

सत्यमेव जयते

GOVERNMENT OF INDIA

Embassy of India, Lomé

**Name of Work: Hiring Computer Maintenance services for the
chancery**

(Embassy of India, Lomé).

Tender Documents

Period of Work: 21 days

**Government of India
Embassy of India
Lomé**

**Embassy of India
Lomé**

Press Notice

Embassy of India, Lomé invites, on behalf of President of India, bids on two bid system for "Hiring Computer Maintenance services for Chancery (Embassy of India, Lomé)".

Period of completion	21 working days
Earnest money deposit	CFA 200,000/-
Tender processing fee	NIL
Last date and time of submission of bid	30.01.2023, 1700 Hours

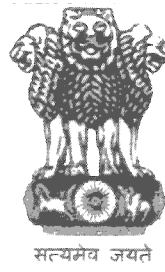
The bid forms and other details can be obtained from the website <http://www.embassyofindialome.gov.in> Detailed Notice Inviting Tender is also available on <https://eprocure.gov.in/epublish/app>.



(Praveen C Kala)

**Second Secretary (HOC)
Embassy of India, Lomé
hoc.lome@mea.gov.in**

**Praveen C. Kala
Second Secretary (HOC)
Embassy of India, Lomé**



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TENDER NOTICE

Name of Works: Hiring Computer Maintenance services for Chancery (Embassy of India, Lomé)

LOM/885/01/2023

Date: 10.01.2023

The Embassy of India, Lomé, on behalf of the President of India invites Lump-sum Fixed Price Tender for **Computer Maintenance services** Embassy of India, Lomé. The broad details of services required is in Scope of Work (Section IV).

2. Last date for submission of bids: (1700 hrs.)

Tender Documents

Tender Contents

A. Technical Bid Documents:

Document	I	: Invitation to Tender
Document	I - S-I	: Instruction to Bidders (Section-I)
Document	I - S-II*	: Introduction and Credentials of Bidder (Section-II) *
Document	I - S-III	: Terms and Conditions of contract (Section-III)
Document	I - S-IV#	: Standard formats for Earnest Money Deposit/Bid Security/ Guarantee, etc. (Section-IV)/Earnest Money Declaration (Section IV(a) &IV(b))

*Section-II - Documents about the bidders, experience, name of other offices/residences where he is working/ has worked etc. and any other information about bidder. These documents can be supplied and attached by bidders.

If the bidder submits Earnest Money (EMO) in form of Pay Order/demand draft, in favor of "Embassy of India, Lomé", no. need of Section IV(a) and Section IV(b)

B. Financial Bid Documents:

Document 11-S-V : Schedule of Items (Section-V)

Document 11-S-VI : Form of Tender - Financial bid letter (Section-VI)


(Praveen C Kala)

Second Secretary (HOC)

Embassy of India Lomé
Praveen C. Kala
Second Secretary (HOC)
Embassy of India, Lomé

LOM/885/01/2023

Embassy of India

Lomé

Instruction to Bidders (Section-I)

Subject: Supply for security services for chancery/ Office (Embassy of India, Lome).

The Embassy of India, Lomé invites sealed tenders for Supply of security services for one house of Embassy of India, Lomé

The tenders are invited under two bid system viz. technical Bid and Financial Bid from reputed and experienced suppliers of furniture in Lomé.

The tender document can be downloaded from the following websites:

www.embassyofindialome.gov.in

<https://eprocure.gov.in/epublish/app> -> Tenders by Location -> Togo

Bidders are requested to go through the terms & conditions of contract contained in the bid document (Section III). Bidder are required to deposit Earnest Money Deposit (EMD)

CFA 200,000 (CFA Two Hundred Thousand only) in the form of "Pay Order/demand draft, Bank Guarantee from a Scheduled bank of Lome in favor of Embassy of India, Lomé "or Earnest Money Declaration. **Bids received without EMO or Earnest Money Declaration will not be considered and rejected summarily.**

The Tenders should be submitted in two sealed envelopes as below, along with prescribed EMD or Earnest Money Declaration:

- The first sealed cover superscripted as "Technical Bid" should contain details of technical capabilities of the firm (with documentary evidence i.e. Company registration paper, experience with other Embassy/ other reputed organization in Lomé (as per Section -II).
- The second envelope superscripted "**Financial Bid'** should contain Price Schedule of Quantity (Section V) and rates only for furniture items as per Section VI.

Both the sealed covers, along with EMD or Earnest Money Declaration should be placed in the main sealed envelope superscripted "**Computer Maintenance Services** for Embassy of India, Lomé " addressed to the Head of Chancery, Embassy of India, Lomé, Cité OUA, House No. 92 rue de L'Primature and must reach on or before (1500 hours). Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. Embassy will not be responsible for any postal delay. Bids may not be sent by e-mail.

The Embassy reserves the right to amend any of the terms and conditions contained in the Tender document or reject any or all applications/offers without giving any notice or assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon the bidders.

The Important schedules and dates are given below:

Sr No.	Key Event	Dates
1.	Date of publishing on CPP Portal	10.01.2023
2.	Date of receiving the bids (Start)	10.01.2023
3.	Date of clarification (start)	11.01.2023
4.	Date of clarification (end)	30.01.2023
5.	Bid Submission Closing Date	30.01.2023
6.	Technical/Financial Bid opening Date	30.01.2023

For Any tender related enquiry/clarification/site visit, please contact Mr. Praveen C Kala, Head of Chancery by email hoc.lome@mea.gov.in or by phone +228 91699175.

All bidders are requested to read and understand the terms & conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the quotation is accepted by the Embassy.


(Praveen C Kala)

Second Secretary (HOC)

Praveen C. Kala
Second Secretary (HOC)
Embassy of India, Lomé

Section-II

Introduction and Credentials of Bidder/TECHNICAL INFORMATION (Proforma to be submitted with Technical Bid by the bidder)

Name of firm :

Address of the Registered Office:

Correspondence address:

Contact details: Telephone No.:

Fax :

E-mail:

S. No.	Requirements	Response
1.	a) Brief introduction of the company.	
	b) Has tenderer executed at least one similar project of CFA 2,000,000 or two similar projects of CFA 1,000,000 in last 10 years?	
	c) Total number of regular employees with the firm.	
	d) Annual Turnover of the firm for the last two years.	
	e) Registration Certificate & license for the services.	
	f) Has tenderer incurred any loss in more than 2 years during last 5 years?	
2.	Details work plan and methodology for undertaking the job.	
3.	List: Other Embassies/Consulates or reputed organization where you provided or are providing services of similar nature.	

Supporting documents

Name of Company

Seal

Section-III

Terms and Conditions of Contract

At any time prior to the deadline for submission of bids, Embassy of India, Lome may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.

Embassy of India awards the contract to the eligible bidder whose technical tender has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.

Interpretation of the clauses in the Tender Document/contract Document: In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender documents, Embassy of India, Lomé 's interpretation of the clauses shall be final and binding on all parties.

The successful bidder, on award of contract must send the contract/acceptance in writing within 3 days of award of contract; otherwise the Contract will be awarded to the next successful bidder i.e. L-2.

After acceptance of order: No request for revision/increase of approved rates during the currency of tenure will be entertained. No other charges like transportation fare etc. will be payable for providing the services.

Validity of Bid: The Bid shall remain valid for a period of 180 days from the date of the opening of the bid or up to any mutually extended period.

Period of completion for the work is 21 Working Days.

Tender and Schedule of Quantities –

Bidders shall satisfy themselves of the quantities quoted in the Schedule of Quantities. These quantities shall be taken as guidance to assess the approximate quantum of work involved in the project. The Contractor prior to the submission of the tender, may add to items, quantities to the items in Schedule of Quantities as per the scope of the work, and site visit. It shall be the responsibility of the bidder to satisfy himself of the completeness of the documents for the scope of work and his own assessment of the work after site visit and as per the tentative scope of work mentioned in tender document. No extra cost shall be entertained and payable if any additional information or detail is provided later for carrying out the works as specified in the tender documents.

Bidders are required to quote service wise prices on "Form of Tender". Bidders may prepare schedule of quantity as per scope of work identifying item description, quantity and rates. The total amount of schedule of quantity prepared by them should be transferred to Form of Tender.

The Price/amount must be quoted both in figures and in words on the Form of Tender and the currency must be in CFA only. In case of any discrepancy between figures or words, the amount quoted in words shall be taken to be correct for this tender.

Final Tender Price- Decision on bid will be taken based on the final price quoted on the Form of Tender Price/Amount as quoted in the "Form of Tender" shall be the basis for deciding the tender quote and the L1 bidder. In case of any mismatch in the final quoted price on Form of Tender and Total amount worked out on rates in Schedule of Quantities, the final price quoted on Form of Tender shall be considered for comparison of bids and decision on bid.

If amount quoted on Form of Tender is more than amount worked out on Schedule of Quantities, the rates in the Schedule of Quantities shall not be altered/adjusted. If amount quoted on Letter of Tender is less than amount worked out on Schedule of quantities, the rates

on schedule of quantities shall be adjusted in the ratio to match with quoted final price on the Form of Tender.

Quoted price is price inclusive of all taxes except VAT. Item I quantity indicated in the scope of work I schedule of quantity are tentative and some variation during execution may take place. The quoted price should include charges for Labor I transportation and civil works required I necessary, if any, for complete installation. Nothing extra is payable for such variation.

Earnest Money Deposit – Demand draft/Banker’s cheque/Bank Guarantee in favor of Embassy of India, Tokyo or Bid Securing Declaration (Section IV(a) and IV(b)).

Disqualification of Tender -Tender may be disqualified for any reason including, but not limited to the following:

- If tenderer sets forth any conditions which are unacceptable to the Employer.
- If any tender is submitted under a name other than the name of the individual firm, partnership or corporation that was issued the Tender Document.
- If there is evidence of collusion between Bidders.
- If Tender sets forth any offer to conditionally discount, reduce or modify its tender.
- If Bid price is disclosed before opening of Financial Bid.

Employer’s right to waive - The Employer reserves the right to waive any deficiency in any tender where such waiver is in the interest of the Employer except that no proposal will be accepted if the Earnest Money Deposit (EMD) or Bid Securing Declaration in lieu of EMD or/any of the preceding statutory documents was not submitted with the tender.

Section-IV

Bank Guarantee Proforma for Earnest Money Deposit/Tender Security

Bank Guarantee No....

Brief description of contract: - **Hiring of Computer Maintenance Services for Embassy of India, Lome**

Name and Address of Beneficiary: Embassy of India, Lomé.

Date:

Whereas M/s (Name of Contractor with address) have submitted their tender for **Hiring of Computer Maintenance Services for Embassy of India, Lome** and one of the tender conditions is for the (Name of Contractor with address)to submit a Bank Guarantee for Earnest Money Deposit amounting to 200,000/- (CFA Two Hundred Thousand Only). In fulfillment of the tender conditions, we, (Name of Bank with address)hereby irrevocably and unconditionally undertake to pay you within three working days of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount 200,000/- (CFA Two Hundred Thousand Only). This guarantee is valid for a period of 180 Days and any claim and statement here under must be received at the above mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry shall be ineffective.

Notwithstanding anything to the contrary contained herein above, the maximum liability under this guarantee is restricted to 200,000/- (CFA Two Hundred Thousand Only).

Notwithstanding anything to the contrary contained herein above, this guarantee is valid from
(*date of issue*)..... up to the (date after 180 days from *date of issue*)
..... and claims under this guarantee should be submitted not later than (date
after 180 Days from *date of issue*)

This guarantee may not, without our prior written consent, be transferred or assigned and this
guarantee is limited to the payment of a sum of money.

Date _____ Signatures _____

Section IV (a)

Bid Security/Earnest Money Deposit/Bank Guarantee

To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security (also known as Earnest Money) is to be deposited by the bidder. The bidders should furnish bid security along with their bids. The bid security may be in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (Proforma attached) from any of the commercial Bank, the Bid Security is to remain valid for a period of 180 days beyond the final bid validity period.

In place of Bid Security, the Bidders has option to sign a Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for 60 months from being eligible to submit Bids for contracts with the Embassy of India.

Section-IV (b)

Earnest Money/Bid 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 05 years from being eligible to submit any bid for contracts with Embassy of India, Lome.

Date _____

Signatures _____

Section-V

REQUIREMENTS

Requirement of Computer maintenance services for Chancery

One technician during working hours, will ensure proper functioning of IT equipment of the Embassy of India, Lome (Togo).

Job specifications would include:

- Checks and maintenance of downloaded software packages
- Hardware and other equipment check
- Anti-Virus implementation
- System Update
- Computer repair
- Any other specific and IT work

Eligibility Criteria:

- The bidder should have an experience of providing such services for at least 3 years.
- The bidder should have experience in providing computer maintenance services to sensitive organizations, offices and large commercial establishments.
- The bidder should be able to provide User Satisfaction Certifications from at least 3 organizations.
- The bidder should provide valid NIF number

Criteria for Computer Technician:

- Age limit – technician should not be more than 40 years of age.
- Physically and mentally fit and he should not be suffering from any apparent disability.
- Should perform duties in smart uniform and maintain overall neat and clean appearance
- Should possess training in IT and social media
- In addition to knowledge of local language, should possess basic knowledge of English language.

Inspection of Chancery: Interested parties may inspect chancery premises between 1400 to 1600 hours with prior intimation to Head of Chancery.

Commencement of Services: Successful bidder should make services operational from 01.02.2023

Section-VI

Form of Tender (Financial Bid Letter)

(To be submitted by the Bidder in following format)

TO: Embassy of India, Lomé

We declare:

That we are equipped with necessary expertise and facilities required for carrying out the work "Hiring of Computer maintenance services at Embassy of India, Lomé" as per the requirements of the contract. Our tender offer price for the above work order all complete as per the requirements of the contract is CFA.....(amount) (in words). We have carefully read and understood the terms and conditions of the tender and enclose herewith complete Financial Bid as required by you. We do hereby confirm that our bid price is inclusive of all. We offer to execute and complete the Works and remedy any defects therein, in conformity with this Tender.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature _____

In the capacity of _____

Duly authorized to sign tenders for and on behalf of

Address:

Date: