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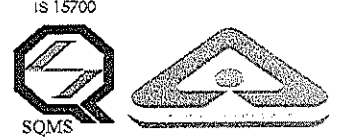
**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
CHENNAI – III COMMISSIONERATE
CUSTOM HOUSE, 60 RAJAJI SALAI, CHENNAI – 600 001**

**TENDER FOR
ANNUAL MAINTENANCE CONTRACT
FOR
CCTV CAMERAS**

**Tender Reference Number :
: S31A/03/2021-CHS
Start Date : 03.02.2021
Last Date for Submission : 23.02.2021**



IS15700:2005 Cft No.SQ/L-6000159



भारत सरकार
वित्त मंत्रालय
राजस्व विभाग

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF
REVENUE

आयुक्त सीमा शुल्क का कार्यालय, चेन्नई -III
निवारक आयुक्तालय

OFFICE OF THE PR. COMMISSIONER OF CUSTOMS, CHENNAI-III
PREVENTIVE COMMISSIONERATE

सीमा शुल्क गृह, 60, राजाजी सालै, चेन्नई- 600001

CUSTOMS HOUSE, 60, RAJAJI SALAI, CHENNAI - 600001

दूरभाष: 044 25231207, फैक्स: 044 25242425

Phone: 044 25231207, Fax: 044 25242425

F.No.S31A/03/2021 - CHS

Dated: .01.2021

NOTICE INVITING e-TENDER

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR CCTV CAMERAS

Office of the Principal Commissioner of Customs, [Chennai-III], Custom House, Chennai invites e-Tender from reputed/authorized firms/companies engaged in the business of providing Comprehensive Annual Maintenance of CCTV cameras at Custom House, Chennai-1 for a period of one year from 01.04.2021 to 31.03.2022.

TENDERING PROCESS:

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. Other information regarding submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>, www.cbic.gov.in and www.chennaicustoms.gov.in

Tender is invited in two parts i.e. **(1) Technical bid and (2) Financial bid**. The tender form for Technical bid in performa prescribed in Annexure – I and the tender form for the financial bid in performa prescribed in Annexure – II complete in all respects may be submitted online on the CPP Portal on or before **23.02.2021 03.00 P.M.** Bid documents, incomplete in any respect shall be summarily rejected. The valid Technical bids shall be scrutinised by the Department on **24.02.2021, 04.00 P.M.** to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be scrutinised. Late submission of tenders shall not be entertained. The last date and time for submission of bids/tenders is **23.02.2021 03.00 P.M.**

Earnest Money Deposit of Rs. 12,500/- (Rupees Twelve thousand five hundred only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of **THE COMMISSIONER OF CUSTOMS, CHENNAI**, shall accompany the technical bid. Technical bids without Earnest Money Deposit shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished in Annexure – I & II are found to be incorrect or false during the tender selection process. However, the Earnest Money Deposit is exempted for firms registered with Central Purchase Organization / National Small Industries Corporation, and it is mandatory that, the relevant copy of certificate issued by the competent authority should be enclosed(uploaded) with tender document.

The successful bidder of the contract has to submit **3% of the bid amount towards the Performance Guarantee either by way of Fixed Deposit receipts (Certificate in Original) or Bank Guarantee from schedule bank with auto renewal clause** within **seven days** from the date of awarding of contract.

The bidders/tenderers can inspect the areas under consideration at the premises between 10:00 AM and 4:00 PM (Monday to Friday) before submitting their quotes. Any clarification in this regard may be sought from Superintendent, CHS Section, Ground Floor, Custom House, Chennai -1. (044 – 25254535)

It is mandatory that, the tenderer/bidder should digitally sign the tender documents including all supporting documents and submit the same along with the technical bid. The tenderers should fill up the information in the Annexure I and Annexure II enclosed at the end of this document. Wherever, the prices are to be quoted shall be written in figures and in words as well. Annexure shall also have to be digitally signed. **No additions / modifications / deletions in the tender documents and other related supporting documents shall be entertained during the tender process.**

The tender forms and supporting documents should be complete in all respect, otherwise it will be rejected.

SCOPE OF WORK

1. The main scope of work is to maintain CCTV cameras (80 Nos), 4 nos of DVR's, 4 nos of 19" LCD monitors and one no. of 32" display unit installed in Custom House premises. AMC shall include the repair / replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
2. The contractor/firm has to ensure uninterrupted recording of CCTV surveillance system covering at all location in Custom House, Chennai. It includes relocation of CCTV cameras and time to time check proper connectivity of surveillance system.
3. The firm shall also be responsible for deployment of necessary staff for regular visit thrice in a week for cleaning of all hardware using suitable cleaning material and supportive equipment. Preventive maintenance includes proper network cabling and to resolve the issues with respect to connectivity. A separate log book shall be maintained for preventive maintenance record and it should be signed by the officer-in-charge.
4. The equipments are normally required to be repaired in the premises of Custom House only. In exceptional cases when the equipments cannot be repaired in the office premises and required to be taken to the workshop, this department will not make any payment towards cartage and the expense for the to and fro transportation of the machines will be borne by the firm concerned.
5. The equipment being taken to the workshop for repair would be at contractor/firm own risk and expenses. Any damage or loss caused to the equipment or their part due to negligence, mishandling shall be made good by the contractor/firm. In this case, the contractor/firm should make necessary inward and outward entries duly signed by the officer-in-charge.
6. **At present, there are 4 nos. of DVRs, 80 numbers of CCTV cameras, 04 nos. of 19" LCD Monitors, one no of 32" display unit are installed in the custom house premises. The details and locations of said CCTV cameras can be obtained from the officer-in-charge. The Principal Commissioner of Customs (Preventive) has the power to increase the number of CCTV Cameras and other equipments during the contract period for the same terms and conditions. The Contractor has to provide the service without any increase in maintenance charge.**
7. All tools, testing instruments including ladder required for checking, testing and attending to routine maintenance and breakdowns shall be arranged by the Contractor.
8. **The contractor shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/Hard Disc in the regular interval as instructed and to be handed over to the officer-in-charge. The provision of DVD/Hard Disc shall be in the scope of work of tender.**
9. It shall be the responsibility of the firm to make all the CCTV surveillance system and equipment work satisfactorily throughout the contract period and to hand over the systems in working conditions to this department after expiry of the contract.

10. The contractor/firm must ensure confidentiality regarding handling of all information obtained within the control room, whether videotapes, snapshots, written, verbal and other sensitive materials held within the Control Room and in Custom House premises.

11. The Contractor/firm should ensure all storage and apparatus should be virus free.

12. The service engineer/technicians will be allowed to work on all working days. Renting, lending and copying of any software and hardware products are completely prohibited. Maintenance of accessories such as Mouse, Remote should be at free of cost only. The rates are inclusive of all, that are applicable from time to time shall be met within the total invoice value.

TERMS AND CONDITIONS:

1. The Initial contract period is for twelve months from 01.04.2021 to 31.03.2022 however this can be extended for a further period by the Principal Commissioner of Customs (Chennai-III - Preventive) with existing Terms & Conditions based on the satisfactory performance.

2. Preventive as well as breakdown maintenance, both are covered under scope of work on AMC, which is comprehensive & corrective maintenance of CCTV cameras including other hardware and cabling.

3. Contractor/Firm are advised to inspect the site before quoting their rates to acquaint themselves with the nature of work.

4. The Principal Commissioner of Customs, [Chennai-III - Preventive] reserves the right to terminate the contract at any time by giving one month notice without assigning any reason whatsoever.

5. The maintenance work shall be performed with skilled personnel totally conversant with the equipment / CCTV system.

6. All tools and plants (including ladder) required for the CAMC has to be arranged by the contractor/firm at his own cost.

7. The contractor/firm will provide his personnel with protective equipment and should ensure safety of his service Engineer/Technicians, engaged for the purpose of CAMC and during the process of work, if any accident occurs due to any cause, the Chennai Customs Department shall not be held responsible, and any claim or legal penalties arising out of it will be the responsibility of contractor/firm.

8. Nothing under the contract of deployment of personnel shall confer any right by himself or by the contractor/firm to claim any direct employment under Chennai Customs Department or to be treated at any time as employees of Chennai Customs Department.

9. The contractor/firm should make good any damages done during CAMC of the system.

10. The validity of tender shall be 30 days from date of opening of tender.

11. Adequate care is to be taken while executing the work without causing any damage to Chennai Custom House premises.

12. During Comprehensive AMC period all the materials required for satisfactory functioning of the system to be supplied by the Successful Tenderer.

13. Maintenance register should be maintained by the firm and necessary entries should be recorded about the visiting of their engineer in connection with the maintenance of CCTV.

14. Being prevented or delayed in performance of any of its obligations under this agreement due to conditions which shall include but not be limited to strikes, lockout, concerted action of workmen, breakdown of communication or power, acts of God, fire, storm, rain, earthquake, explosions, emergency, war, riots etc.

15. The payment towards maintenance charges will be released / paid on a quarterly basis on satisfactory completion of assigned services through ECS. Income Tax and other taxes as per rules will be deducted from the bill as applicable from time to time.

16. The bidder/tenderer should have a project office/local office in Chennai and an adequate number of service Engineers for providing support. The bidder/tenderer is required to submit evidence/proof in this regard.

17. No joint venture or consortium of any kind is allowed for bidding.

18. The qualified firm is supposed to respond within 8 hours in the case of any breakdown or complaint launched from this office. The same complaint must be resolved in 24 hours; otherwise, a penalty shall be liable to be imposed. If the time taken exceeds 24 hours for resolving the complaint, the contractor/firm should keep stand-by for replacing the concerned equipment till it is made functional.

19. Only genuine spare parts should be used.

20. The components of the equipments will be the whole responsibility of the bidders for procurement and replacement as and when required during the period of contract.

21. The bidder/tenderer must undertake to ensure that sufficient stand-by cameras/spare parts/wire/cable etc, are kept in readiness so that there occurs no lapse in the security system of the Custom House premises.

22. The Engineers who have been authorized by the Contractor/firm to attend the service work in Custom House premises should not engage in any private work/act/practice in Custom House premises.

23. The bidder firm should not be defaulted / black listed / banned by any Government / Public Sector organization / department in India. A self-certificate should be enclosed and uploaded along with Technical Bid, failing which the Bid / Tender shall be rejected.

24. It is mandatory that, on completion of the contract of CAMC for CCTV cameras, a proper accounting of the entire equipments of CCTV cameras and its accessories should be made, failing which the Performance Guarantee shall be forfeited.

CONTRACTOR'S RESPONSIBILITY:

The contractor/firm should ensure that no delay should occur in responding, attending to any complaint, problem such as repairing, rectification of cameras. In the event of any consistent delay or failure in attending the problem of cameras for two continuous occasions in a span of seven days, the Competent Authority shall reserve the rights to cancel the contract forthwith and also to make alternative arrangements at the full risk and cost of the firm engaged by this office. Such cost would be recovered from the periodical service bills in addition to imposing a penalty for each such incident of delayed reporting. Penalty will be decided by the Competent Authority. Further, the contractor shall ensure the proper working of recording of the video obtained from the CCTV cameras and necessary backup has to be taken in the form of DVD/Hard Disc in the regular intervals and to be handed over to the officer-in-charge. The provision of DVD/Hard Disc shall be in the scope of work of tender. In the event of non-availability of recorded images which are required at the time for verification/investigation, the contractor will be held responsible and he may be penalised with a penalty and to the maximum of termination of contract by the Competent Authority without giving notice.

ELIGIBILITY CONDITIONS

1. The firm has to attach an undertaking with the tender document that the firm has not been blacklisted by any agency in India or abroad.
2. The firm should have at least four years of experience in providing comprehensive maintenance for CCTV cameras in various establishments. (Enclose work execution certificates). In addition to this the Bidder/Tenderer should have successfully carried out three AMC works of minimum average value of Rs. 4 lakhs (Four lakhs only) (certificate of execution from above organizations must be enclosed) ending 31.01.2021.
3. The bidder must have executed at least two works in any PSU/Government in the last 3 years ending 31.01.2021.
4. Should have valid Registration No. with appropriate authority.
5. Latest certificates of execution/completion from the organizations where the vendors are maintaining AMC of CCTV to be attached with tender.
6. The Bidder/tenderer should have a valid Authorized Service/Dealer Certificate from the Manufacturer, to be uploaded along with Technical Bid.

Documents to be submitted:

1. Copy of EMD amount of Rs.12,500/- (Rupees Twelve thousand five hundred only) in the form of Demand Drafts / Banker's Cheque of Scheduled Bank drawn in favour of the Commissioner of Customs, Chennai shall accompany the technical bid.
2. Any Exemption claimed in respect of EMD, the corresponding supportive scanned documents duly certified and issued by the Competent Authority should be enclosed.
3. PAN Registration Certificate.
4. EPF & ESIC Registration Certificate. In case of not eligible for EPF/ESIC, the bidder must submit an undertaking mentioning the reason for non-eligibility.
5. Income Tax Return for the last three years ending 31.03.2021.
6. GST Registration Certificate.
7. Certificates from the organizations for which they worked/working and having completed the similar works by the Tenderer during last three years ending 31.03.2021.


28/01/2021.

(Dr. R. NATARAJAN)
ASSISTANT COMMISSIONER OF CUSTOMS
(CHS)

TECHNICAL BID DOCUMENT

1.	Name of the Concern	
2.	Address of the Concern (Proof for project office/local office in Chennai should be uploaded) & (With Tel No., Fax & E-mail)	
3.	Status of ownership, Proprietary/Partnership/ Company.	
4.	Name & Address of the Partners / Directors (with Mobile No.)	
5.	Contact Person(s) (with mobile number)	
6.	No. of years of experience in providing Comprehensive maintenance of CCTV cameras (Upload the details of experience, work order)	
7.	Furnish the list of clientele* along with certificate of Appreciation from at least two important Clients (if any) & List should be uploaded.	
8.	Income Returns for last 3 years ending 31.03.2021.(upload self attested copies of proof of submitting the ITRs)	2018-2019, 2019-2020 & 2020-2021
9.	PAN No.	
10.	EPF Registration No.	
11.	ESIC Registration No.	
12.	GST Registration No.	
13.	Furnish details of EMD. (Copy of EMD, and If claiming exemption, reason for the same with necessary certificates should be uploaded)	Bank Name & Branch: Demand Draft No: Date: Amount: IFSC Code:
14.	Whether the firm is blacklisted by any State/Central Government or any organization/Agency in India/abroad.	Yes / No An Undertaking (self-certificate) duly signed with date and certified with stamp) to be uploaded.
15.	Whether any criminal case is registered/pending with the police / legal proceedings in court of law against the proprietor / firm / partner or the company / Agency.	Yes / No. An Undertaking (self-certificate) duly signed with date and certified with stamp) to be uploaded.

DECLARATION

I/we hereby certify that the information furnished above is full and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, the Concern shall be blacklisted and shall not have any dealing with the Department in future.

Place:

(Signature of Authorized Signatory with date)

Date:

Name & Seal of Signatory:

** Details in respect of government and non-government organizations may be provided in separate annexure accompanying this qualifying bid.*

** Proof of requisite documents and details may be provided in separate annexure accompanying the technical bid.*

FINANCIAL BID DOCUMENT

1. Name of the Concern :
2. Address of the Concern
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors
(with Mobile No.) :
4. Contact Person(s) (with mobile number) :
5. Total Bid Amount (Monthly) :

SL. NO.	DESCRIPTION (equipment details)	TOTAL QTY (IN NOS.)	AMC CHARGES	TOTAL AMOUNT (IN RS.)
1.	Cameras	80	TO BE FILLED IN BOQ AND UPLOAD	
2.	DVR's	4		
3.	LCD 19" Monitors	4		
4.	LCD 32" Monitor	1		
Total (Excluding Taxes)				

DECLARATION

I/we hereby certify that the information furnished above is full and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, the Concern shall be blacklisted and shall not have any dealing with the Department in future.

Place: (Signature of the Authorized Signatory with date)

Date:

Name & Seal of Signatory

Item Rate BoQ

ender Inviting Authority: THE ASSISTANT COMMISSIONER, CHS, CUSTOMS HOUSE, CHENNAI 600 001.

ame of Work: Maintenance of CCTV Camera at Custom House

ontract No: S31A/03/2021-CHS

ame of the bidder/
idding Firm /
ompany :

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	TEXT #		
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder exclusive of taxes Rs. P	TOTAL AMOUNT in Rs. P	TOTAL AMOUNT	TOTAL AMOUNT In Words		
1	2	3	4	5	7	8		10		
1	EQUIPMENT	item1								
1.01	CAMERA	item2	80 Nos				0.00	INR Zero Only		
1.02	DVR's	item3	4 Nos				0.00	INR Zero Only		
1.03	LCD 19'MONITOR	item4	5 Nos				0.00	INR Zero Only		
1.04	LCD 32' MONITOR	item5	1 Nos				0.00	INR Zero Only		
Total in Figures									0.00	INR Zero Only
Quoted Rate in Words									INR Zero Only	