



भारत सरकार / GOVERNMENT OF INDIA
वित्त मंत्रालय, राजस्व विभाग / Ministry of Finance, Department of Revenue

सीमा शुल्क आयुक्त का कार्यालय OFFICE OF THE COMMISSIONER OF CUSTOMS

सामान्य आयुक्तालय, चेन्नई सीमा शुल्क क्षेत्र / GENERAL COMMISSIONERATE, CHENNAI CUSTOMS ZONE
सीमा शुल्क भवन, नं. 60, राजाजी सलाई चेन्नई - 600001 / CUSTOM HOUSE, NO. 60, RAJAJI SALAI, CHENNAI-600001
दूरभाष / Telephone: 044-2525 4419 / 044-2522 2646 || ईमेल / Email: commr8-cuschn@gov.in

F.No. COMN/621/2017-P (II)

Dated: 10-12-2025

LIMITED TENDER NO. 02 / 2025

NOTICE INVITING LIMITED TENDER FOR "ANNUAL MAINTENANCE CONTRACT (NON COMPREHENSIVE) OF TELEPHONE CABLE LINES OF SERVICES" IN TELECOMMUNICATION SECTION, AT O/o THE COMMISSIONER OF CUSTOMS, GENERAL COMMISSIONERATE, CUSTOM HOUSE, CHENNAI - 600 001.

Limited Tender/Bids are invited from Service Providers /contractors for Annual Maintenance contract (Non-Comprehensive) of Telephone cable lines of Services" in Custom House, Chennai.

1. Document Download:

Tender documents may be downloaded from CBIC website/Custom House Website www.cbic.gov.in / www.chennaicustoms.gov.in as per the schedule given in TIME SCHEDULE as under by the bidders.

TIME SCHEDULE OF TENDER

Sl. No	Particulars	Date	Time
1	Tender publish date	15.12.2025	14.00Hours
2	Document download start date	15.12.2025	14.00Hours
3	Start date for seeking clarification	15.12.2025	14.00Hours
4	Last date for seeking clarification	30.12.2025	14.00Hours
5	Bid submission start date	15.12.2025	14.00Hours
6	Bid submission last date	05.01.2026	14.00Hours
7	Tender opening date (Technical & Financial)	06.01.2026	16.30Hours

2. Tender (Bid) Submission:

- I) Tender (Bids) shall be submitted through online, E-mail id

infrachennaicustoms@gmail.com or sealed cover by post/sevottam only. The Tenderer /Contractor are advised to follow the "Instructions to Bidder for Tender (Bid) Submission" provided in the Annexure A & B for online submission of bids.

II) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

III) Not more than one tender shall be submitted by one contractor or contractors having business relationships. 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 file the tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

IV) Tenderer who has downloaded the tender from the CBIC web portal / Chennai customs web portal 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 would be forfeited and tenderer is liable to be banned from doing business with this office.

V) Intending Tenders/Bidders are advised to visit CBIC web portal / Chennai customs web portal regularly till the closing date of submission of tender for any corrigendum / addendum/ amendment.

VI) The rates shall be quoted in Indian Rupees only.

VII) The rates will be inclusive of all taxes (Except GST), fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.

VIII) In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.

IX) The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.

(X) The Tender form duly completed (as in Annexure-A & Annexure-B) along with the enclosures should be uploaded by 05/01/2026 at 14.00 Hrs. The tenders shall be opened on 06/01/2026 at 16.30 Hrs.

Any clarification regarding the terms and conditions, the area of place can be obtained from the EPABX Section, Ground Floor, Custom House, Chennai-01 (044-25254444/25254499) on or before 30/12/2025 at 14.00 Hrs. For further details, Shri. Stanley M, Assistant Commissioner may be contacted at 044-25254470.

NOTE: The Department reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons.

3. Tender Document

Limited Tender/Bids are invited from reputed Contractors/Agencies for "ANNUAL MAINTENANCE CONTRACT (NON COMPREHENSIVE) OF TELEPHONE CABLE LINES OF SERVICES" in Custom House, Tele-Communication Chennai at O/o COMMISSIONER OF CUSTOMS GENERAL COMMISSIONERATE, CUSTOM

HOUSE, CHENNAI”.

INDEX

Sl. No	Particulars
1	Tender Notice
2	Terms & Condition
3	Annexure-A
4	Annexure-B

4. The Quote should be for the below mentioned work:

Sl. No.	Description	Qty
1	The maintenance schedule will cover the Telephone cables and associated accessories of about 300 Direct lines and 450 Intercom lines, installed in the Custom House, Chennai and connected offices.	300-Direct lines and 450 Intercom lines
2	Two skilled Technicians well versed with the maintenance/installation work are to be deployed in Custom House, Chennai. They should carry an authenticated ID and their phone numbers and the phone number of their Supervisory contact person in the AMC Vendor's Organization shall be submitted to the Custom House, Chennai.	2-(Two) Technical persons

5. DURATION OF CONTRACT:

The above said work should be from 01-02-2026 to 31-01-2027 (One year)

6. ELIGIBILITY CRITERIA:

(a) The bidder should have minimum of Three (03) years of experience in carrying out similar type of work in business of providing **TELEPHONE CABLE MAINTENANCE WORKS** in various Central / State Government / Organizations, Central / State PSU's and other reputed Private firms.

(b) The bidder should have completed at least two similar works not less than Rupees Three lakhs each in Central / State Government Organizations or in Central / State PSUs.

(c) The bidder should be registered with GST and should possess a Permanent Account Number (PAN) under Income Tax Act 1961. Copies of GST registration and PAN card should be enclosed along with Tender Document.

(d) The bidder must have an Annual Average Turn Over of not less than Rs.5 Lakhs (Rupees Five Lakhs only) in last three Financial Year ending 31.03.2025 and to the evidence for the same a certificate duly signed by the Chartered Accountant should be enclosed along with Tender Document.

(e) Copies of Audited Financials for the last three Financial Years along with ITR for the last three Assessment Years should be enclosed along with Tender Document.

(f) Copies of GST filed for last three months ending 30.06.2025 should be enclosed along with Tender Document.

(g) The bidder should not have been black listed by Central / State Government / PSUs and any agencies and / or convicted by a court of law. An undertaking to be executed and should be enclosed along with Tender Document.

7. GENERAL CONDITIONS:

(1). The maintenance schedule will cover the Telephone cables and associated accessories of about 300 Direct lines and 450 Intercom lines, installed in the Custom House, Chennai and connected offices.

(2) Two skilled Technicians well versed with the maintenance/installation work are to be deployed in Custom House, Chennai. They should carry an authenticated ID and their phone numbers and the phone number of their Supervisory contact person in the AMC Vendor's Organization shall be submitted to the Custom House, Chennai.

(3). The Technicians will be responsible for the clearance of faults for all the telephone installations under Customs offices and will carry-out instruction of the Tele-Communication Section on day-to-day-basis. Technicians will ensure utmost discipline and any violation of the same is likely to be viewed seriously.

(4) The Technicians deployed will report every day at 0915 hrs. and remain in duty till 1745 Hrs. on all working days. In case of non deployment of the technicians, the payment for the absent period will be deducted from the contract amount. In case of any exigencies involving installation/fault control works during any time including Saturdays, Sundays and holidays, their service shall be made available by the contractor without fail.

(5) The contract period will be one year from 01-02-2026 to 31-01-2027. The maintenance charges is payable every quarter (Every 3 months completed period). If any additional cabling or spares to be procured and provided by the AMC vendor, the same shall be prior-approved by the competent authority and after the approval only, such additional works should be carried-out. The records for the spares consumed, additional cable laid during the fault clearance /new installation will be separately maintained and invoice can be presented at the end of each quarter for payment along with regular claim of maintenance charges for each quarter.

(6) It is not binding on this department to continue the contract for the full term of one year. In case any deficiency in service or unsatisfactory performance is noticed, the contract is likely to be terminated immediately by the competent authority.

(7) Only those bidders, who have their offices and workforce in Chennai city (within a radius of 15 kms from Chennai Custom House), may post their bids for the tender, they will have to provide proof of address as evidence for the same.

(8) Those who are interested may go through the conditions, specification of contract works, and present their Limited Tender for Service (Quotation) on or before **05/01/2026** along with all documents in support of eligibility criteria should be scanned and uploaded along with the tender document.

(9) Tenders received after the stipulated date and time will not be accepted.

(10) The Commissioner of Customs (General), Custom House, Chennai reserves the right to accept or reject any or all the tenders without assigning any reasons.

(11) If the office is satisfied with the services of the AMC service Provider during this period, then the same contract may be continued for the subsequent period, on the same terms and conditions, which are approved by the both parties. For this, a separate order shall be issued after the end of the present contract period.

(Dinesh Raj J)
JOINT COMMISSIONER

Copy to:

1. The Assistant Commissioner of Customs, EDI Customs House Chennai (with request to publish in www.chennaicustoms.gov.in website).
2. Caretaker: To display in Notice Board, Customs House Chennai.-1

Annexure - A**Technical Bid of the Tender Document:**

1	Name of the Bidder	
2	Address	
3	Contact Phone No. /E-Mail ID	
4	Name and address of partners/Directors with their mobile Numbers	
5	Whether a sole proprietary firm/partnership firm	
6	Whether the firm is having office in Chennai. If so, provide the address	
7	Contact person with mobile Number	
8	PAN Number	
9	GST Regn. Number	
10	Whether all supporting documents are self attested and scanned and uploaded along with the Tender document	
11	List of clients with certificate of appreciation from at least one reputed client (upload self attested copy)	
12	Income Tax Returns for last three assessment years ending 31/03/2025 (upload self attested copies of submitting ITRs)	
13	Whether have minimum 3 years of previous experience as on 01-12-2025 in providing Maintenance in various offices/ establishments. If yes, provide some self attested evidence or declaration.	
14	Whether completed 2 such works providing Maintenance with annual contract value of Rs.3 Lakhs and above in each of the said two contracts	
15	Whether have Annual Turnover of Rs 5 Lakhs during the last 3 years (enclose audited Balance sheets for last 3 years)	
16	Details of similar contracts	

	undertaken in Central/ State Governments or Central/ State Public Sectors during 3 years prior to the last date of submission of bid? Provide name of Organization with work order copy	
17	<p>a. Whether the agency is blacklisted by any Central/State Govt. of Central/State Govt. Undertakings? If yes, upload the affidavit about non-blacklisting in Prescribed format.</p> <p>b. Whether the agency is convicted by any Court of Law. If so, provide details and enclose self attested copy of the Court's order (upload self attested copy)</p>	

DECLARATION FROM THE BIDDER

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

(Signature of Authorized Signatory with Date)

Annexure - B**Financial Bid of the Tender Document:**

1. Name of the Concern :
2. Address of the Concern
(with Tel. No and E-mail) :
3. Contact Person (s)
(Name with mobile number) :
4. Total Bid Amount (Monthly)
(as given in Sr.no. 3 of the
Following table). :

S. No	Manpower & Category	No. of Manpower per month	Cost for one manpower per Month (in Rs)	Total Amount per Month (in Rs) for two manpower
1	Skilled Telephone cable Technician	2		
2	% of GST Applicable			
3	Total Amount in Rs per Month (incl all Taxes) for two persons			
4	Total Amount in Rs for 12 Months (including all Taxes)			

Note:

- a. 1 Month = 30.4 days has been considered based on the following calculation:
Avg No. of days in a month = $365/12 = 30.4$ days.
- b. The Services of the personnel are required throughout the year (on full working of all working days and on Holidays, whenever work demands their presence in the office).

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I 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.

(Signature of Authorized Signatory with Date)