



High Commission of India, Abuja, Nigeria

**Notice Inviting Tender (NIT) for
SUPPLY AND INSTALLATION OF PABX AND TELEPHONE
INSTRUMENTS FOR THE HIGH COMMISSION**

**TENDER NO. HCI/ABUJ/868/1/2024
Date: 21 MAY 2024**

**DATE OF PREBID MEETING
3 JUNE 2024 at 1600 Hrs**

**LAST DATE FOR SUBMISSION OF BIDS
14 JUNE 2024 UP TO 1700 HRS (WAT)**

**DATE OF OPENING BIDS FOR TECHNICAL EXAMINATION
17 JUNE 2024 AT 1600 HRS (WAT)**

NOTICE FOR INVITING TENDER (NIT) FOR BIDS

High Commission of India, Abuja invites Bids/Quotations from the reputed companies/agencies having service centers/maintenance offices in Nigeria, preferably in Abuja including good background with experience in dealing with supply, installation and maintenance of PABX and Telephone systems.

1. **Notice Inviting Tender:** Two-part sealed bids are hereby invited for **“SUPPLY AND INSTALLATION OF IP-PABX AND TELEPHONE INSTRUMENTS WITH 1 YEAR WARRANTY”**.
2. Eligibility criteria for bidders:
 - I. The company/agency should have at least 05 years' experience in dealing with the supply, installation and maintenance of PABX and Telephone systems.
 - II. The company/agency should have valid permit/registration from a competent local authority in Abuja/Nigeria for supply of PABX and telephones.
 - III. The company/agency should have minimum annual turnover of at least Naira 40 million during last 03 financial years supported by audited financial statements. The bidder should not have incurred any financial loss for more than one year during the last three years ending on date of tender.
 - IV. Service and Maintenance facilities of said brand in Abuja / Nigeria.
 - V. Strong testimonials on service guaranty by clients in Nigeria.
 - VI. Replacement guarantee of 1 year. The vendor shall replace the faulty telephones or any other components in case of any problem occurs within 1 year from the date of handing over of PABX and telephone instruments.
3. **Bid system:-** Bidders shall submit their bid in a large sealed envelope super-scribed with “Supply And Installation of PABX and Telephone systems in the High Commission of India” which shall have following three sealed envelopes inside:
 - **Envelope A:** Should contain **“Earnest Money Deposit (EMD)”**. The bidder shall submit a Demand draft or Banker's cheque amounting to Naira 500,000 (Naira Five Hundred Thousand only) in the form of *“Pay Order/Demand Draft or Bank Guarantee from any Scheduled bank recognised by the Central Bank of Nigeria”* in favour of “High Commission of India, Abuja”.
 - **Envelope B:** Should contain the duly filled-in Technical Bid Proforma (Annexure-II) complete in all respects along with all the supporting documents. This envelope should be superscribed “Technical Bid for Supply and Installation of PABX and Telephone System”.
 - **Envelope C:** Should contain the duly filled-in Financial Bid Proforma (Annexure-III). This envelope should be superscribed “Financial Bid for Supply and Installation of PABX and Telephone System”.

4. All the envelopes should be superscribed at the bottom left corner with the Full name, Postal address, Fax, E-mail, Telephone number of the Agency/Company.
5. Firstly, the envelope containing the EMD would be opened. No bid will be accepted without EMD and will be rejected at once. Technical Bids of only those bidders will be opened who have submitted EMD of Naira 500,000. Then, Financial Bids of only the technically qualified bidders will be opened.
6. The sealed quotations shall be submitted to the **Head of Chancery, High Commission of India, Abuja, 364 Cadastral Zone, Central Business District, FCT, Abuja**. The bid may be submitted either by hand (in person) or by courier. The bids by 'Fax / E-mail' shall not be accepted. Bids received after the closing date and time as prescribed in the tender notice, shall **NOT** be accepted under any circumstances.
7. The bid has to be submitted as per the format specified at the Annexes with all the supporting documents. The bid is to be submitted in English.
8. Technical bid shall be opened on the date and time as given in the tender notice on the first page at the High Commission of India, Abuja, **364 Cadastral Zone, Central Business District, FCT, Abuja**, in the presence of the authorized representatives of the companies, who may wish to attend.
9. Financial bid shall be opened on the date and time, to be communicated later, at High Commission of India, Abuja, **364 Cadastral Zone, Central Business District, FCT, Abuja**, in the presence of the authorized representatives of the companies, who qualify the technical bids and wish to attend.
10. **Pre-bid meeting:** Bidders must visit the site of installation as the area has its specific requirements. Based on the location of Offices and residences unit and telephones requirement at the site, a brief installation plan in English (no more than two pages) should also be provided in the technical bid. The pre-bid meeting will take place on **03 June 2024 at 1600 Hrs**. During the meeting, all bidders are welcome to clarify all their concern regarding submission of technical and financial bid, if any.
11. **Validity of Bids:** The bids shall have a minimum validity of six months **(180 DAYS)** from the date of opening of bids. A bid for a shorter period of validity shall be rejected.
12. **Payment terms:** Payment terms shall be as below:
First Payment - 65% of the contract amount: upon receiving of the product.
(if requested by contractor an advance payment of upto 30 % of the contract amount can be released after signing of contract. *The advance shall be released only after obtaining a bank guarantee bond from scheduled bank for amount of advance to be released and valid for the contract period. Bank Guarantee will be returned upon receiving of the product. In case product is not delivered by the contractor within the validity period of the agreement / contract, Bank Guarantee will be forfeited by the*

Mission along with the interest accrued thereon. The interest on advance shall be calculated from the date of payment to the date of recovery. Both dates are inclusive]

Final Payment - 25 % of the contract amount: upon Installation (final commissioning), completion certificate from the contractor -subject to satisfaction of the High Commission of India.

Retention Money Payment - 10 % of the amount: retention money (to be released upon completion of one year after commissioning)

13. Bidder should provide experience details along with supporting documents for supply, installation and maintenance of PABX and telephone system.
14. Rates should be inclusive of all the taxes as applicable. VAT should not be included as High Commission of India, being a diplomatic Mission, is exempted from VAT under the Vienna Convention.
15. Least Cost System will be followed. There will be no weight age for marks or score during evaluation of technical bids and the responsive technically qualified bidder with the lowest evaluated cost shall be selected
16. The High Commission of India, Abuja reserves the right to reject or accept any or all application(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it. Bids incomplete in any form are liable to be rejected outright.
17. Finalization of any bid is the sole discretion of High Commission of India, Abuja. It reserves the right to modify the tender document or any other condition.
18. If any dispute, difference or question at any time arises between the High Commission and the contractor in respect of the agreement signed which cannot be settled mutually or in case of termination, shall be referred to arbitration. The arbitration proceedings will be conducted in accordance with and be subject to the UNCITRAL (United Nations Commission on International Trade Laws) Arbitration Rules, as amended from time to time and the decision of the arbitrators as mentioned above shall be final and binding on the parties. The Arbitration will have its Seat in New Delhi and the hearings will be conducted at Ministry of External Affairs in New Delhi.
19. Price escalation shall **not** be admissible due to any reason, including but not limited to, change in foreign currency exchange rate, increase in prices of material, equipment & labour, fuel (petrol, diesel, gas, etc.), transport, electricity & water, levy of new taxes, hike in any tax rate, Cess or due to delay in completion etc.
20. If contractor will not be able to deliver and install the PABX and telephone System within 60 days w.e.f. the date of award of contract, a penalty of 0.2% of the total bid price will be imposed on the successful bidder / contractor and be deducted from the first installment for each day of delay.
21. Any information or data obtained by successful bidder from High Commission during the implementation of work shall be **treated as strictly confidential** and shall not be divulged or permitted to be divulged to any person or third party, without the prior written consent of the High Commission.

SCOPE OF WORK

The bidder selected shall be required to supply and install IP PABX and telephone System along with related accessories in the High Commission of India, Abuja, Nigeria. The system must be full range capable of handling voice call and video conference and should be compatible with the link provided by telecom service provider. The Guard post at Gate 1 & Gate 2 , maintenance room, conference room, store room, Rotunda Hall (on L Shaped table), CCTV server room and 12 residence unit also need to be integrated with office telephone system. It is mandatory for bidder to visit High Commission to understand our existing telephone infrastructure.

The scope of work includes:

- Assess Current Infrastructure to understand our existing intercom system's setup, including the hardware and network infrastructure at office location (Chancery building) and residence.
- Supply and installation of a SIP-compatible intercom devices (60 pieces), supporting SIP protocols, suitable for High Commission communication requirements.
- Configure SIP Trunk with our service provider to allow secure communication with the SIP provider's servers over the internet.
- Integration of the PBX system (1 piece) to allow for inbound and outbound calls to mobile.
- Configuration and setup of extensions, voicemail, call forwarding, and other necessary features.
- Ensure testing of the new SIP intercom system thoroughly to ensure it works as expected, while verifying call quality, reliability, and security setup.
- Fiber Optic connection between Office building and residences separated by a distance approximately **180 meters** [Currently residence are connected by analog connection]
- Local Area Network must be put in place at residences units with 2 POE Switch for the IP phones.
- Ethernet Faceplate and Cat 6 cable (100% copper) as per requirement at Conference room (Ground Floor), store room, Rotunda Hall (on L Shaped table), CCTV server room, 12 residence unit and any additional requirement in office as per High Commission need.
- Scalability to accommodate future expansion with high reliability and redundancy.

Technical Specifications

The PBX system (1 pc) should meet the following minimum requirements

- I. Multi function business PBX system/call manager.
- II. 4-Core Processor with 4 GB RAM
- III. LCD Display
- IV. Maximum user 200 and concurrent calls 60

The Telephone instrument should meet the following minimum requirement

IP-Phones with support for call forwarding, call records, voicemail etc

	Telephone 1	Telephone 2 (for reception)
Quantity	59	1
LCD Screen with back light	Yes	Yes
SIP Account	2	6

OTHERS :

- I. Logistics
- II. Installation
- III. Testing

ANNEXURE-I**TECHNICAL BID PROFORMA****Part A: Basic details**

1.	Name of the Bidder Agency/Company.	
2.	Address of the Bidder Agency/Company.	
3.	Contact details of the Bidding Agency/Company including Name, Mobile Number and Email.	
4.	Registration and incorporation particulars of the Agency/Company.	
5.	Period of Bid validity (minimum 180 days)	
6	1 Year warranty after commissioning	
7	Have the bidder incurred any financial loss for more than one year during the last three years ending on date of tender.	
8	Experience in related work (No. of years)	
9	Supporting documents with respect to point (8) above	
10	Does company has service/maintenance facilities/centers in Abuja / Nigeria (please mention the address(s))	
11	Whether manufacturer /authorized distributor/supplier	

(Signature of the authorized signatory with stamp)

Dated_____

Full Name and Designation of the signatory

Full address of the Agency/Company_____

Contact details of the signatory_____

Part B. Proforma for list of clients (attach a separate list, if needed)

S.No	Details	Name of Client(1)	Name of Client(2)
1	Address, fax and telephone number		
2	Project name, location and address		
3	Brief details of the work [Please enclose copy of Work /Purchase Order]		
4	Value of work as completed		
5	Date of award of contracts		
6	Date of completion of work		
7	Details of Service & Maintenance Work		
8	Testimonials		
9	Brief installation plan		

*Enclose the supporting documents wherever require.

(Signature of the authorized signatory with stamp)

Dated_____

Full Name and Designation of the signatory

Full address of the Agency/Company_____

Contact details of the signatory_____

Technical parameters of IP PABX and telephone System

S.No.	Description	Specification Required	Whether the bid satisfies the requirement or not. In case of deviation, please specify.
1	PABX	Multi function business PBX system/call manager, 4-Core Processor with 4 GB RAM, LCD Display , Maximum user 200 and concurrent calls 60	
2	Telephone instrument	LCD Display with back light and SIP Account (2/6)	
3	Cat 6 Cable	100% copper	

(Signature of the authorized signatory with stamp)

Dated_____

Full Name and Designation of the signatory

Full address of the Agency/Company_____

Contact details of the signatory_____

DECLARATION

I certify that the information furnished above is full and correct to the best of my knowledge. I hereby agree to all terms and conditions as per the tender document.

(Signature of the authorized signatory with stamp)

Dated_____

Full Name and Designation of the signatory

Full address of the Agency/Company_____

Contact details of the signatory_____

ANNEXURE-II

FINANCIAL BID PROFORMA

Description	Unit Price	Amount excluding VAT (Naira)
Supply of IP-PABX (as per scope of work)		
Supply of Telephone instruments (as per scope of work)		
Installation, Commissioning & Testing of the IP-PABX and Telephone System and interconnection with the existing telecom service provider link.		
Taxes (if any) expect VAT		
Total		

I certify that the information furnished above is full and correct to the best of my knowledge. **I hereby agree to all terms and conditions as per the tender document.**

(Signature of the authorized signatory with stamp)

Dated _____

Full Name and Designation of the signatory _____

Full address of the Agency/Company _____

Contact details of the signatory _____