



**GOVERNMENT OF INDIA  
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (A&ACC)  
CUSTOM HOUSE, 15/1 STRAND ROAD, KOLKATA-700 001**

**NOTICE INVITING E-TENDERS FOR THE ANNUAL MAINTENANCE CONTRACT  
OF UP-GRADATION AND MAINTENANCE JOB OF PAY PACKAGE SOFTWARE IN  
ACCOUNTS DEPARTMENT AT THE OFFICE OF THE COMMISSIONER OF  
CUSTOMS,(AIRPORT AND ADMINISTRATION), 15/1 STRAND ROAD, CUSTOM  
HOUSE, KOLKATA -700001**

**Nature of service to be provided by the service provider:-**

1. The job mainly includes maintenance/assistance and up gradation of pay package whenever necessary, which is already installed in master computer along with Seven(7) Computers and two(2) Printers under LAN connectivity at Accounts Department at Custom House, Kolkata,
2. The bidder has to provide assistance at the primary level of windows such as M.S. Words, Excel etc. as and when required,
3. The bidder has to engage a person having technical knowledge of Accounts software in Central Government Organization and who will be stationed at Custom House, Kolkata and will co-ordinate with all the specific users related to pay bill software during office hours i.e. 09:30 AM to 06:00 PM on all working days,
4. The bidder must have working experience of at least 05(Five) years of doing similar nature of work in Central Govt. Department,
5. Performance of the Service provider shall be reviewed every month,
6. Parties/Firms should inspect the nature/place of work before submitting the quotations and for inspection, query or clarification they are to approach Supdt. of Customs(Prev.), Computer Cell, Custom House, Kolkata,
7. Authority reserves the right for termination of AMC just by giving a notice 15 days in advance,
8. Any damage caused to the departmental properties due to the negligence of the service provider will lead to non-payment of bill and imposition of penalty as per rules,
9. The bidders must quote: Price inclusive of All Taxes, Address, Phone No., GST Registration No./PAN No., etc. while submitting their quotations.

**Details to be procure in e-tender:-**

1. The Tender enquiry documents will be available on official website <http://eprocure.gov.in> , [www.cbec.gov.in](http://www.cbec.gov.in) and [www.kolkatacustoms.gov.in](http://www.kolkatacustoms.gov.in). On from 17.01.2018.

2. Bid Submission : Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

3. Bidder have to follow the “**terms and conditions**” provided in Annexure-I, “Requirements of Bidder for Online Bid Submission” provided in the Annexure-II & Annexure-III for online submission of bids and **submit an undertaking as prescribed under Annexure-IV** and “**tender acceptance letter**” as prescribed under Annexure-V. All the pages of bid submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email etc. shall not be considered. No correspondence will be entertained in this matter.

4. The bid forms and other details can be obtained from the website [www.eprocure.gov.in](http://www.eprocure.gov.in) (CPPP Portal).

5. Bidder who has downloaded the tender from the Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/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 tempered/ modified in any manner, tender will be completely rejected and bidder is liable to be banned.

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

7. Not more than one tender shall be submitted by one supplier of suppliers 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 supply as separate competitors. A breach of this condition will render the tenders of both parities liable to rejection.

8. In the event of any of the above mentioned date being subsequently declared as holiday/closed day for this office, the tenders will be opened on the next working day at the scheduled time.

9. Violation of any terms and conditions may lead to termination of the AMC by this department by giving a notice of 15 days in advance.

This issues with the approval of Joint Commissioner of Customs (A&A)

**Assistant Commissioner of Customs  
Computer Cell (A & A)  
Custom House, Kolkata.**

**F.No.S68(Reg)53/10 Accts Com.Cell (A&A)  
Kolkata, the .....JANUARY,2018.**

## **ANNEXURE – II**

### **TENDER PROCESS**

- 1. e-Tender is invited in two parts i.e. (1) Technical Bid (2) Financial Bid. The e-Tender for Technical Bid in proforma prescribed in Annexure-III and the e-tender form for the financial bid in proforma prescribed on e-procurement website [www.eprocure.gov.in](http://www.eprocure.gov.in) complete in all aspects, shall be submitted to e-procurement websites : [www.eprocurement.gov.in](http://www.eprocurement.gov.in) by enrolling himself. Incomplete bid documents shall be rejected. The valid technical bids shall be scrutinized by this office to short list the eligible bidders. Thereafter, the Financial Bids of the short listed bidders who have qualified in Technical Bid will be opened. Late submission of tenders shall not be accepted.**
  
- 2. The bidders shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained therein and submit the same along with the Technical Bid. The Tenderers / Bidders would fill up the information in the Annexure III & IV enclosed at the end of these documents in clear and legible terms. Annexures shall also have to be signed and stamped by the bidders or his authorized signatory. The tenderers / bidders shall quote their rates for the service for maintenance to be provided (in both words and figures) which should include all taxes, GST and any other charges and the same would not be payable over and above rates quoted.**
  
- 3. This office reserves the right to postpone / and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same without assigning any reason thereof.**
  
- 4. This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds of such action.**
  
- 5. Multiple Submission of Bid will be summarily rejected and bidder will be blacklisted for filling tenders of Kolkata Customs.**
  
- 6. The tender documents are not transferable.**

**ANNEXURE-I**

**TERMS AND CONDITIONS**

**ELIGIBILITY CRITERIA**

- A) The bidder must have GST Registration and Copy of the same should be enclosed failing which the tender will be technically rejected.
- B) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act 1961. Copy of the same should be enclosed.
- C) The successful bidder must produce a solvency certificate from his banker for an amount not less than the AMOUNT OF THE CONTRACT FOR THE PERIOD OF 01 (ONE ) YEAR.

**OTHER TERMS AND CONDITIONS**

- 01. Bidders must have past experience in performing job of similar nature. Bidder/Vendor must attach proof of the experience that has to be submitted clearly indicating the name and address of organization where such job was performed.
- 02. The bidder can be blacklisted by the Depts. /Ministries of the Govt. Of India/State Govt. /PSUs. Subject to violation of terms and conditions.
- 03. Bidders can inspect the nature/place of work before submitting the quotations and for inspection, query or clarification they are to approach Superintendent of Customs (Prev.), Computer Cell, Custom House, Kolkata.
- 04 .Payment shall be made half yearly basis on submission of bill (in triplicate) along with satisfactory service report for the period duly signed by the in-charge of the system.
- 05. Duration of the AMC will be for one year. The contract shall include repairing, servicing, replacement, installation transportation cost etc.

06. Any damage caused to the system shall be charged to the service provider and recovered from its dues/bills.
07. All existing statutory regulations of both state & Central Government shall be adhered to and complied with by the Service Provider. The service provider shall strictly comply the terms and conditions of the agreement. Failure by the service provider to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in service shall result in termination of the contract.
08. Price should be quoted clear and inclusive of all taxes and other charges, if any.
09. The successful bidder on award of contract need to submit 10% of the bid value as performance security in the form of Bank Guarantee (BG) executed in the name of "RBI A/c The Commissioner of Customs, Kolkata" within 21 days of issuance of Work Order and should remain valid for 14 months.

In case of any change in terms and conditions, Addendum or Corrigendum will be issued and the bidder shall abide by the same.

All the critical dates are mentioned in the e-procurement website [www.eprocurement.gov.in](http://www.eprocurement.gov.in)

### **The Technical Bid**

- a) Tender Document (all pages signed)
- b) Annexure III (duly filled in) along with necessary enclosures and other supporting document.
- c) All the documents mentioned in the Terms and Conditions.
- d) Annexure IV, V

This issue with the approval of Joint Commissioner of Customs (A&A).

Sd/- .01.2018  
ASSISTANT COMMISSIONER OF CUSTOMS  
Computer Cell, CUSTOM HOUSE, KOLKATA.

**ANNEXURE – III**

**ROFORMA FOR SUBMISSION OF TECHNICAL QUOTATION**

<b>01</b>	<b>Name of the Supplier/Vendor</b>	
<b>02</b>	<b>Address along with contact no.</b>	
<b>03</b>	<b>Name, Address and Contact of Person</b>	
<b>04</b>	<b>GST registration number</b>	
<b>05</b>	<b>Brand name (if any)</b>	
<b>06</b>	<b>Other certificates included (Give the names of certificates which have been included)</b>	

**ANNEXURE-V**

**TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

**Date:**

**To  
The Commissioner of Customs, (A&A)  
Computer Cell, Custom House,  
15/1, Strand Road, Kolkata-700001**

**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No: \_\_\_\_\_**

**Name of Tender / Work: -**

\_\_\_\_\_  
\_\_\_\_\_

**Dear Sir,**

- 1. I / We have submitted my bid for the above mentioned 'Tender/Work' on [www.eprocure.gov.in](http://www.eprocure.gov.in) as per your advertisement. .**
- 2. I.....Son/Dau  
ghter/Wife of  
Shri.....Proprieto  
r/Partner/Director/Authorized signatory of  
M/s.....am  
competent to sign this declaration and execute this tender document.**
- 3. I offer to work at the rates as indicated in the price Bid/BoQ inclusive of all applicable taxes.**
- 4. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (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.**
- 5. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.**
- 6. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety and will abide by the instructions in work order/AOC.**
- 7. I / We certify that all information furnished by the me/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, summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.**

**Yours Faithfully**

**Signature of the authorized Signatory of the  
firm/ Company/Organization**

**Date:**

**Office Stamp/Seal:**

**Place:**

# ANNEXURE-IV

## UNDERTAKING BY THE BIDDER

I/We ..... Undertake that my/our  
.....firm/company M/s .....has  
not been blacklisted by any Govt. Department/Public Sector Undertaking/Autonomous Body.

2. I.....Son/Daughter/Wife of  
Shri.....Proprietor/Partner/Director/Authorized signatory of  
M/s..... am competent to sign this declaration and  
execute this tender document.

3. I have carefully read and understood all the term and conditions of the tender and undertake to  
abide by them.

4. The information/documents furnished along with the above application are true and correct to the  
best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false  
information/fabricated document would lead to rejection of my tender at any stage besides liabilities  
towards prosecution under appropriate law.

5. I/We understand that in case any deviation is found in the above statement at any stage, my/our  
concern/firm/co. shall be blacklisted and shall not have any dealing with the Department in future.

Signature of the authorized Signatory of the firm/Company/ Organization  
Office Stamp/Seal:

Date:

Place: