



OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
'CUSTOM HOUSE', NAVRANGPURA, AHMEDABAD - 380 009

Phone No. (079) 27545741

Fax No. (079) 27541542

F.No.I/22-11/2016/ADM

Date:-15.03.2018

E-TENDER NOTICE

Sub:- Notice inviting e-Tender for Comprehensive Annual Maintenance Contract (CAMC) of 12 Xerox Machines for Customs, Ahmedabad through e-Procurement.

1. E-Tenders are invited under two bid system (both Technical and Financial) from reputed parties for providing CAMC of 12 Xerox Machines for Customs, Ahmedabad for the year 2018-19. The contract shall be awarded for period of one year from the date of Award of Contract.

2. The complete tender document containing General Terms & Conditions, pre-qualification requirements etc. are available on <http://eprocure.gov.in/procure/app>, www.cbec.gov.in and our departmental website www.ahmedabadcustoms.gov.in for reference only and can be downloaded free of cost.

Tender Critical Date Sheet

Tender Publishing Date & Time	16.03.2018 at 17:00 hrs
Bid Submission Start Date & Time	16.03.2018 at 17:30 hrs
Bid Submission End Date & Time	09.04.2018 at 12:00 hrs
Bid Opening Date & Time	10.04.2018 at 12:00 hrs

4. Interested bidders/Service Providers/reputed firms providing such services on all India basis may submit their bids in the prescribed format with all the necessary documents online with **digital signature** at <http://eprocure.gov.in/procure/app> on or **before bid submission closing date & time.**

(M.S.Chauhan)
Additional Commissioner (P&V)
Customs, Ahmedabad



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CUSTOM HOUSE, NAVRANGPURA, AHMEDABAD - 380009

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F.No. I/22-11/2016/ADM

Date:-15.03.2018

Notice inviting e-Tender for Comprehensive Annual Maintenance Contract (CAMC) of 12 Xerox Machines for Customs, Ahmedabad through e-Procurement.

1. Office of The Principal Commissioner of Customs, Custom House, Near All India Radio, Navrangpura, Ahmedabad-380009 invites tender for calling quotations for CAMC of 12 Xerox Machines for Customs, Ahmedabad from various parties for the period of 01 (one) year from the date of Award of Contract.

2. The bidders shall submit their bids online only at CPPP website: <https://eprocure.gov.in/eprocure/app> to follow the Terms and Conditions provided in Annexure-I, Eligibility Criteria in Annexure-II, Conditions laid down in Annexure-III, Financial Bid as per Annexure-VI and Instructions to Bidder for Online Bid Submission provided in the Annexure-IX for online submission of bids. Bidders must submit properly filled Price Bid Undertaking and Tender Acceptance Letter as per Annexure-VII and Annexure-VIII respectively.

3. Not more than one tender shall be submitted by one bidder having business relationship. Under no circumstance 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)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

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

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

6. Bids will be opened as per date/time as mentioned in the Tender Critical Date sheet.

7. Submission of Tender:-

(a) 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.

(b) The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

(c) Bidders must submit the financial bid as per Annexure given in the tender and list of Xerox machines provided in Annexure-IV

ANNEXURE-I

TERMS AND CONDITIONS

1. Rates/Quotations duly filled in, will be received up to the stipulated date and time.
2. The service provider is required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexure enclosed.
3. The party whose quotation is considered will have to supply the services as and when required by this office for the **period of one year at the same rate** as mentioned in their quotation.
4. The contract will be awarded for the year **2018-19** from the date of Award of Contract.
5. The rates/quotations should be submitted and signed by the firm with its current business address and contact number.
6. The payment will be made on monthly basis by this office.
7. This office reserves the right to reject any of the Quotations without assigning any reasons thereof.
8. The party should submit the rates taking into account the expenses which must include spares, consumables and service/labour charges (attach list of spares and consumables included in Comprehensive AMC).
9. The party should have an established service center in Ahmedabad.

We agree to the above Terms and Conditions.

Signature and Name with Date _____

Name of the Firm _____

Annexure-II

Eligibility Criteria for Comprehensive AMC of Xerox Machines

1. The Company/Firm/Enterprise intending to submit the tender (hereinafter called the Company) shall be a reputed organization in the field of maintenance of Xerox machines.
2. The Company should have undertaken Comprehensive AMC for at least one Central Government Department/Public Sector Undertaking (PSU), in any of the previous three years in Ahmedabad and should have provided the supporting documents from their local offices at the designated customer sites.
3. The Company's contract should not have been terminated before the expiry of the full term, in any of the previous years or current years.
4. The Company must have expertise in the field of maintenance of Xerox machines and its service engineer must be knowledgeable enough to troubleshoot any problem related to Xerox machines.
5. The Company has to provide complete list of items covered and items not covered under Comprehensive AMC (attach list).

We agree to the above Terms and Conditions.

Signature and Name with Date _____

Name of the Firm _____

Annexure-III

Conditions Governing Comprehensive AMC

1. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled, are liable to be rejected.
2. The maintenance service by the Company shall include quarterly preventive service and breakdown maintenance of Xerox machines of this office.
3. The Company will carry out the repairing of the whole unit and parts thereof at their service station or at the respective locations of the machine.
4. The charges regarding shifting of Xerox machines will be covered in this Comprehensive AMC itself.
5. This contract will be effective for a period of one year. The payment of this contract will be made on monthly basis subject to availability of the fund.
6. The Principal Commissioner, Customs, Ahmedabad reserves the right to terminate the contract at any time if the services of AMC Vendor are not found satisfactory.

We agree to the above Terms and Conditions.

Signature and Name with Date _____

Name of the Firm _____

Annexure-IV

List of Xerox Machines

S.No.	Machine Details	Location
1.	Konica Minolta 195	CCO, Customs (HQ), Navrangpura, Ahmedabad
2.	Konica Minolta 215	ADM/Estt Section, Customs (HQ), Navrangpura, Ahmedabad
3.	Canon 2318L	P.S. to CC, Customs (HQ), Navrangpura, Ahmedabad
4.	Konica Minolta 215	P.S. to Pr. Commissioner, Customs (HQ), Navrangpura, Ahmedabad
5.	Canon iR2318L	CAO Section, Customs (HQ), Navrangpura, Ahmedabad
6.	Konica Minolta 215	Preventive Section, Customs (HQ), Navrangpura, Ahmedabad
7.	Panasonic 8020E	PAO Office, Navrangpura, Ahmedabad
8.	Konica Minolta 215	Legal/RRA Section, Navrangpura, Ahmedabad
9.	Panasonic 8020E	Appeals Section, Navrangpura, Ahmedabad
10.	Konica Minolta 215	Customs Division Paldi, Paldi
11.	Konica Minolta 195	ICD-Khodiyar, Jamiyatpura Road, S.G.Highway
12.	Panasonic 8020E	Sardar Vallabhbhai Patel International Airport

ANNEXURE-V

TECHNICAL BID

Pre-qualification requirements for award of contract for providing of Comprehensive AMC of 12 Xerox machines:-

01. Name of the organization / Firm

02. Name(s) of the Proprietors/Directors

03. Registered Address

04. Branch at Ahmedabad (Address)
with Telephone No. Fax No.

05. Registration No. of the Firm (Copy to be enclosed)

06. Permanent Account No. (Copy to be enclosed)

07. GST Registration No. (Copy to be enclosed)

08. List of Spares and Consumables (Copy to be enclosed)

09. List of Spares and Consumables not covered (Copy to be enclosed)

10. Name(s) of Central Government/State Government/Public Sector Undertakings to whom similar services have been provided by the firm during last five years. (Attach relevant documents as proof of experience)

11. If the applicant firm has been terminated or blacklisted by any organization in last 5 years, full details of such termination of service or blacklisting (self undertaking required).

Signature with Date _____

Name of the Firm _____

Seal _____

Annexure-VI

Financial Bid

S.No.	Machine Details	Per Copy Charges (including spares, consumables & service/labour) (in Rs.) (exclusive of GST)
1.	Xerox Machine	

Other Pricing Details, if any:-

*GST@_____

Signature with Date _____

Name of the Firm _____

Seal _____

Annexure-VII
PRICE BID UNDERTAKING

Date:-

From: (Full name and address of the Bidder)

To,
The Principal Commissioner,
Customs, Custom House, Near All India Radio
Navrangpura, Ahmedabad-380009

Sir/ Madam,

1. I submit the Price Bid for _____ and related activities as envisaged in the Bid document.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the Financial Bid.

Yours Faithfully,

Signature
Name of Representative

E-Mail:-
Phone:-
Office Address:-

ANNEXURE-VIII

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender / Work: -

Dear Sir,

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

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

2. 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(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

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

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

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

6. I / We certify that all information furnished by the our 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 therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE-IX

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 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 / 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) 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 / XIS / 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 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.
- 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

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.