



GOVERNMENT OF INDIA: MINISTRY OF FINANCE: DEPARTMENT OF REVENUE
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS
3/86 E, ATC ROAD, NEAR AMBIT IT PARK : I, II & III FLOORS,
AMBATTUR INDUSTRIAL ESTATE, CHENNAI-600058

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C.No. IX/12/07/2018

Dated : 09.04.2019

**NOTICE INVITING TENDERS FOR AMC
FOR MAINTENANCE OF EPABX & INTERCOM SYSTEM**

1. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Chennai, invites quotes under a single bid system in the prescribed tender/bid form, contained in this notice, from reputed firms for Annual Maintenance Contract for the service / upkeep of **the EPABX and intercom system** installed at our office premises at 3/86 E, ATC Road, Ambattur Industrial Estate, Near AMBIT IT Park, Chennai-600058. The bidders may visit the above premises to survey the equipment. The specifications of work to be done for the above maintenance, qualification criteria to be met by the contractor and the statutory obligations to be complied with by the contractor are detailed in the Annexure to this Notice. All bidders for this tender are deemed to have understood and accepted the contents of this Notice.
2. **Only those bidders, who have their offices and workforce in Chennai, may post their bids for this tender.**
3. This tender document can be downloaded from the websites www.cbic.gov.in, www.nacen.gov.in & www.centralexcisechennai.gov.in.
4. Your quotations/ bids are to be submitted in **SEALED COVERS** in person / by registered post / speed post / courier so as to reach the above mentioned office **on or before 03-00 PM on 07.05.2019 (Tuesday)**. The name of the tendering company and the words "**Tender Document for maintenance of EPABX and intercom system**" should also be inscribed boldly on the cover. Offers / bids received beyond the stipulated time and date shall not be considered. The opening of the tender will be held on the same day **at 04-00 PM on 07.05.2019 (Tuesday)**. All bidders are invited to be present for the opening of the tender.
5. For any further enquiries, Shri V.P.Hari, Superintendent (Ph:9381025110) may be contacted

(C. RAMA PRASADA REDDY)
ASSISTANT DIRECTOR

ANNEXURE
DETAILS OF WORK TO BE DONE

1. A comprehensive service contract is envisaged covering the cost of all spares and consumables to be changed/ replaced by the service provider, except telephone and intercom cables. Repair/replacement of cables, if required, may be billed separately and will be paid by this Academy.
2. A regular service and maintenance check should be conducted once in a month, by qualified personnel, without fail. In case where there is a sudden break down or any such emergency, qualified repair personnel should be deputed immediately, on all working days. If required, they will have to stay back after office hours to attend to any emergency work, for which no allowance of any kind will be paid. As far as possible, all repairs are expected to be completed within the premises of this Academy.
3. Qualified personnel should maintain Log Registers of all service calls attended / Pending issues / Periodical preventive checks conducted and details of all replacement of spares/parts/consumables. Every visit of the Service personnel should be recorded and connected service reports should be produced to the concerned officer for acknowledgment.
4. No component(s)/Spare(s)/other equipment shall be removed without informing the Superintendent concerned. A written letter to the Superintendent and his consent is necessary for moving any parts out of the office, for which the service personnel shall maintain a separate log book showing the movement of the component(s) /Spare(s)/ other equipment and particulars regarding the replacements thereof.
5. During provision of the above services, care should be taken by the contractor to ensure that there is no damage to property belonging to NACIN. In case of such damage, the cost of the articles/equipment damaged shall be deducted from the Contractor's service charges.

ELIGIBILITY CRITERIA TO BE MET BY THE CONTRACTOR

1. The tender will be decided based on, among other things, the least amount quoted.
2. **The bidder should have their office and workforce in Chennai.**
3. Unless legally exempted, the contractor should be registered with GST, ESI and PF Departments and should pay their Government dues promptly. RELEVANT DOCUMENTS HAVE TO BE UPLOADED AS EVIDENCE.
4. Along with the bids, the contractor shall upload a copy of his PAN card/letter.
5. A list of the contractor's clients with contact persons and phone numbers should also be uploaded. The eligibility of the contractor will depend on his reputation and credibility also.

FORMAT FOR QUOTATION

AMC FOR UPKEEP OF EPABX AND INTERCOM SYSTEM

Category	Amount in Rs.
Annual Maintenance charges excluding tax	

Note: The above AMC charges should not include GST component

Authorised Signatory's

Signature:

Name:

Phone No.:

Office Seal: