



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

Telephone: 044 - 26250157, 26250159

Fax: 044 - 26250155, 26250156

C.No. IX/17/05/2017

Dated : 12.09.2017

**NOTICE INVITING TENDER**  
**AMC FOR UPKEEP OF LIFT**

1. The Office of the Principal Additional Director General, 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. The bidders or their competent representatives may visit the above premises to survey the said lift before submitting their bids.
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 at a distance of 10 km from this Academy.
3. The following are detailed in the Annexure to this Notice:
  - (i) The specifications of work to be done for the setting up of the above work,
  - (ii) The format for quotation and
  - (iii) Qualification criteria to be met by the contractor and the statutory obligations to be complied with by the contractor
4. Your quotations/ bids are to be submitted only in the Format prescribed along with this notice, **in Sealed Covers**, in person / by registered post / speed post / courier so as to reach the above mentioned address on or before **4-00 PM on 22.09.2017 (Friday)**. The **name & phone number of the tendering company** and the words "**Tender Document for upkeep of Lift**" should also be inscribed boldly on the cover. Quotations / bids received beyond the stipulated time and date shall not be entertained.
5. The time and date of opening the tenders will be **4-30 PM on 22.09.2017 (Friday)**. All bidders or their competent representatives are invited to be present for the opening of the tenders.
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

  
(P.VENKATASUBRAMANIAN)  
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 items are covered under the AMC. Further, all parts, other than of the above 4 items, will be replaced without extra cost under the AMC, if found faulty.
- 6) If required, the 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 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 being 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.
3. Along with the tender document, the contractor shall submit a copy of his PAN card/letter.
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 attached. The eligibility of the contractor will depend on his reputation and credibility also.