



EMBASSY OF INDIA, BEIJING

**INVITES QUOTATIONS
FOR REPAIR AND MAINTENANCE OF SECURITY RELATED EQUIPMENTS
AND SYSTEM IN EMBASSY OF INDIA COMPLEX
at No. 5 LIANG MA QIAO BEI JIE &
No. 1, RI TAN DONG LU, BEIJING
FOR 2 YEARS (24 MONTHS)**

TENDER NO. PEK/GEN/815/1/2014-II

LAST DATE FOR SUBMISSION OF BIDS

July 16, 2018 UP TO 1500 HRS (BEIJING TIME)

DATE OF OPENING BID

July 16, 2018 AT 1600HRS (BEIJING TIME)

**EMBASSY OF INDIA BEIJING, NO.5, LIANG MA QIAO BEI JIE, CHAOYANG
DISTRICT, BEIJING 100600 TEL-00-86-10-8531 2500/2501/2502/2503**

Invitation for Bids

Embassy of India, Beijing invites Bids / Quotations from reputed agencies based in China with experience in repair and maintenance of security- related equipments and system.

1. Eligibility criteria for bidders:

- The Company should have valid permit/registration from a competent local authority in Beijing for repair and maintenance of security-related equipments and system.
- The Company should be in operation for more than 5 (five) years and should show proficiency certificates in the field of maintenance of Security System and equipments.
- The Company should have sufficient number of good and experienced Technical Advisors, Supervisors and Technicians, and staff for the proper execution of the contract. The applicant should submit a list of these employees stating clearly how these would be involved in this work. Any commendation letters of excellence of the staff involved may also be submitted.
- The Supervisor of staff should be capable in communicating in English and able to speak in English.
- The details of works executed by them for Embassies or equivalent foreign concerns or other major clients in China during last 3 years ending 31st March, 2018.
- Bidder should provide the following certification:
 - Business Licence
 - Tax registration certificate
 - Organization code
 - Construction Grade II
 - Security Grade I
 - ISO9001 Certification
 - Financial Statements in last 3 years

2. Scope of Work:

Detailed scope of work can be obtained from Embassy of India, Beijing on Site Visit only.

3. Guidelines for implementation of scope of work

The service providing agency should provide the following services:

(a) 24 hours support for system failure.

(i) **Serviceman must arrive on the site within 8 hours upon the receipt of the call during the office hours. (4 hours in case of an emergency);**

(ii) Serviceman must arrive on site within 24 hours upon receipt of call during non-office hours;

(iii) **Provide service report in English after each maintenance checking or each repair within 5 working days.**

(b) Full support to resolve all hardware and software problems that occur during normal use of the equipment.

(c) Four annual routine preventive maintenance for all products and the equipment.

(d) **Provide 2 bilingual (English & Chinese) system training.**

(e) Free security consultation and help in search for third party provider.

(f) During the operation and maintenance works if any finishing items/fittings and fixtures are broken by the labour engaged for the work, same shall be repaired/made good by the agency within one week of written notice failing which broken items/fittings and fixtures shall be got repaired/made good by the Embassy of India at risk and cost of agency.

(g) The Service providing agency should provide updation of Software, as and when available along with reprogramming of Security system software (at least once in 6 months).

(h) The Service scope of maintenance service plan includes an extended product warranty to protect the Clients security systems against damage and losses related to system malfunctions during the validity period of this service agreement. The

Extended Warranty includes onsite diagnostic services, pickup, backup components with similar features, repair or replacement of components, and return of defective parts. The service providing agency is therefore required to ensure that if any Security equipments are not in working condition, they should be repaired within 21 days of commencement of the Annual Maintenance Contract.

4. Bid system:- The two bid system (Technical and Financial) as detailed below shall be followed for this tender.

- i. The bidder shall submit offer in **two separate sealed envelopes**, namely, (a) **First envelope-** superscripted “Technical Bid- for AMC for Security System Maintenance”, (b) **Second envelope-** superscripted “Financial Bid- for AMC for Security System Maintenance”. Both the sealed envelopes shall be kept inside a large sealed envelope, i.e. in a **Third envelope** superscripted as “Tender Quotation for AMC for Security System Maintenance”. It should also be superscripted at the bottom left corner with the Full name, Postal address, Fax, E-mail, Telephone number of the bidder;
- ii. The sealed quotations shall be submitted to **The Head of Chancery, Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600;**
- iii. For site visit please contact Ms. Chen Jing, Property Assistant, Phone No.0086-10-85312519
- iv. Email: property1.beijing@mea.gov.in; property3.beijing@mea.gov.in;
- v. The bids may be submitted by Hand in person or by courier. The bids by “Fax / E-mail” shall not be accepted;
- vi. Tenders received after the closing date and time as prescribed in the tender notice, shall **NOT** be accepted under any circumstances;
- vii. Technical bid shall be opened on the date and time as given in the tender notice at **Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600**, in the presence of the authorized representatives of the companies, who may wish to attend.

viii. Financial bid shall be opened on the date and time, to be communicated later, at **Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600**, in the presence of the authorized representatives of the companies, those who qualify in the technical bids and wish to attend.

5. Instruction to Bidders regarding submission of Technical Bid:

- i. Technical bid has to be submitted as per the format specified at 'Annexure I';
- ii. Technical bid should consist of following documents. All the documents should be self-attested with the seal of the bidders. Unsigned quotations will not be considered;
 - (a) Documents in support of fulfillment of eligibility criteria;
 - (b) Profile and track record of the Agency;

6. Instruction to Bidders regarding submission of Financial Bid:

- i. The bidder shall quote the rate as per the proforma given at 'Annexure II';
- ii. Unsigned/overwritten quotation shall not be accepted;
- iii. Incomplete/conditional bids will be rejected.

7. Selection Procedure

- i. Technical bids will be opened by a Constituted Committee which will screen them for eligibility as per Eligibility Criteria enumerated at 2 above;

8. Term of the Contract: The contract will be for a period of one Year initially and can be extended for second year on mutual consent of two parties subject to the satisfactory services provided by the Service Provider.

9. Validity of Bids: The bids shall be valid for a period of Six months from the date of opening of bids. A bid for a shorter period of validity shall be rejected.

10. Mode of Payment: Payment against bill/invoice shall be released on quarterly basis.

11. Performance Security : 5% of the contract value in the form of Bank Guarantee valid for a period of sixty days beyond the date of the completion of all the contractual obligations of the Service Provider under the contract and discharged after completion of work.

12. Retention Money: 5% of contract amount to be released after 60 days from the date of final payment subject to the condition that all the contractual obligations are met and nothing is outstanding from the Contractor.

1. SPECIAL CONDITIONS OF CONTRACT:

- i. Language :** The language in which the tender will be submitted and the contract will be executed and operated will be **English**.
- ii. Jurisdiction:** The disputes, legal matters, court matters, if any shall be subject to jurisdiction as defined by Indian legal system only;
- iii. Arbitration:** All disputes of any kind arising out of service shall be referred by either party after issuance of 30 days of notice in writing to the other party clearly bringing out the nature of dispute to a single arbitrator acceptable to both parties;
- iv. Force Majeure:** Any shortfall in service or failure in fulfillment of obligations under contract due to *force majeure* like natural disasters of the nature of earthquake, floods, storm or man-made ones like war, civil strife shall be looked into in consideration of those extenuating circumstances by either side;

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE TECHNICAL BID

1.	Name of the Bidder Agency/Company.	
2.	Address of the Bidder Agency/Company.	
3.	Contact details of the Bidding Agency/Company.	
4.	Name of the Proprietor/Partners/Directors of the Agency/Company.	
5.	Registration and incorporation particulars of the Agency/Company.	
6.	Experience in providing Repair & maintenance of Security –related equipments & system	
7.	Period of Bid validity.	
8.	No. of Engineers/supervisors/technicians in the company.	
9.	Any other information.	

S.No.	Adherence to scope of work	Comments (please write yes or No). In case of any deviations, please mention
1.	24 hours support for system failure. (i) Serviceman must arrive on the site within 8 hours upon the receipt of the call during the office hours. (4 hours in case of an emergency); (ii) Serviceman must arrive on site within 24 hours upon receipt of call during non-office hours; (iii) Provide service report in English after each maintenance checking or each repair within 5 working days.	
2.	Full support to resolve all hardware and software problems that occur during normal use of the equipment. List of equipments at Appendix I & II to be obtained on Site visit.	
3.	Four annual routine preventive maintenance for all products and the equipment. List of equipments at Appendix I & II to be obtained on Site	

	visit. The maintenance plan to be as per Appendix IV & V to be obtained on site visit.	
4.	Provide 2 bilingual (English & Chinese) system training in case any new systems are installed for all items listed at Appendix III and on overall security system in the Embassy. The security consultation & assessment to be provided twice per year. Consultation on maintenance & third party recommendations for equipment at Appendix III to be provided on need basis.	
5.	Free security consultation	
6.	During the operation and maintenance works if any finishing items/fittings and fixtures are broken by the labour engaged for the work, same shall be repaired/made good by the agency within one week of written notice failing which broken items/fittings and fixtures shall be got repaired/made good by the Embassy of India at risk and cost of agency.	
7.	The Service providing agency should provide updation of Software, as and when available along with reprogramming of Security system software (at least once in 6 months).	
8.	The Service scope of maintenance service plan includes an extended product warranty to protect the Clients security systems against damage and losses related to system malfunctions during the validity period of this service agreement. The Extended Warranty includes onsite diagnostic services, pickup, backup components with similar features, repair or replacement of components, and return of defective parts. The service providing agency is therefore required to ensure that if any Security equipments are not in working condition, they should be repaired within 21 days of commencement of the Annual Maintenance Contract.	
9.	The Contractor to confirm is all the points as mentioned in detailed Scope of work is satisfied. Any deviation may be mentioned separately.	

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. The self-attested copies of required documents as mentioned in para 1 of the Tender notice have been submitted. We understand that in case of non-submission of required documents, the bid shall stand rejected.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm

Annexure- II

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE FINANCIAL BID

Description	Amount incl. VAT (RMB)
Repair and Maintenance of Security related equipment and system in Embassy of India Complex at No. 5 Liang Ma Qiao Bei Jie, Beijing & No. 1. Ri Tan Dong Lu, Beijing as per Scope of work.	
Total=	

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm