


<p align="center"><b>Consulate General of India Birmingham</b></p>	 <p align="center">सत्यमेव जयते</p>	<p align="right">2, Darnley Road, Birmingham B16 8TE Tel: +44-121-4550910</p> <p>E-mail: <a href="mailto:hoc.birmingham@mea.gov.in">hoc.birmingham@mea.gov.in</a> <a href="mailto:adm.birmingham@mea.gov.in">adm.birmingham@mea.gov.in</a></p>
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### **TENDER NOTICE**

**Subject: Invitation for competitive tender for (i) Supply, installation and commissioning (ii) Comprehensive Annual Maintenance Contract (AMC) of Digital PABX system at office premises of Consulate General of India, Birmingham.**

No. BIR/868/03/2021

Dt: 21<sup>st</sup> February 2022

The Consulate General of India, Birmingham invites sealed bids from reputed experienced, financially sound & eligible telephone system companies registered under relevant UK Companies Law which can supply, install and commission a digital PABX system and also provide comprehensive Annual Maintenance Contract (AMC) for 3 years after expiry of warranty period.


2. Crucial dates and time for the above tender would be as under:

Sr. No.	Key Event	Dates
1.	Date of e-publishing on CPP Portal	22 February 2022
2.	Date of receiving the bids(Start)	22 February 2022
3.	Date of clarification (start)	22 February 2022
4.	Date of clarification (end)	14 March 2022 (1700 hrs)
5.	Bid Submission Closing Date	14 March 2022 (1700 hrs)
6.	Technical Bid opening Date (Date and time for opening of financial bids of technically qualified bidders will be communicated separately)	15 March 2022 (1500 hrs)

3. The bid forms and other details can be obtained from the website <https://eprocure.gov.in/epublish/app> → Active Tenders → Tender Title → Birmingham.

4. Detailed Notice Inviting Tender is also available on [https://cgibirmingham.gov.in/news/all\\_news](https://cgibirmingham.gov.in/news/all_news) or the bid forms can be obtained from the Consulate without any fee/charges.

**(Amanat Mann)  
Head of Chancery**

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2. Content of the Tender document are as follows:

Sr. No.	Document Details	Page No.
1.	Invitation to Tender	02
2.	Instruction to Bidders	03-04
3.	Scope of work	05
4.	Terms & Conditions of the Contract	06-07
5.	Part-I: Technical Bid	08-10
6.	Part-II: Financial Bid	11

3. Bids may be submitted to 'Head of Chancery, Consulate General of India, 2, Darnley Road, Birmingham, B16 8TE or hand delivered latest by 1700 hrs of 15.03.2022.

**(Amanat Mann)  
Head of Chancery**

## Instruction to Bidders

### (A) Eligibility Criteria:

1. The bidder must be registered under the UK Companies Act and should have all applicable/appropriate licenses in their own name.
2. The company should have a minimum of 3 years of experience in providing telephone/communication systems as on 01.02.2021.
3. The Company should have a minimum annual turnover of GBP 20,000 during the past three financial years (Cope of relevant financial statements for the last three financial years may be attached with the bid).
4. The bidding company must possess the requisite experience of handling Office complexes.

### (B) General Instructions for Compliance:

1. The tenders should be submitted in two sealed covers – the first sealed cover should be super scribed **“Technical Bid”** and second sealed cover super scribed **“Financial Bid”**. Both the sealed covers should be placed in the main sealed envelope super scribed **“Tender for supply of Digital PABX system to CGI, Birmingham”** and addressed to ‘Head of Chancery, Consulate General of India, 2, Darnley Road, Birmingham B16 8TE’.
2. The ‘Technical Bid (Part-I)’ should contain – (a) The requisite information duly filled in as per proforma enclosed; (b) Company profile including previous experience of supplying similar type of services. The bidder should also clearly mention in the tender that the terms and conditions of the tender are acceptable to them.
3. The ‘Financial Bid (Part-II)’ should contain rates which are to be quoted on enclosed proforma.
4. The tender forms shall be filled in ink or typed. No tender filled in pencil will be considered. The tender shall be signed, dated and witness in all places provided for in the documents. All corrections/deletions/scoring out/over writing shall be initialled. 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 initialled 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.

**(C) Late Bids:** The bidders are advised, in their own interest, to ensure that the tender document reaches the Consulate well before the closing date and time of the bid submission.

**(D) 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. In case of withdrawal, the bidder will lose his Earnest Money Deposit and will be blacklisted.

## **Scope of Work**

The Consulate is located at *2 Darnley Road, Birmingham B16 8TE* . The premises is spread evenly across 03 floors, having total carpet area of 20,300 sq. ft. and comprises of several office rooms, conference hall, stores, visitor's hall, kitchen/ kitchenetts, toilets, two staircases, one lift, counters, reception area and an open car park.

### **(i) Supply, installation and commissioning of Digital PABX system**

The vendor will be supplying the digital PABX, which:

- Must not be on VoIP
- Must not have any remote access facility (for maintenance or any other purpose)
- Must be compatible with legacy lines.
- Must have call hold/ transfer/ forward facility.
- Should have voicemail facility with built in storage.
- Should have music/ customizable message on waiting & hold.

Further, the quote should be exhaustive and include all the costs of installation & providing necessary material including engineer's visit for cabling, networking configuration/programming & necessary training. Also, the vendor need to provide 28 compatible digital telephone handsets with caller ID facility.

### **(ii) Comprehensive Annual Maintenance Contract (AMC) of the above Digital PABX system after expiry of warranty**

The Comprehensive AMC shall be normally for a period of one year, after the expiry of warranty period, and may be extended upto 3 years subject to satisfactory performance. The decision of the Consulate in this regard will be final. No demand for revision of rates of any account whatsoever shall be entertained under any circumstances during currency of the contract.

The contract will be comprehensive in nature and the Consulate will not make payment for any spare parts. All parts will be replaced free of cost including change of faulty Telephone Instruments, all types of Cables, Line cord, Coil Cord, Rosette Box, MDF box with crown, and channelling of open telephone wires etc. Only genuine authorized parts shall be allowed to be replaced.

## Terms & Conditions of the Contract

1. The bidder will have to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the UK and any other relevant authority.
2. Acts and regulations enforceable from time to time without any liability on the Consulate General of India, Birmingham or without any responsibility for statutory compliance by the Consulate.
3. The bidder must have modern equipments, latest technical expertise for the job management of building and related facilities, as has been defined in 'scope of work'.
4. **Right to accept any bid and to reject any or all bids:** The Consulate General of India, Birmingham, have the discretion, accept or reject any bid/quotation without assigning any reasons thereof. The decision of the Consulate shall be final and binding on all.
5. **Change Orders:** The agreement may be amended or modified with consent of both parties in writing signed by the duly authorized representatives of the respective parties the bidder and Consulate General of India, Birmingham.
6. **Site Visits:** The bidders may visit the sites, understand the scope thoroughly (even if it is not mentioned in this tender) and then quote for the job. The bidder shall in coordination with ASO (Admin), Consulate General of India, Birmingham (+44-121-4550910), visit the sites by prior appointment.
7. **Notification of award:** Consulate will notify the successful bidder in writing that its bid has been accepted.
8. Any bid received by the tendering authority after the deadline for submission of bids will be rejected and not be considered and may be returned unopened to the service provider.
9. The service provider shall employ as its representatives, servants and workmen after verifying their antecedents and loyalty before employing them for the works. It shall ensure that no person of doubtful antecedents and nationality is, in any way, associated with works.
10. The tender should be valid for a period of 120 days from the last date of submission.
11. The rates quoted by the service provider shall be deemed to include all taxes and duties etc. as applicable. Liability, if any, towards staff and employees from principal employer's end shall be deemed to be included in the offer.

12. **Code of Conduct and Penalty for Non Performance:** If any of the assigned work is not found satisfactory, an appropriate amount will be deducted for every major deficiency from the bill. The decision of the Consulate will be final in this respect.

13. All workers and staff employed by the company shall be employee of the company and will not have any claim of any nature on the Consulate. Any dispute arising between employee and company will be the responsibility of the company only.

14. **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 Consulate will entertain no extra claim on this amount at any stage of execution of work.

15. **Execution Method:** The job must be carried out in a short time frame to minimize the disruption in functioning of the Consulate.

16. **Terms of Payment:** The payments shall be made upon receipt of the invoice for agreed amount after completion of the job.

## **Part-I: Technical Bid**

(All pages to be printed on Firm's Letter Head)

### **Bidder's description format summary**

<b>Name of the bidding firm</b>	
<b>Name of partner(s)</b> <b>Nationality</b>	
<b>Name of the Authorized Signatory</b> <b>Nationality</b> <b>Passport No.</b>	
<b>E mail Id</b>	
<b>Telephone No.</b>	
<b>Fax No.</b>	
<b>Year of Incorporation</b>	
<b>Registration No.</b>	
<b>Service tax no.</b>	
<b>Registered Office &amp; Address</b>	
<b>Branches if any</b>	



**Bidder information – More detailed information on the following aspect may be given in typed form.**

**Business background**

How many years has your firm been in business? How many years under its present business name?

**Claims and Suits (Explain any “Yes” answers)**

- Has your firm, its subsidiaries or its parent companies, ever filed for bankruptcy?
- Has your firm ever failed to complete work awarded to it?
- Are there any judgments, claims, arbitration proceedings or suits pending or outstanding against your firm or its officers?
- Has your firm filed any lawsuits or requested arbitration with regard to any contract(s) within the last five years?

**Geographic Capability**

Please provide a listing of your offices in the Birmingham (with contact information, phone & fax numbers, email etc.) and a listing of the areas in which your firm has performed Property Management services.

## Copy of documents relating to the bidder’s experience, name of other offices/residences where they are working/ have worked etc. and any other relevant information about bidder may be enclosed.

**AFFIDAVIT**

I/We, \_\_\_\_\_, representative(s) of  
M/s. \_\_\_\_\_ solemnly declare that:-

1. I/We are submitting tender for the Digital PABX against Tender Notice No.BIR/868/03/2021 dated 21.02.2022.
2. Myself or my partners do not have any relative working in any office of Consulate General of India, Birmingham.
3. All information furnished by me/us in respect of fulfilment of eligibility criteria and other information given in this tender is complete, correct and true.
4. All documents/credentials submitted along with this tender are genuine, authentic, true and valid.
5. The Price – Bid submitted by me/us is “WITHOUT ANY CONDITION”.
6. I/We have not been banned/de-listed by any Government or Quasi Government agencies or PSUs.
7. If any information or document submitted is found to be false/incorrect, Consulate may cancel my/our Tender and can take any action as deemed fit including termination of the contract, for feature of all dues including Earnest Money and blacklisting of my/our firm and all partners of the firm etc.

**[Signature(s) of the Tenderer with Date & Seal]**

**PART-II: Financial Bid**

(All pages to be printed on Firm's Letter Head)

To,  
Head of Chancery  
Consulate General of India,  
2, Darnley Road  
Birmingham B16 8TE

**Sub: Financial Bid for (i) Supply, installation and commissioning (ii) Comprehensive Annual Maintenance Contract (AMC) of Digital PABX system at office premises of Consulate General of India, Birmingham.**

Dear Sir,

As part of the Bid, we hereby make the following price offer (including VAT etc) to the CGI towards providing the Housekeeping services at Consulate General of India, Birmingham.

***(i) Supply, installation and commissioning of Digital PABX system at office premises of Consulate General of India, Birmingham.***

Amount (in digits) : £ \_\_\_\_\_  
Amount (in words) : GBP \_\_\_\_\_ only.

***(ii) Comprehensive Annual Maintenance Contract (AMC) of above Digital PABX system.***

Yearly Amount (in digits) : £ \_\_\_\_\_  
Yearly Amount (in words) : GBP \_\_\_\_\_ only.

We agree to bind by this offer if we are selected as the preferred bidder.

For and behalf of:

**Signature (Authorized Signatory)  
Designation**

**Note:**

i. All the cost heads shall be inclusive of all applicable taxes as per the UK Government Legislations. The amount quoted should constitute the landed cost of the job (as detailed in brief scope of work) to Consulate General of India, Birmingham.

ii. Bidders must read these conditions carefully and comply strictly while sending/submitting their tenders.