

No. BRI/tel/872/2/2024

**CONSULATE GENERAL OF INDIA
BRISBANE, AUSTRALIA**

E-Notice: Tender for Providing and Installing telecommunication services including PABX system and broadband at Consulate General of India office premises at 301, Coronation Drive, Milton, Brisbane, QLD 4064.

Important Dates	
Tender published date	01/07/2024
Tender submission start date	15/07/2024
Pre-Bid meeting [if required, online format]	24/07/2024
Tender submission end date	06/08/2024, 5:30PM (AEST)
Technical bid opening date	08/08/2024
Financial bid opening date	09/08/2024, 11:00AM (AEST)

This tender is being published on <http://eprocure.gov.in/e-publishing> and website of High Commission of India, Canberra (<http://www.hcic Canberra.gov.in>) .

(SK Goel)
Head of Chancery
Consulate General of India
Brisbane, Australia
E-mail id: hoc.brisbane@mea.gov.in
1st July 2024

No. BRI/tel/872/2/2024

**Consulate General of India
Brisbane**

NOTICE INVITING TENDER

Subject: "Providing and Installing telecommunication services including PABX system and broadband at Consulate General of India office premises at 301, Coronation Drive, Milton, Brisbane, QLD 4064"

The Consul General of India in Brisbane, for and on behalf of the President of the Republic of India invites quote from reputed and experienced companies registered under relevant laws of The Commonwealth of Australia and State of Queensland to provide and install telecommunication services (telephone, fax and internet) including PABX system at Chancery building located at 301, Coronation drive, Milton, QLD 4064.

The interested service provider/bidder must submit the tender in two bid system {i.e. (i) Technical Bid and (ii) Financial Bid}. Tenders are to be submitted to **Head of Chancery, Consulate General of India, Brisbane on or before 6 August 2024 at 1730 hrs**. All the necessary documents including those in support of eligibility criteria etc. are to be submitted in sealed envelopes as mentioned in Para - 2 of Section - 1. The Financial Bid will be submitted in a separate sealed envelope. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances.

2. The Technical Bids will be opened **on 8th August 2024** by the Committee authorized by the Competent Authority of the Mission. The financial bids of only those bidders, who have qualified in Technical Bids, shall be opened by the Committee authorized for the purpose. The site visit may be conducted between 1000hrs to 1600hrs from till **1st August 2024** on prior appointment basis to assess the job requirement/ quantum of work involved.

3. The pre-bid meeting, if required, will be held in online mode. The link for which will be intimated by email to prospective bidders.

4. The Tender Notice is also published on Central Public Procurement Portal (CPPP) of Government of India <http://eprocure.gov.in/e-publishing> and the website of High Commission of India, Canberra, <https://www.hcic Canberra.gov.in>. There is no fee for the tender documents.

5. All supporting documents to be sent by bidders must be in English. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the CGI, Brisbane shall be final and binding.

(Sushil Kumar Goel)
Head of Chancery
Consulate-General of India, Brisbane
E-mail: hoc.brisbane@mea.gov.in

SECTION-1: INSTRUCTIONS TO THE BIDDERS

1. General Instructions

1.1. For the Bidding / Tender Document purposes, CGI, Brisbane shall be referred to as '**Client**' and the Bidder/Successful Bidder shall be referred to '**Bidder**'.

1.2. While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

1.3. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria or any other requirements, stipulated in the tender documents are liable to be rejected.

1.4. For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter sent by registered post with acknowledgment due to the CGI, Brisbane. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.

2. Minimum Eligibility Criteria and Eligibility Documents

2.1. **Legally Valid Entity:** The Bidder/Bidding companies shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited/ Company or a sole ownership firm registered under the relevant statutes or acts

of State of Queensland and Govt. of Australia. Bidding in the form of JV Consortium is not permitted.

2.2. **Registration:** The Bidder/Bidding Firm must have GST/VAT/Tax registration with the concerned authority. The proof in support of the same (attested copy of GST/VAT/tax registration certificate) shall be attached with the technical bid.

2.3. **Experience:** The bidders should be providing services in telecom sector preferably with Govt. /state govt. institutions for at least three year in the field as on 30.06.2024.

2.4. **Bid Security Declaration:** The bidder may submit Bid Securing Declaration along with their bid as per the format at **Annexure-I**. Any bid which is not accompanied with the Bid Securing Declaration, shall be rejected.

2.5. The bidder should not have suffered loses in the immediate previous financial year.

3. Validity of bids

3.1 Bids, once submitted, shall remain valid for acceptance for a period of 120 days from the last date of submission of Bids.

3.2 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

3.3 Site Visit: Bidders may also undertake site visit for visualization and better understanding of the quantum of work any time after fixing a prior appointment with Vice Consul (Admn) on his number +61-435 051 292

4. Preparation of bids

4.1.1. **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Documents along with all required information including documents in support of the minimum eligibility criteria.

4.1.2. Technical Bid Submission Form (Annexure - II) duly signed and printed on Company's letterhead.

4.1.3. All supporting documents in support of minimum eligibility criteria/ eligibility documents as referred in Para 2 above. The Technical Bid along with all the required documents as mentioned in the Tender Documents shall be attached with bid documents.

Envelope-B (Technical Bid) (following documents to be attached)		
SI. No.	Document	Yes/No
1.	Certified copies of Registration/Incorporation particulars of Company/Firm from appropriate authorities	
2.	Certified copies GST/VAT/Tax registration	
3.	Proof of previous experience of similar work in last three years	
4.	Bid Security Declaration (Annexure - I)	
5.	Technical Bid submission form (Annexure - II)	

4.2 FINANCIAL BID

4.2.1 All material, supplies, manpower and technical requirements for execution of the work will be provided by the bidder.

4.2.2. The staff provided by the successful bidder shall not be changed once it is deputed at the CGI, Brisbane.

4.2.3 The staff so deployed should be having full working rights to work in Australia.

4.2.4 The bidder would be paid only the amount as per quote submitted by him. Any contribution to social security, super charges or any other govt. statutory payments towards the employee should be paid by the bidder. No separate claims shall be paid by the CGI, Brisbane in this regard.

4.2.5 Financial Bid shall be sent in a separate sealed envelope along with the bid documents. Financial bids of only those bidders will be opened who qualify after evaluation of technical bids.

4.2.6 **Taxes and Duties:** The bidder must include in their bids all duties, royalties and sales/service taxes or any other taxes, fees, charges as applicable. The CGI, Brisbane will entertain no extra claim on this amount at any stage of execution of work. In case of any variations in the taxes, the same shall be charged after producing the Government notification.

5. SUBMISSION OF BIDS

5.1 The Bidders have to submit the bids in **three Envelope** - *First* Envelope (Envelope 'A') containing Bid Security Declaration, the *second* Envelope (Envelope 'B') containing Technical Bid and should be superscribed "Technical Bid" and *third* Envelope (Envelope 'C') containing Financial bid and should be superscribed "Financial

Bid". All three sealed covers should be placed in a large sealed envelope superscribed **"Providing and Installing telecom services at Consulate General of India, 301, Coronation Drive, Milton, QLD"** and addressed to 'Head of Chancery, CGI, Brisbane.

The bidder sending the bids in sealed envelopes should mention their **email address** on the cover of envelope for sending online meeting link while opening bids.

Envelope	'A'	Bid Security Declaration
Envelope	'B'	Technical Bid documents
Envelope		Financial Bid documents
'C'		

5.2 The bids can also be sent by email at hoc.brisbane@mea.gov.in on or before the closing time and date. The financial bid should be password protected and the password should be shared by the bidder at the time of opening of financial bid. Conveying password of the financial bid before the scheduled opening shall result in disqualification of the bid.

5.3 The tender forms shall be neatly filled in ink or typed. No tender filled in pencil will be considered. The tender shall be signed, dated and duly witnessed in all places provided for in the documents. All corrections/deletions/scoring out/over writing shall be initialed. Any correction made in the tender documents by the bidder shall be made in ink only and not by using correcting fluid, and should duly be authenticated. Every page of the tender shall be initialed by the bidder, and submitted back as a token of accepting the laid down terms and condition. The bidder shall sign all schedule forming part of the tender.

5.4 **Late Bids:** The bidders are advised, in their own interest, to ensure that the tender document reaches the CGI, Brisbane well before the closing date and time of the bid submission. Any bid received after the deadline shall be rejected and returned unopened.

5.5 **Modifications and withdrawals:** No documents may be modified after submission. In case of any changes the bidder may write the corrections and send the same and it is at the discretion of the tender inviting authority to accept the same or reject it, and no changes shall be accepted once the bids are opened.

5.6 The Competent Authority in the CGI, Brisbane reserves right to extend the date / time for submission of bids, before opening of the Technical Bids.

5.7 The tendering authority (CGI, Brisbane) reserves the right to accept any tender not necessarily the lowest, reject any tender without assigning any reasons and accept tender for all or anyone or more of the articles for which the service provider has submitted bid.

6. BID OPENING PROCEDURE

6.1 The Technical Bids shall be opened in the Conference Room of CGI, Brisbane on 8th August 2024 by the Committee constituted by the Competent Authority of the Consulate. The link for the opening of technical bids shall be sent to the bidders who have submitted their bids.

6.2 After evaluation of Technical Bids, a list of qualified bidders will be prepared. Opening of financial bid will be decided after evaluation of Technical Bids. Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose.

6.3 The Financial bids of technically qualified bidders shall be opened on 9 August 2024.

6.4 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining unaltered.

7. CLARIFICATION ON TECHNICAL BID EVALUATION

7.1 The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification including any document pertaining to bid. Any clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.

7.2 If a bidder does not provide clarifications of its bid by the date and time set in the client's request for clarification, its bid may be rejected.

8. MANAGEMENT of Work

8.1 Duration of Contract: The work awarded to the successful bidder will be required to be completed in a period of two months. In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the CGI, Brisbane shall have the right at any time to terminate the contract forthwith and initiating administrative actions for blacklisting etc. solely at the discretion of the competent authority in CGI. The CGI, Brisbane will have the right to review, for extension or cancel award of work at any stage of execution if the work is not done according to the satisfaction of the client.

8.2 All the equipments installed by the bidder shall be handed over to the CGI, Brisbane after completion of work. The bidder shall be responsible for warranty of the installed equipments for a period of three years. In case of any requirements, the repair/replacement of the equipments shall be done on priority with in a fortnight.

8.3 Change Orders: The agreement/Contract may be amended or modified with consent of both parties in writing signed by the duly authorized representatives of the respective parties. No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e., the bidder and CGI, Brisbane.

9. PERFORMANCE /SERVICE GUARANTEE:

9.1 The bidder is required to submit **10% of total value of contract (amount quoted by the bidder)** as Performance Guarantee in the form of BG, demand draft, fixed deposit etc. before the commencement order is given and within 15 days of signing the final contract. The Guarantee shall remain valid during the tenure of contract period and additional 60 *days*. The guarantee amount in full or part may be forfeited in the following cases:

9.1.1 When the terms and conditions of the contract are breached.

9.1.2 When the service provider fails to comply with minimum service levels agreed upon.

9.1.3 Failure of the service provider to comply with statutory requirements shall constitute sufficient grounds for annulment of the award and forfeiture of service guarantee.

9.1.4 Notice with reasonable time will be given to bidder in case of forfeiture of Performance Guarantee.

9.1.5 The Performance Guarantee shall be valid for contract period and additional 60 days and shall be refunded after successful completion of contract period provided there is no breach of contract. No interest shall be paid on the Performance/ Service Guarantee.

10. PAYMENTS

10.1 The bidder shall be paid 90% of the amount after successful completion of the work. The bidder shall submit invoice for 90% of the quoted amount within 10 days of the completion of work as certified by CGI, Brisbane. The invoice for the rest 10% shall be made after two months of smooth running of the system and payment shall be made accordingly.

10.2 All payments shall be made in Australian Dollars by means of crossed cheques/bank transfer.

10.3 The CGI, Brisbane shall be entitled to deduct any amount in accordance with applicable Law, withholding tax or other deductions (as the case may be), from any payments made to the successful bidder/service provider, and the amount so deducted shall be deemed to be a payment made to the bidder.

10.4 No payment shall be made in advance nor will any loan from any bank or financial institution be recommended on the basis of the order of award of work.

11. LIQUIDATED DAMAGES AND TERMINATION :

11.1 It would be the first and foremost responsibility of the bidder to ensure that the work is completed as per agreed terms and conditions. In the event of delayed or unsatisfactory services, the Consulate may recover a sum from the bidder equivalent to minimum of 1% of the quoted price upto a maximum of 10 %.

11.2 It would be the responsibility of the bidder to attend complaints within one day of complaints occurs.

12. FALL CLAUSE

12.1 The Bidder undertakes that it has not completed any project/presently running any similar project or subsystems at a price lower than that offered in the present bid, in respect of any other client in Brisbane and if it is found at any stage that similar project/systems or sub system was completed by the bidder to any other client at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the bidder to the client, if the contract has already been concluded.

13. CODE OF INTEGRITY:

13.1 All the bidders shall have to observe the highest standard of ethics and should not indulge in any of the prohibited practices, either directly or indirectly, at any stage during the procurement process or during execution of resultant contracts. No official of a procuring entity or a bidder shall act in contravention of the codes which includes making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process. The bidders shall also have to avoid the following prohibited practices such as (i) Corrupt practice, (ii) Fraudulent practice, (iii) Anti-competitive practice, (iv) Coercive practice, (v) Conflict of interest and (vi) Obstructive practice.

14. OTHER CONDITIONS

14.1 The bidder shall be deemed to have visited the site(s) and made themselves familiar with the working condition whether they actually inspect the site(s) or not.

14.2 The Consulate General of India, Brisbane reserves the right to amend/withdraw any of the terms and conditions in the tender documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Consulate in this regard shall be final and binding on all.

14.3 If the bidder imposes any condition, in conflict with the conditions mentioned herein, his tender is liable to be summarily rejected. In any case, none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the CGI, Brisbane.

14.4 The bidder shall pay the expenses of applicable duties for execution of agreement.

14.5 The bidder would need to ensure that all the statutory requirements for operating buildings are in force and adhered to.

14.6 The bidder should ensure that proper trained/personnel carry out the jobs and that proper supervision is done for the jobs.

14.7 The bidder would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at Consulate's premises. The bidder would indemnify Consulate against any compensation/claim and damages etc. due to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of their duties. Consulate General of India, Brisbane would not be liable to pay any damages or compensation to such employees or to any third Party.

14.8 Arbitration Clause/Dispute resolutions: Disputes, if any, be resolved amicably with mutual dialogue.

14.9 The successful bidder should note that no part payment for the work shall be made. In case of bidder leaving the work half way or not completing it fully, no payment shall be made and the equipments installed by the bidder shall be the property of the CGI, Brisbane.

17. FORCE MAJEURE

17.1 Notwithstanding the provisions of contract, either Party shall not be liable for the violation of the contract/breach of the terms of the Contract, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

17.2 For the purpose of this clause, 'Force Majeure' means an event beyond the control of the either of the Parties and not involving the either of the Parties' fault or negligence and not foreseeable. Such events may include but are not restricted to wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

17.3 If a Force Majeure situation arises, the affected Party shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the CGI, Brisbane in writing, the bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means not provided by the Force Majeure event.

Section-2 : Scope of Work

The bidder shall be responsible for supplying and installing at least 24 port PABX system with incoming six telephone lines, broadband and a static lines. The connection to 24 separate desks shall be such that incoming call can be transferred to any desk, inter desk transfer of incoming calls, transferring of call from personal staff to officer and vice versa.

The supply and installation shall include following :

1. 24 port PABX system with welcome greeting and information about CGI and its services, Music on hold facility.
2. 17 digital desk phones of reputed make like LG, Cisco, Nokia
3. Fully managed server/main box shall be installed in the server room
4. Broadband line connection to all desks and network of CGI, Brisbane
5. Static IP connection from server to designated computers
6. The system shall have embedded voice mail system and IVR. Recording of voice for IVR shall be in consultation with CGI, Brisbane.
7. The cabling from server room to desk shall be provided to the bidder. However, wherever required the same will be carried out by the bidder.
8. All connecting cables, extensions wires if needed shall be the responsibility of the bidder.
9. The broadband lines and telephone lines in the server room shall be provided by CGI, Brisbane.
10. Bidder will assist in procuring these lines from service providers like Telstra or Optus or Vodaphone.

Section-3 : Technical Bid

Technical Bid should be prepared as per the instructions given in the Tender Documents alongwith all required information, documents in support of the minimum eligibility criteria.

The Technical Bid alongwith all the required documents as mentioned in the Tender Documents shall be attached with bid documents.

Envelope - B (Technical Bid) (documents to be attached separately for items at SI. No. 7 to 13)		
SI. No.	Document/Details	
1.	Name of the Firm/Company	
2.	Full Postal Address	
3.	Telephone Number	

4.	Mobile Number	
5.	E-mail ID	
6.	Date of establishment of Firm	
7.	Certified copies of Registration/Incorporation particulars of Company/Firm from appropriate authorities	
8.	Certified copies GST registration	
9.	Proof of similar experience of work	
10.	Bid Security Declaration (Annexure - I)	
11.	Technical Bid submission form (Annexure-II)	

Full Name & Signature of Authorized Signatory
With rubber stamp of the Agency affixed

Section-4 : Financial bid

To,

Mr S K Goel
Head of Chancery,
Consulate General of India, Brisbane

Ref: Invitation for Bid No.-BRI/Tel/872/02/2024

Subject: Financial Bid for " Providing and Installing telecommunication services including PABX system at Consulate General of India office premises at 301, Coronation Drive, Milton, Brisbane, QLD 4064"

I/We are submitting tender in response to your tender notice BRI/Tel/872/2/2024.

We hereby offer AUD_____ (In words _____) exclusive of taxes for providing services as required and mentioned in the scope of work of the bidding document.

We have read these conditions carefully and will comply strictly. We agree to bind by this offer if we are selected as the preferred bidder.

If our bid is accepted, we commit to submit a Performance Security Deposit in accordance with the Bidding Documents.

We also declare that the Government of India or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

If any information or document submitted is found to be false/incorrect, CGI may cancel my/our Tender and can take any action as deemed fit including termination of the

contract, forfeiture of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

**For and on Behalf of:
(Authorized Signatory)**

Signature

Designation:

Annexure-I

[Letter head of the Bidder]

Bids Securing Declaration

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a Performance Security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bids document from being eligible to submit Bids for contracts with the entity that invited the Bids.

Date _____

Signatures _____

Name:- (_____)

Email Id:

Mobile No(s).

Seal of Company

Technical Bid Submission Form

(To be printed on Bidder's letterhead)

" Providing and Installing telecommunication services including PABX system and broadband

at Consulate General of India office premises at 301, Coronation Drive, Milton, Brisbane, QLD 4064"

Dated:
.....2024

To,

Mr S K Goel
Head of Chancery
CGI, Brisbane

Ref: Invitation for Bid No.-BRI/Tel/872/2/2024

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Documents issued in accordance with Instructions to the Bidders.

We offer to execute in conformity with the Bidding Documents for providing cleaning services for CGI, Brisbane.

Our bid shall be valid for a period of 120 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and maybe accepted at any time before the expiry of the period.

We also declare that the Government of India or any other Government body has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid/ lowest bid or any other bid that you may receive.

Yours sincerely,

(Authorised signatory Name and signature)
Name of Company _____

Address : _____