



**EMBASSY OF INDIA,
MONROVIA**

**INVITES QUOTATIONS
FOR HIRING OF INTERNET SERVICES AT THE
CHANCERY PREMISES OF THE EMBASSY OF INDIA,
MONROVIA**

TENDER NO.MON/PROP/868/3/2021

LAST DATE FOR SUBMISSION OF BIDS

March 24, 2023 UP TO 1700 HRS (LST)

DATE OF OPENING OF BIDS

March 27, 2023 AT 1000 HRS (LST)

PLACE OF OPENING OF BIDS:

**EMBASSY OF INDIA
NO. 16 & 18, COCONUT PLANTATION, MAMBA POINT,
MONROVIA**

**Embassy of India
Monrovia**

Tender Notice no. MON/PROP/868/3/2021

The Embassy of India, Monrovia invites sealed tenders/quotations from reputed Internet Service Providers (ISP) for providing internet connectivity with 10 mbps bandwidth at Chancery Building of the Embassy situated at No.16 & 18, Coconut Plantation, UN Drive, Monrovia.

2. The tender documents can also be downloaded free of cost from the following websites:

- i <https://www.indianembassymonrovia.gov.in>
- ii <https://eprocure.gov.in>

3. The bidding companies/firms should have the following requirements:

(i) The Company should have valid permit/registration from a competent local authority for providing internet services in Liberia.

(ii) The Company should have experience in providing internet services for a minimum period of 5 years and should be having a strong network coverage in Liberia.

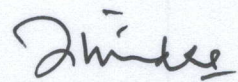
(iii) The Company should be providing internet connectivity to the Diplomatic Missions/UN organizations and other well-known and reputed business entities in Liberia.

4. The quotation/bid along with duly filled-in Annexure-I and supporting documentary evidence should be submitted in a sealed envelope superscripted **"Tender for providing internet connectivity at Chancery Building, Embassy of India, Monrovia"** addressed to the **Head of Chancery, Embassy of India, No.16 & 18, Coconut Plantation, UN Drive, Monrovia** and must reach before 24.3.2023 by 1700 hrs. It should also be superscripted at the bottom left corner with the full name, postal address, email and telephone number of the firm/dealer. Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the stipulated date and time. The Mission will not be responsible for any postal delay.

5. The important schedule and dates are as under:

Sl. No.	Key event	Dates
I	Bid submission start date	4 March 2023
II	Inspection of the site	Any working day between 7 – 22 March 2023 with prior appointment
III	Last date of enquiries	22 March 2023 (1700 hrs)
IV	Bid submission end date	24 March 2023 (1700 hrs)
V	Date, time & place of opening of bid (Participant bidder or their representatives may wish to be present)	27 March 2023 (1000 hrs) Embassy of India, No.16 & 18, Coconut Plantations, UN Drive, Monrovia

6. Quotation/bid and copies of the credentials/documents are required to be signed/self-attested by the applicant with official seal.
7. The bidder must fulfill the eligibility criteria as per the format specified at 'Annexure-I' and submit alongwith its financial quotation as per our requirement and terms and conditions in Annexure-II. Financial bids of only technically qualified companies shall be evaluated.
8. The quotations/bids would be rejected due to incorporation of any false information and furnishing fake or truncated documents.
9. The validity of the quotation shall be at least 120 days from the last date of submission of bid.
10. Bid received after the closing date and time as prescribed in the tender notice, shall NOT be accepted under any circumstances.
11. The Embassy of India reserves the right to reject any or all the bids without giving any notice or assigning any reason and the decision of the Mission in this regard shall be final and binding.
12. Queries, if any, may be addressed to the Administration Division of the Mission at email admn.monrovia@mea.gov.in.


(Jitendra S. Rawat)
Head of Chancery

Embassy of India
Monrovia

TENDER DOCUMENT

Section 1: Scope of Work

1. Sealed quotations are hereby invited by the Embassy of India in Monrovia from well reputed registered Internet Service Providers (ISP) to provide one Dedicated Unshared wired 1:1 Internet Leased Line with **10 mbps** bandwidth at the Chancery Building of the Embassy of India, situated at No.16 & 18, Coconut Plantation, UN Drive, Monrovia.
2. All bidders for this tender are advised to understand the Chancery building's layout carefully before submitting the tender.
3. The ISP shall use the existing arrangement of routers/switch boards and cabling installed in the Chancery building while providing the internet connectivity.
4. The ISP shall be responsible for any statutory requirement for installation and working of all the required equipment. Permission from various authorities may be the sole responsibility of the bidder.
5. The ISP shall have to guarantee continuous uninterrupted internet line availability along with all the equipment supplied by them.

Section 2: Terms and Conditions

1. Subject to the acceptance of the tender and any counter offer by the Embassy of India, the successful tenderer shall enter into a contract with the Embassy of India, that will comprise statement of conditions, rates and payment terms, specification of the internet services to be provided etc.
2. The initial Contract shall be valid for a period of two years (02 years). No escalation of service charges during the period of contract. The contract may be extended annually on year to year basis as per the contract signed, on same terms and conditions and same rates, subject to satisfactory services provided by the provider. Either party can terminate the Contract by giving another party a month written notice.
3. Bidder must submit the following together with the tender documents:
 - i Suitable documentation to show the company's experience (minimum 5 years) in providing internet services to reputed organizations (such as company brochure, appointment list & reference letter etc.)
 - ii Broad financial and other details of the company including organization chart to show the company's management system and back up support for internet services provided in the Building.
 - iii Quality certification (ISO 9001).

4. The bidder shall ensure an uptime of 99.5% for the entire duration. ISP will ensure maintaining services from the service centre which should be well equipped with service engineers and sufficient spares and should be able to resolve the issues which may arise at the soonest possible.

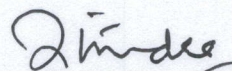
5. **Penalty for Downtime:**

(i) If the services remain down for any reason for more than 4 hours on any business day including Saturday and Sunday, then 0.5% of the proportionate contract value will be deducted as penalty and if services remain down from 24 hours to one week including Saturdays, Sundays, and holidays then 1% of the proportionate contract value will be deducted as penalty.

(ii) However, if the services remain down for more than a week then 2% of the proportionate contract value will be deducted as penalty for each such weeks up to two weeks after which the Embassy will have right to terminate the contract and go for any other ISP.

6. The bidder shall furnish Internet Bandwidth Utilization/performance reports on regular basis.

7. The ISP shall be paid on a monthly basis for the services rendered in the preceding month. The payment will be made either through Bank Transfer or Account Payee Cheque after supply of the items/goods and receipt of the invoice in this regard.


(Jitendra S Rawat)
Head of Chancery

ANNEXURE - I**Details of the company providing internet connectivity at the Embassy of India, Monrovia**

Sl. No.	Particulars	Details to be filled by the Agency
i	Name and Registered office/ business address of the Company with Telephone nos., email and website	
ii	Name, telephone and email of the Contact Person(s) to whom all references shall be made regarding this tender	
iii	Whether the company has valid permit/registered with the competent local authority for providing internet connectivity in Liberia and Date of Incorporation (Supporting documents as evidence to be attached)	
iv	Duration of the period the company is operating in this field (Supporting documents as evidence to be attached)	
v	Company's annual turnover for the last three years. (Supporting documents as evidence to be attached)	
vi	The Bidder should have own access network for providing last mile (local loop) and should have a valid ISO 9001 certification (Supporting documents as evidence to be attached)	
vii	Whether the agency is providing the cleaning services to reputed customers like Embassies, UN offices, NGOs, Multinational Companies etc. If yes, please mention the names of the organizations where the agency is empanelled/ providing such services. (Supporting documents as evidence to be attached)	

I/ We _____ do hereby declare that the entries made in the above form are true to the best of my/ our knowledge and also we shall be found by the acts of my/our duly constituted attorney.

I/ We hereby understand that the submission of application does not guarantee for award of contract as service provider of Embassy of India, Monrovia.

I/We further understand that in case of any information submitted by me / us, found to be incorrect either before or even after the contract, Embassy of India, Monrovia will have the right to summarily reject the application/ cancel the contract at anytime without assigning any reason whatsoever.

Signature of authorized signatory

Name: _____

Office Seal

Place/Date:

PROFORMA TO BE FILLED UP AND SUBMITTED IN THE BID (FINANCIAL BID)

1.	Name and address of the Bidder Agency/Company.	
2.	Period of the validity of the Bid	120 days

FINANCIAL BID			
Description: 10 Mbps 1:1 Dedicated and Unshared Internet Leased Line with security services for 2 years			
Particulars	Amount per month (US\$)	Tax (US\$)	Total Amount including tax (US\$)
Bandwidth Charges per month			
Total Amount incl. tax in words			

Note: The ISP shall use the existing arrangement of routers/switch boards and wiring installed in the Chancery building.

Declaration:

I/We have understood the terms and conditions of the contract and the instructions to the tenderers annexed to the invitation to tender and have thoroughly examined the specification. 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