



**Consulate General of India,  
2, Darnley Road,  
Birmingham, B168TE**

### TENDER NOTICE

No. BIR/885/04/2023

Dt. 24/11/2023

**Subject: Tender enquiry for providing IT services to the Consulate General of India, Birmingham.**

The Consulate General of India, Birmingham invites Tenders from reputed and interested companies/service providers having their company registered in UK, in the form of two bid system (Technical and Financial) for "Providing IT Services to the Consulate General of India, Birmingham for 3 years i.e. from 01.01.2024 to 31.12.2026" on call basis.

### IMPORTANT DATES

S.No.	Events	Date
1.	Tender Publish Date	30.11.2023
2.	Bid Submission start date	30.11.2023
3.	Bid Submission end date	22.12.2023 (till 1200 hrs)
4.	Opening of Technical Bids	22.12.2023 (at 1300 hrs)
5.	Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	22.12.2023

**\*Note: 'The bids will be opened in the O/o Head of Chancery, Consulate General of India, 2, Darnley Road, Birmingham, B16 8TE.**

- The Tender document can be downloaded from the websites: <http://cgibirmingham.gov.in> or <https://eprocure.gov.in/epublish/app> from **November 30, 2023 to December 22, 2023. No tender fee will be charged for the tender documents.** Please note that any corrigendum/addendum in the above tender documents, if required, will be hosted in the website of the Consulate General of India, Birmingham and CPP portal, as given above.
- Tender documents shall be received upto **1200 hrs on 22.12.2023** which shall be opened on 22.12.2023 at 1300 hrs at the above address, in presence of interested bidders.
- The Consulate General of India, Birmingham reserves the right to accept or reject any or all the tenders or part thereof without assigning any reason.

(Aman Bansal)  
Consul (Comerce) & HOC  
Email: [hoc.birmingham@mea.gov.in](mailto:hoc.birmingham@mea.gov.in)

## TENDER DOCUMENT

Consulate General of India, Birmingham invites sealed quotations from appropriately qualified, financially sound, eligible and experienced Companies/service providers registered under UK Companies laws having at least 2 years experience in the field for 'providing IT services to the Consulate General of India, Birmingham on call basis for a period of 3 years.

**1. Scope of Work:** To provide IT related services to the Consulate which includes maintenance of Computers, Laptop, Printers, Networking equipments, LAN, Hardware and software and other IT equipments on call basis as and when required. The Consulate has around 30-50 computers systems/laptops, 30 printers/photocopiers, Server, Lan/Internet networking, CCTV Networking etc. which require maintenance, updation/installation of software/hardware etc.

**2. Submission of Tender & Bidding process:** The tenders/bids should be submitted in two sealed covers – the first sealed cover containing technical bid should be superscribed **"Technical Bid"** and second sealed cover containing financial bid should be superscribed **"Financial Bid"**. Both the sealed covers then should be placed in the main sealed envelope superscribed **"Tender for providing IT Services to the CGI, Birmingham"** and addressed to 'Head of Chancery, Consulate General of India, 2, Darnley Road, Birmingham B16 8TE'. The detailed tender document alongwith its annexure(s) including format for technical bid and financial bid can be downloaded from Central Procurement Portal <https://eprocure.gov.in/epublish/app> and also the official website of the Consulate General of India, Birmingham at <https://cgibirmingham.gov.in>.

**3. (a)** The 'Technical Bid' (format given at Annexure-I) should contain – The requisite information of Company profile, experience, Registration number etc. The bidder should also clearly/ mention in the tender that the terms and conditions of the tender are acceptable to them.

**(b)** The 'Financial Bid' should contain rates which are to be quoted in the proforma enclosed at Annexure-II.

**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 witnessed 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 or scratching, 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.

**5. Location:** Consulate General of India, Birmingham is located in the Birmingham City at 2, Darnley Road, Birmingham B16 8TE.

**6. Site visit:** Physical visit to the site is advisable to have a general idea or understanding about the extent of works or services to be provided by the bidders. Interested companies / service providers can visit the site from 1100 hrs to 1500 hrs on any working day. Appointment for the site visit can be booked by sending email to [adm.birmingham@mea.gov.in](mailto:adm.birmingham@mea.gov.in).

## Terms & Conditions of the Tender / Contract

### 1. Eligibility Criteria:

- a) The bidder must be registered under the UK laws and should have all applicable/appropriate licenses in their own name in the field of providing IT Services.
- b) The company should have minimum 2 years of experience in providing IT Services and maintenance of Computer and related peripherals, Hardware, Software, Networking, LAN, Servers etc.
- c) The Company should have a minimum annual turnover of GBP 15,000 during the past three financial years.
- d) The bidding company must possess the requisite experience of handling IT equipments/electric items, networking etc.

2. The bidder shall have to ensure compliance of all mandatory labour laws/regulations laid down by the Government of the UK and any other relevant authority.

3. The bidder shall follow acts and regulations enforceable from time to time by the Government of UK without any liability on the Consulate General of India, Birmingham or without any responsibility for statutory compliance by the Consulate.

4. The bidder must have modern equipments, latest technical expertise for the job management, as has been defined in 'scope of work'.

5. **Right to accept any bid and to reject any or all bids:** The Consulate General of India, Birmingham, have the discretion to accept or reject any bid/quotation without assigning any reasons thereof. The decision of the Consulate shall be final and binding on all.

6. **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. Late bids shall not be accepted. 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 bidders.

7. **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.

8. **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.

9. **Site Visits:** The bidders may visit the sites, to 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 Vice Consul (Admin), Consulate General of India, Birmingham (email: admn.birmingham@mea.gov.in), to book appointment to visit the site.

10. **Notification of award:** Consulate will notify the successful bidder in writing that its bid has been accepted.

11. The bidders 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.

12. The tender should be valid for a period of 120 days from the last date of submission.

13. The rates quoted by the service bidders 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.
14. Scope of work: The service provider shall have to attend the Consulate on call basis. The Consulate General of India, Birmingham or its authorized member shall call or send email to the service provider for any task related to IT service etc, which (the task), the service provider shall attend on priority basis. After completion of work, the service provider shall calculate the his charges on hourly basis spent at the site and shall send its bill/invoice at the end of that month.
15. **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.**
16. 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.
17. **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.
18. **Execution Method:** The job must be carried out in a responsible manner maintainig confidentiality as per GDPR norms and must be tried to finish in working hours to minimize the disruption in functioning of the Consulate.
19. **Terms of Payment:** The company/service provider shall calculate his hourly charges for whole month and submit his invoice on last date of a month. The payments after verification of job carried out, shall be made on monthly basis upon receipt of the invoice, upto 10<sup>th</sup> date of next month.

**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) , if any</b>	
<b>Their Nationality</b>	
<b>Name of the Authorized Signatory</b>	
<b>Nationality</b>	
<b>Passport No.</b>	
<b>E mail Id :</b>	
<b>Office Telephone No.</b>	
<b>Mobile No:</b>	
<b>Fax No. , if any</b>	
<b>Year of Incorporation:</b>	
<b>Registration No.</b>	
<b>Registered Office &amp; Address</b>	
<b>Branches if any</b>	

**Affidavit / Declaration by the bidder:**

I/We, the authorized representative of the Company mentioned above hereby declare that the company or its subsidiaries or its parent companies were not filed for bankruptcy. The firm was never failed to complete work awarded to it. There are no judgement, claims, arbitration proceedings or suits pending or outstanding against your firm or its officers. The firm has never filed any lawsuits or requested arbitration with regard to any contract (s) within last five years.

**In addition to the above, I/We also decalre that**

1. I/We are submitting tender for providing IT Services to Consulate General of India, Birmingham for 3 years i.e. from 01.01.2024 to 31.12.2026 against Tender Notice No. BIR/885/04/2023 dated 30.11.2023.
2. Myself or my partners do not have any relative working in any office of the 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/concealed, the Consulate 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, if any and blacklisting of my/our firm and all partners of the firm etc.

**[Signature(s)]**

**the Tenderer /authorized representative of the company**

**Name:**

**Designation:**

**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 providing IT Services to the Consulate General of India, Birmingham.**

Dear Sir,

As part of the Bid, we hereby make the following price offer (including VAT and other taxes etc) to the Consulate General of India, Birmingham towards providing IT Services including maintenance of IT equipment, hardware, software, networking etc, on hourly basis at the Consulate General of India, Birmingham.

**(i) The hourly rates for providing IT related services to the Consulate General of India, Birmingham, in terms of Consulate's tender document No. BIR/885/04/2023 dated 30.11.2023 and terms and conditions therein, technical bid submitted by us, are given below:**

Total Hourly rates including all taxes: £ \_\_\_\_\_ /-  
Amount (in words): GBP \_\_\_\_\_ only.

We agree to bind by this offer to provide IT services etc to CGI Birmingham for **next 03 years** i.e. from **01.01.2024 to 31.12.2026**, if we are selected as the preferred bidder.

For and behalf of:

**Signature (Authorized Signatory)**  
**Designation:**

**Note:**

- a) 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.
- b) Bidders must read these conditions carefully and comply strictly while sending/submitted their tenders.