

Embassy of India  
Vientiane

**NOTICE INVITING TENDER**

No. Vient/Admn/868/01/2024

Date: 13<sup>th</sup> June, 2024

**Subject: Invitation for competitive tender for Supply, installation and commissioning of Digital PABX system at office premises of Embassy of India, Vientiane.**

The Embassy of India, Vientiane invites sealed bids from reputed experienced, financially sound & eligible telephone system companies registered under relevant laws of Lao PDR which can supply, install and commission a digital PABX system.

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	14 <sup>th</sup> June, 2024
2.	Date of receiving the bids (start)	15 <sup>th</sup> June, 2024 (0900 hrs)
3.	Date of clarification (start)	15 <sup>th</sup> June, 2024
4.	Date of clarification (end)	04 <sup>th</sup> July, 2024
5.	Bid Submission Closing Date	08 <sup>th</sup> July, 2024 (1700 hrs)
6.	Technical Bid opening Date (Date and time for opening of financial bids of technically qualified bidders will be communicated separately)	09 <sup>th</sup> July, 2024 (at 1100 hrs)

3. The bid forms and other details can be downloaded from the website <https://www.indianembassy Laos.gov.in/> or <https://eprocure.gov.in/epublish/app> or may be obtained from the Embassy without any fee/charges.

-Sd-  
**(Rohit Babbar)**  
Head of Chancery

## TENDER NOTICE

No. Vient/Admn/868/01/2024

Date: 13<sup>th</sup> June, 2024

**Subject: Invitation for competitive tender for Supply, installation and commissioning of Digital PABX system at office premises of Embassy of India, Vientiane.**

The Embassy of India, Vientiane invites sealed bids from reputed experienced, financially sound & eligible telephone system companies registered under relevant laws of Lao PDR which can supply, install and commission a digital PABX system. The broad details of works required is in Scope of Work (page-4).

2. Content of the Tender document are as follows:

<b>Sr. No.</b>	<b>Document</b>	<b>Details Page No.</b>
1.	Invitation to Tender	2
2.	Instruction to Bidders	3
3.	Scope of work	4
4.	Terms & Conditions of the Contract	5
5.	Annexure-I: Technical Bid	6-7
6.	Annexure-II: Bid Securing Declaration	8
7.	Annexure-III: Financial Bid	9

3. Bids may be submitted to 'Head of Chancery, Embassy of India, Vientiane, No. 704, Unit 29, Ban Sahanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR or hand delivered latest by 1700 hrs of 08<sup>th</sup> July, 2024.

-Sd-  
(Rohit Babbar)  
Head of Chancery

## Instruction to Bidders

### **(A) Eligibility Criteria:**

1. The bidder must be registered under the relevant laws of Government of Lao PDR 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 01.06.2024.
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 superscribed “Technical Bid” and second sealed cover superscribed “Financial Bid”. Both the sealed covers should be placed in the main sealed envelope superscribed “Tender for supply of Digital PABX system to Embassy of India, Vientiane” and addressed to ‘Head of Chancery, Embassy of India, No. 704, Unit 29, Ban Sahanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR
2. The ‘Technical Bid’ 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; (c) Bid Securing Declaration in the format prescribed at **Annexure-II**. 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’ should contain rates which are to be quoted on enclosed proforma at **Annexure-III**.
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 signed. 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 signed 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 Embassy 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 be blacklisted.

### **Scope of Work**

The Embassy is located at No. 704, Unit 29, Ban Sahanthong Neua, Sisattanak District, P.O. Box No. 225, Vientiane, Lao PDR. The premises is comprises of office rooms, conference hall, library, stores, visitor's hall, kitchen/kitchenetts, toilets, staircases, counters, reception area and an annex building.

### **Supply, installation and commissioning of Digital PABX system with all cabling/networking, telephone instruments and accessories**

A PABX system and its full infrastructure is required to be replaced at the Chancery premises. The work involves network construction for telephone cable to each office of Embassy personnel (3 floors), annex building (2 floors), annex residence and guard post, with 20 digital keyphone instrument units.

The following facilities need to be installed:

(i) Supply of main digital PABX system with minimum 24 capacity with proper lockable rack (with 20 Digital Phone Intercom System) which:

- Must not be on VoIP
- Must not have any remote access facility (for maintenance or any other purpose)
- Must have call hold/ transfer/ forward facility.
- Must have facility to view call logs/missed call.

(ii) Network cable construction for PABX line with proper coverings as per following details:

- a) 5 lines on ground floor
- b) 5 lines on first floor
- c) 6 lines in basement
- d) 4 lines (2 at each floor) at Annex building
- e) 1 in adjoining residence
- f) 1 at Guards' Post at entrance

(iii) Supply and installation of 20 Digital Key-phone instruments at the desired locations.

(iv) All accessories and miscellaneous works, if any

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.

### **Warranty:**

There shall be minimum comprehensive warranty for **one year** from date of complete installation. Warranty 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, 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 Lao PDR and any other relevant authority.
2. Acts and regulations enforceable from time to time without any liability on the Embassy of India, Vientiane or without any responsibility for statutory compliance by the Embassy.
3. This is a **LUMPSUM FIXED PRICE TENDER/BID** with the extent of work as shown in "Scope of work". The bidder shall examine the scope of work before submitting his Tender. The bidder must have modern equipment, latest technical expertise for the job management of building and related facilities.
4. **Right to accept any bid and to reject any or all bids:** The Embassy of India, Vientiane, have the discretion, accept or reject any bid/quotation without assigning any reasons thereof. The decision of the Embassy shall be final and binding on all.
5. **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 may visit the site with prior appointment by calling at [+85621-352301](tel:+85621-352301), [352302](tel:+85621-352302), 352303.
6. Any bid received by the tendering authority after the deadline for submission of bids will be rejected and not be considered.
7. 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.
8. The tender should be valid for a period of **120** days from the last date of submission.
9. 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.
10. **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 Embassy will be final in this respect.
11. 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 Embassy. Any dispute arising between employee and company will be the responsibility of the company only.
12. **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 Embassy will entertain no extra claim on this amount at any stage of execution of work.
13. **Execution Method:** The job must be carried out in a short time frame (within 15 days) to minimize the disruption in functioning of the Embassy.
14. **Terms of Payment:** The payments shall be made upon receipt of the invoice for agreed amount after satisfactory completion of the job.

**Technical Bid**

**Bidder's description format summary**

Name of the bidding firm	
Name of partner(s)	
Nationality	
Name of the Authorized Signatory	
Nationality	
Passport No.	
E mail Id	
Telephone No.	
Fax No.	
Year of Incorporation	
Registration No.	
Registered Office & Address	
Branches if any	

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 System against Tender Notice No. Vient/Admn/868/01/2024 Dated \_\_\_ May, 2024.
2. Myself or my partners do not have any relative working in any office of Embassy of India, Vientiane.
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, Embassy may cancel my/our Tender and can take any action as deemed fit including termination of the contract and blacklisting of my/our firm and all partners of the firm etc.

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

**No. Vient/Admn/868/01/2024  
Embassy of India  
Vientiane**

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**Bid Securing Declaration**

I/We accept that if I/we withdraw or modify Bid during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

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



**FINANCIAL BID**

1. Name of the Bidder:
2. Address & Contact No. of the bidder:

<b>Description</b>	<b>Amount, including applicable taxes, if any (in Lao Kip/US Dollars)</b>
<p>Supply, installation and commissioning of Digital PABX system (minimum 24 capacity) at office premises of Embassy of India, Vientiane including networking/cabling, all accessories and 20 key phone instruments as mentioned in the "Scope of work".</p> <p>(Price quoted must be on all-inclusive basis and shall include cost of all equipment, personnel, transportation, rentals, taxes, consumables, warranty etc.)</p>	

We certify that validity of the bid is 120 days from last date of submission of bid.

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