



भारत सरकार
GOVERNMENT OF INDIA
वित्त मंत्रालय : राजस्व विभाग
MINISTRY OF FINANCE : DEPT. OF REVENUE
राष्ट्रीय सीमाशुल्क, अप्रत्यक्ष कर एवं नार्कोटिक्स अकादमी
NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES & NARCOTICS
आंचलिक परिसर, कोलकाता.: ZONAL CAMPUS : KOLKATA
पी-२७, सी.आई.टी. स्कीम VIII (एम), विधाननगर रोड, कोलकाता-७०००६७
P-27,C.I.T. Scheme VIII (M), Bidhan Nagar Road,Kolkata-700067
PHONE : (033) 2356-2777, 2356-1415, 2356-7154 Fax : 2356-7153
E. Mail: I.D- nacen_kol@yahoo.co.in

F. No. I(7)2/NACEN/Kol/TV/Cable connection/2010/3653

Date: 05-03-2020

TENDER NOTICE (43/2019-20)

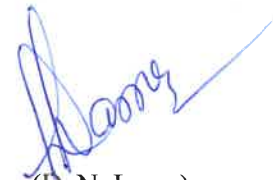
1. Sealed Tenders are invited from reputed Vendors/Dealers/ Service providers for providing cable TV connection on monthly rental basis as per regulation of TRAI (Telecom Regulatory Authority of India) at NACIN ZC Kolkata.
2. Interested vendors may refer to the description as given hereunder:

Sl. No.	No. of active points to be connected
1.	43 (Forty three)

Terms and Conditions

1. The cable operator (hereinafter called as operator) will be required to maintain TV sets connection in both the admin building and hostel building along with set top boxes.
2. The operator will have to check all TV connection, set-top-boxes and other accessories for quality of reception of the signal on the first day of every week.
3. The operator should provide repair service 24x7, whenever a complaint is lodged for poor picture quality or disruption of service.
4. Any complaint should be attended within one hour of reporting.
5. If the operator fails to attend the problem within one hour then a penalty of Rs. 50/- per defective connection will be charged.
6. All repair work in respect of quality of picture should preferably be done at the site itself.
7. If the repair work needs to be done at workshop/ away from the site, then a written permission of the competent authority is to be obtained for movement of the defective equipments and transportation cost will be borne by the operator.
8. All maintenance will be comprehensive including supply of spares and parts if needed, to do the repairing work.
9. The operator is solely responsible for payment of wages or any other charges to service personnel.
10. The academy will maintain a complaint register at the reception counter of the academy building wherein complaint will be lodged with date and time along with the location of fault. The operator will then rectify the fault within the time frame and put his date signature with time of rectification.
11. The operator should submit the names of the service personal who will attend for maintenance service etc. as well as the complaint, if any, reported.

12. The service personnel engaged by the operator will have no right or claim for any employment in the academy.
13. The operator should be responsible for the conduct of his staff and any loss or damage caused to the academy on account of negligence on the part of these staff and should be compensated by the operator.
14. TDS will be deducted by the academy as per provisions of Income Tax Act from the payment made to operator.
15. All tax liability if any should be borne by operator.
16. The contract can be terminated by either party by giving two month notice in advance. In case of stoppage of service without two month notice a penalty equal to two months charges will be payable by the operator.
17. The contract will be valid for one year.
18. The sealed tenders should be submitted on or before 16:00 hours, 20.03.2020.
19. The sealed tenders will be opened on 23.03.2020.
20. During the repairing process if the concerned person gets himself injured in any way while dealing with the electrical apparatus the liability will be borne by the operator.



(D. N. Lama)
Assistant Director (Admn.)