



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/17/05/2017

Dated : 11 .09.2018

NOTICE INVITING TENDER
AMC FOR UPKEEP OF LIFT

1. The National Academy of Customs, Indirect Taxes & Narcotics (NACIN), Chennai-58, invites offers under a single bid system in the prescribed tender/bid document (attached herewith) from reputed firms for a semi-comprehensive Annual Maintenance Contract for the upkeep of a Lift at this office premises at 3/86 E, ATC Road, Ambattur Industrial Estate, Near AMBIT IT Park, Chennai..600058. The Lift is of Johnson make and has a capacity to transport 10 passengers or 600 kgs.
2. In order to ensure that the successful bidder would be able to attend to maintenance work on an emergency basis, **quotations will be accepted only from firms that have their workplaces situated within a radius of 10 km from this Academy.** Each prospective bidder should visit the above premises and inspect the Lift before bidding and record their visit at NACIN office. **The quote of a bidder, who has not recorded their visit to NACIN before the date of bidding, will be rejected.**
3. This tender document can be downloaded from the websites www.cbec.gov.in, www.nacen.gov.in & www.centralexcisechennai.gov.in or from the Government of India, Central Public Procurement Portal (e-procurement) website.
4. Interested bidders, who comply with the terms and conditions of this tender notice and who have procured their Digital Signature Certificates (DSC), can submit their bids in the prescribed Quotation Form. **Their e-bid has to be uploaded / submitted online only through the Government of India, Central Public Procurement Portal (e-procurement) website**
The last date for online upload : Before 11-00 AM on 24/09/2018
Tenders shall be opened on : 25/09/2018 at 11-15 AM
5. The tenderers shall sign and stamp the Quotation Form and upload/submit it through the Government of India, Central Public Procurement Ports along with the necessary documents of proof as required. Prices/bids wherever quoted should be written both in figures and words. The tenders/quotations received unsigned/incomplete shall be summarily rejected.
6. The Department also reserves the right to reject any of the tender offers without assigning any reasons therefor. 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 regular service and maintenance check should be conducted once in a month, by qualified personnel, without fail. The work involved will be to clean and lubricate the Lift equipment once in a month during regular working hours i.e. from 9-15 AM to 5-45 PM. The service provider will also do alignment/ adjustments/ calibration/ programming of current version, if required. Services offered under this contract shall be in accordance with the service instructions and standard practice of the original equipment manufacturers, in the recommended frequency.
- 2) 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.
- 3) The Service provider shall attend to unlimited break down calls as also regular service calls of the lift under normal conditions on normal working hours. The break down will be attended to within 3 hours on receipt of complaint from NACIN.
- 4) The following items of the lift will not be covered by the AMC:
 - (i) Replacement of main machinery including motor and Gear assembly
 - (ii) Replacement of doors
 - (iii) Replacement of Controller assembly with VVVF Inverter and mother board
 - (iv) Replacement of ARD unit with battery
- 5) All the parts of the lift other than above mentioned 4 parts are covered under the AMC. Further, all parts, other than of the above 4 parts, will be replaced without extra cost under the AMC, if found faulty.
- 6) If required, minor repair work for the above-mentioned 4 items will be conducted at no extra cost under the AMC, so that the functioning of the lift is not disturbed. It is also clarified that no additional charges will be demanded for the replacement of spares and components involved when undertaking the above-said minor repairs.
- 7) All workers and tools are to be arranged by the Service Provider. All spares to be used in the work relating to AMC shall be genuine spare parts, obtained from authorised dealers.
- 8) Payment will be made after every quarter (3 months) of regular services provided.
- 9) Other than the regular service, if repair or replacement of parts requiring payment is done, the payment will be on credit basis. A credit period of 10 to 20 days is required to make the payments.
- 10) During the period of AMC, if the service provider opines that there is a necessity to replace / change any major part of the DG Set, NACIN retains the discretion to refer the matter to a suitable Chartered Engineer or other service providers in the field to get a third party opinion. The charges payable to the Engineer or other cost involved in this enquiry will be borne by NACIN.
- 11) Qualified personnel should maintain Log Registers of all 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. Invoices / bills should be submitted along with connected service reports.

- 12) No component(s)/Spare(s)/other equipment shall be removed without informing the Superintendent/Inspector concerned. A written letter to the Superintendent and his consent is necessary for moving any part 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.
- 13) NACIN reserves the right to cancel the service contract in the event of the service being found unsatisfactory or if any of the clauses of this agreement are violated.
- 14) During the course of providing 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.

FORMAT FOR QUOTATION

AMC FOR UPKEEP OF LIFT AT NACIN, CHENNAI

Category	Amount in Rs.
AMC charges (for one year) excluding Taxes	

Amount of the bid in words : -

Signature of Authorised Signatory:

Name and seal of Company:

ELIGIBILITY CRITERIA TO BE MET AND THE CONTRACTUAL OBLIGATIONS TO BE COMPLIED WITH BY THE CONTRACTOR

1. The tender will be decided based on, among other things, the least amount quoted.
2. Preferably, the contractor should be registered with GST, ESI and PF departments and should pay their Government dues promptly. Proof of these registrations should be uploaded along with their bid.
3. The contractor shall also submit a copy of their PAN card/letter along with their bid.
4. A list of the contractor's **current** clients with the contact person's name & phone number and a note on the contractor's previous experience/clients should also be uploaded. The eligibility of the contractor will depend on his reputation and credibility also.
5. In order to ensure that the successful bidder would be able to attend to maintenance work on an emergency basis, quotations will be accepted only from firms that have their workplaces situated within a radius of 10 km from this Academy.
6. Each prospective bidder should visit NACIN premises and inspect the Lift before bidding and record their visit at NACIN office. The quote of a bidder, who has not recorded their visit to NACIN before the date of bidding, will be rejected.