



**EMBASSY OF INDIA
RABAT**

TENDER NOTICE

No. RAB/868/02/2021

Dated:25.05.2021

**Subject : (i) Supply, installation and commissioning
(ii) Comprehensive Annual Maintenance Contract of EPABX system in Embassy of India, Rabat.**

Embassy of India in Rabat invites Tenders from reputed and interested companies/dealers having their establishment in Morocco in the form of two bid system (Technical and Financial) for "Supply and commissioning of digital EPABX system having 04 trunk lines, 04 direct lines and 24 normal extension expandable up to 30 lines or more and "Comprehensive Annual Maintenance Contract for 3 years after expiry of warranty period".

IMPORTANT DATES

S.No.	Events	Date
1.	Tender Publish Date	25.05.2021
2.	Bid Submission start date	25.05.2021
3.	Bid Submission end date	15.06.2021 (till 1700 hrs)
4.	Opening of Technical Bids	16.06.2021 (at 1100 hrs)
5.	Opening of Financial Bids (of only those who qualify in the minimum eligibility criteria)	Date to be intimated later*

***Note: 'The bids will be opened in the O/o Head of Chancery, Embassy of India, Rabat, Morocco'**

2. The tender documents can be downloaded from the websites <http://www.indianembassy rabat.com/> or <http://www.epublish.gov.in> from **May 25, 2021 to June 15, 2021. 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 Embassy of India, Rabat, as given above.

3. Tender documents shall be received upto **1700 hrs on 15.06.2021** which shall be opened on 16.06.2021 at 1100 hrs at the above address, in presence of interested bidders.

4. Bids without EMD shall not be considered.

5. Embassy of India, Rabat reserves the right to accept or reject any or all the tenders or part thereof without assigning any reason.

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GENERAL INSTRUCTIONS AND TERM AND CONDITION TO THE BIDDERS

1) The bidders should submit their bid detailing the name, postal address, telephone no, mobile no & email id etc. If the bidders are authorized of any original equipments manufacturer, they should also enclosed authorization certificate along with detail information i.e name, address , telephone etc, otherwise bid will be summarily rejected.

2) **Mode of preparation and submission of bid**

Technical bid

- a) Cover 01 (**Technical Bid**) shall be super scribed as “Technical bid” duly indicating the Tender Reference for installation EPABX system at Embassy of India, Rabat as per **Annexure-I**.
- b) Proof of submission of EMD.
- c) Company’s Registration Certificates.
- d) VAT Registration Certificates.
- e) Details of experience in similar nature of work for installation of digital EPABX system or similar equipment minimum 3 years should furnish.

Financial bid

- f) Cover 2 (**Financial Bid - as per Annexure II**) should contain Price only and shall be superscribed as “Price bid’ duly indicating the Tender Reference No. as per **Annexure-II**.
- g) The quoted rate shall include cost of equipment and taxes, as applicable.
- h) cover 1 & 2 should be sealed and signed individually superscribed tender for installation of digital EPABX system should be address to “**Embassy of India, 88, Rue Ouled Tidrarine, Rabat**”

3) Tender received after the deadline of receipt indicated in Tender notice, shall not be taken in to consideration.

4) Envelop for technical bid and financial bid will be opened in stipulated date and time in Embassy of India, Rabat.

5) Tender received without EMD shall summarily be rejected.

6) EMD of MAD 2000.00 (two thousand Moroccan Dirhams) shall have to be

deposited by the bidders which will be refunded to unsuccessful bidders without any interest after completion of full process. No interest shall be paid against EMD amount submitted by the bidders.

7) EMD (in the form of certified cheque, caution deposit) shall be deposited in favour of Embassy of India, Rabat.

8) EMD shall be forfeited in case the bidder fails to supply and installation of EPABX system.

9) The bidder shall submit the original tender documents with seal and signature at each page within the stipulated period as a token of acceptance of terms and conditions.

10) The Embassy will not be liable for late in receipt of the tender after the due date/time due to any postal delay if sent by post.

11) Companies not submitted full information/documents at the first instance shall be rejected.

12) Payment will be released after successful supply of all the items, required for the digital system and successfully installation and commissioning and smooth functioning of the system.

13) Annual maintenance contract (AMC) provider should have facility within Rabat so as to provide prompt service as and when required detail terms and conditions for AMC should be given in the format Annexure-II.

14) During installation existing cables must be dressed and if new cabling work is required must be done by the bidder. Price for new cable per meter and its accessories must be quoted, if any, as per specifications.

15) Buyback value of old digital defunct EPABX system (make-Siemens 3350) installed at Embassy should be quoted.

16) The successful bidder/awardee party shall have to deposit security money @10%(Ten percent) of the gross value of digital EPABX system in shape of certified cheque or caution money deposit in favour of Embassy of India, Rabat. The same shall have to deposit after intimation to the successful bidder. The security money shall be refunded without any interest after one year including warranty period and observation of smooth functioning of the EPABX system.

17) Embassy is at liberty to relax the eligible criteria if feel necessary considering the nature of work.

18) **Disputes:** Embassy and the bidder shall make every effort to resolve any dispute/disagreement in connection with the bid amicably by direct negotiation. However, the decision of Head of Chancery, Embassy of India, Rabat will be final & binding in case the disagreement or dispute is not resolved through mutual negotiation.

19) **Miscellaneous:**

Embassy reserves the right to cancel any or all the tenders without assigning any reason. Conditional offer shall not be accepted.

20) All the documents must be self attested.

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**TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT (CAMC)**

1. The CAMC 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 Embassy 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.

2. The company should have experience of atleast three years in Government, private, international organizations in respect of maintenance of EPABX System and Extensions of different configurations are eligible for applying in tender along with other eligibility conditions mentioned in Terms and Conditions. Bid will be valid for 120 days from the date of submission of bid. The contract shall ordinarily be awarded to the lowest evaluated technically qualified bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

3. The company whose quotation is finally accepted, shall have to furnish a performance security @10% of finalized bid in favour of Embassy of India, Rabat by means of certified cheque or caution money deposit.

4. The company shall depute trained mechanic(s) only having wide experience of repairing the EPABX System on weekly basis for preventive checks & maintenance and the complaint received during the day shall be attended to promptly and rectified within one hour. The company should have to sent their representative on holidays in case of emergencies.

5. The contract will be comprehensive in nature and the Embassy will not make payment for any spare parts. All parts will be replaced free of cost including change of faulty Telephone Instruments (Analog/Basic & Caller ID/Digital), 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.

6. The company is liable to replace the defective parts of the machine with original and new parts strictly as per the configuration of the manufacturer and will be guaranteed for a period of one year from the date of replacement. The defective parts will be taken over by the company and the new parts provided will become the property of the Embassy. Company should have to clean all instruments every month.

7. In the case of major repair where the EPABX system or any part of the system has to be taken to company's workshop, the standby arrangement from the company side will

be mandatory without disruption of work of the Embassy. The equipment being taken to the workshop for repair would be at the company's expenses.

8. In case the company is found to be failing in rectifying/making functional the EPABX System on the same day, a penalty of Dh. 50/- (Moroccan Dirhams Fifty only) per fault/per day would be imposed. In case of three successive failures, the contract may be terminated forthwith and the performance security deposit would be forfeited. Under such circumstances only proportionate charges for the period for which the services rendered shall be payable to the company if the services provided by the company had been satisfactory.

9. The payment will be made on monthly basis only on completion of service to the satisfaction of the Embassy on submission of bill alongwith satisfactory work done reports and other formalities as may be requested by the Embassy.

10. The interpretation of the contractual terms & conditions and disputes, if any, shall be subject to the sole arbitration of the competent authority in the Embassy.

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ANNEXURE-I**TECHNICAL BID**

Subject : (i) Supply, installation and commissioning
(ii) Comprehensive Annual Maintenance Contract of EPABX system in Embassy of India, Rabat. (To be filled up by the Tenderer/Bidder)

Sl. No.	Required Information	Details to be filled up by the Bidders Firm/Agency
1	Name of Bidding company/dealer	
2	Full Address with Telephone No., FAX No. & Mobile No	
3	E-Mail ID:	
4	Detail of manufacturer(in case the bidder is authorized dealer along with authorization certificate)	
5	Registration details/certificate of company/dealer	
6	Name & contact detail of proprietor/owner of agency.	
7	The bidder should have at least three(3) years experience in work of similar nature (attached copy)	
8	Buyback value of present defunct digital EPABX model matrix eternity ISDN EON/48, if yes please mention the value.	
9	Details of EMD deposit.	
10	Name of the authorized representative who will attended at the timing of opening of bidding give full address and telephone with email.	
11	Model of digital EPABX (Mark & model)	
12	Year of manufacturing	
13	Name of AMC provider with details, if any	

UNDERTAKING

- (a) I, the undersigned certify that I have gone through the terms and condition mentioned in the tender document and undertake to comply with them.
- (b) The rates quoted by me are valid and binding upon me for complete work.
- (c) I hereby had undertaken to render the service as per direction given in the tender document.

Date:
Place :

**Signature and seal of the
(Full signature of the tenderer/bidder)**

Annexure II

FINANCIAL BID

Subject : (i) Supply, installation and commissioning
(ii) Comprehensive Annual Maintenance Contract of EPABX system in Embassy of India, Rabat. (To be filled up by the Tenderer/Bidder)

Sl No.	Description of materials as per technical specifications.	Quantity required	Price per units (in MAD)	Total price (in MAD)	Remarks, If any.
1	EPABX system with internal and external voice mail - backup battery - network card - Setting board	01			
2	Operator Console (with lighting facilities)	01			
3	DSS key based phone (with lighting facilities).	01			
4	U.P.S (Uninterrupted Power supply) Power battery backup minimum 02 hours will be giving power backup after electric power failure	01			
5	Installation and commissioning charge of EPABX system	As per requirement			
6	Lightening Protector	01			
7	Power guard	01			
8	Stabilizer as per capacity of the system.	01			
9	Digital telephone instrument	05			
10	Cost of cabling price and its accessories and per meter cable (if required at the time of installation in Rs).				
	Total (in MAD)				
	Taxes				
	Total (A)				

For Comprehensive Annual Maintenance Contract (CAMC)

S. No	Description of materials as per technical specifications.	Quantity required	Price per units (in MAD)	Total price (in MAD) per month	Remarks. If any.
	Warranty period		Initially for one (01) year		
11	Cost of Annual maintenance contract (AMC) after warranty period both for EPABX system and existing cables, instruments, switches, etc.	-do-	One visit per week		
12	Buyback value of old defunct EPABX system (make-Siemens 3315) installed at Embassy of India, 88, Rue Ouled Tidrarine, Souissi, Rabat, should be quoted.	01			

Date:
Place :

**Signature and seal of the
(Full signature of the tenderer/bidder)
with Seal**