder shall certify the DG sets are in satisfactory working condition and that no fault or complaints are pending.

(ix) If the Commissioner, Port, decides in his fair judgement that if the subject Generator set is not required to be maintained under the contract for reasons such as it being replaced by new equipment or it being no longer in use for some other reasons, a written intimation to the vendor shall be given and after 30 days from the date of such intimation the equipment shall not be maintained and the amount of maintenance service charges attributable to such equipment shall not be payable with effect from the end of such 30 days.

(x) In case the services of the selected bidder are not found satisfactory the Commissioner of Customs, Port shall be at liberty to terminate the contract mid-term after serving a notice allowing 15 (Fifteen) days' time period. Otherwise, the Commissioner shall be at the liberty to terminate the contract mid-term without giving any reason, after serving a notice allowing 30 (Thirty) days' time period.

(xi) This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.

(xii) At the time of expiry of contract all the DG sets under maintenance shall be handed over in working condition so that handing over of CAMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 15 working days from the date of expiry of the contract for smooth transfer of the CAMC to the new contractor without any extra cost. In this connection, any DG set which is noted as in non-working condition till the last hour of the CAMC contract period should be rectified by the outgoing CAMC contractor without any extra cost to the department.

D. PENALTY

(i) The initial lead time shall be two hours from the time of registration of the complaint on all days (Sundays and holidays Included). In case, the selected bidder fails to address the complaint within the lead time, penalty @

Rs. 1000/-per day subject to a maximum of 25% of the annual maintenance cost of the unit will be levied.

(iii) If for any reason the selected bidder is not able to attend the Complaint/problem, the job shall be got done from some other firm or from the open market at the cost of the bidder and the expenditure incurred shall be recovered from the vendor. This may also entail termination of the contract.

(iv) Penalty shall be deducted from the running payments.

E. PAYMENT

(i) No advance payment would be made in any case.

(ii) Payments to the selected vendor shall be made Quarterly on the basis of satisfactory work completion certificate given by concerned Officer in Charge. The selected bidder shall submit Quarterly bill along with the downtime statement and Preventive Maintenance (PM) reports within one week of completion of three months to the Deputy Commissioner, EDI, Port, Custom House, Kolkata.

F. GENERAL

(i) The bidders shall submit the quotations for undertaking the maintenance job on "as is where basis is".

(ii) The selected bidder shall be expected to render technical advice to the Commissioner/ Authorised Officer when called upon to do so.

(iii) The required permissions to enter the premises are to be obtained by the successful bidder from the local concerned authorities. All expenses towards the same are to be borne by the successful bidder.

(iv) The bidder must accept all the terms and conditions mentioned in this Tender Notice and shall submit a declaration to that effect. It may be noted that not accepting all or some of the conditions of this tender or putting any additional condition (s) may result in rejection of the bid. Tenders wherein any of the particulars and conditions are not provided/fulfilled are also liable to be rejected.

(v) In case the selected bidder fails to cope up with the workload or does not render satisfactory services, the contract awarded to him shall be cancelled without giving any notice or without assigning any reason whatsoever and the bank guarantee/security deposit will be encashed and

payment due to him if any, shall be forfeited. Otherwise the Commissioner shall be at the liberty to terminate the contract mid-term without giving any reason, after serving a notice allowing 30 (Thirty) days time period. In this connection, the decision of the Commissioner shall be final and binding on the bidder.

(vi) The Selected bidder shall furnish bank guarantee/security deposit for an amount equal to 10% of the contract value which will be released on completion of contract. The bank guarantee shall be in favour of President of India (acting through the Commissioner of Customs (Port), Custom House, 15/1 Strand Road. Kolkata - 700 001) and it shall be the responsibility of the bidder to keep this bank guarantee valid till obligations under this contract are discharged to the mutual consent of department and vendor.

(vii) The selected bidder shall not sublet the whole or part of the works without prior written consent of the Commissioner, Port. Such consent, if given, shall not relieve the vendor from any liability or obligation under the contract and he shall be responsible for the acts, defaults, negligence of his agents, employees or workmen.

(viii) The selected bidder shall, at all times during the prevalence of the contract, confirm to and comply with the regulations and by-laws of the Central Government, of this office and of all other local authorities, the provisions contained in the various Labour Acts enacted by the State legislature and Parliament in force and Workmen Compensation Act. 1923, Provident Fund regulations etc. For welfare and protection of workers or for the safety of the public and other insurance provisions.

(ix) The selected bidder shall indemnify this office against any liability for compensation due to injury to his own workmen or to any other person inside the office premises while executing the work and for any damage to the property.

(x) The personnel of the selected bidder shall comply with all the security regulations in Port/Customs premises.

(xi) Canvassing in any form by any of the bidders will result in rejection of his/her bid.

(xii) The Technical Bid and the Financial Bids shall have to be submitted separately in the e-portal.

Manash Khungur Kachari
Deputy Commissioner of Customs, EDI (Port)
Custom House, Kolkata

ANNEXURE- A

DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE TENDER DOCUMENT

To,
The Commissioner of customs, Port,
15/1, Strand Road,
Custom House, Kolkata - 700001.

Date:

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Notice dated.....regarding onsite comprehensive Annual Maintenance Contract (CAMC) of DG Sets in various sites under the Commissioner of Customs (Port), Kolkata, as mentioned in the Tender Notice dated

I declare that all the Terms and Conditions of this Tender Notice are acceptable to my Company. My Company does not have any terms and conditions of its own in respect of quotation being submitted for CAMC. I further, certify that I am an authorized signatory of my Company and am, therefore, competent to make this declaration.

Yours very truly,

Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Office seal;

Annexure-B

(To be filled by the authorized signatory of the firm & this is to be submitted with Technical Bid for CAMC of DG Sets).

1.	Name of the Organisation/Firm	
2	Name(s) of the Proprietors/Partners/director	
3	Registered Address, Telephone (Landline/Mobile) & Fax No./E.mail no.	
4	Other Address of any branches with their telephone No. and Faxes/E.mail no.	
5	Address and Contact Number of the Workshop	
6	Whether firm is registered under Company Act	
7	Whether firm is registered under THE CENTRAL GOODS AND SERVICES TAX ACT	
8	GST Registration Number. Copy of the same to be attached	
9	Permanent Account Number of the firm. Copy of Pan Card to be attached	
10	Provident Fund Number allotted by Regional Provident Office, if applicable. Copy of the same to be attached.	
11	Total Engineers/Technicians working under this firm.	

12	Total staff except above Engineers working under this firm.	
13	Name(s) of the Public Sector/Govt Organization to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector)	
14	Name of the website, email ID etc., if available	

15. Signature of authorized signatory with date:

Name:

Designation:

Name of firm:

Address:

Office Seal :