

HIGH COMMISSION OF INDIA, ACCRA, GHANA

NOTICE INVITING TENDER (NIT) FOR

**SUPPLY AND INSTALLATION OF PABX AND TELEPHONE INSTRUMENTS FOR
THE HIGH COMMISSION OF INDIA, ACCRA**

TENDER NO. ACC/PROP/868/1/2024

DATE: 18 MARCH, 2025

LAST DATE FOR SUBMISSION OF BIDS : 08 APRIL 2025 UP TO 1700 HRS

DATE OF OPENING BIDS : 10 APRIL 2025 AT 1500 HRS

NOTICE FOR INVITING TENDER (NIT) FOR BIDS

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

The bidder may propose any brand of PABX system and telephone devices except for the following brands:

Xp-pen, Highvision, Hikvision, Lenovo, Dahua, Lava, Ottomate, Xolo, Airpro, Grandstream, Wi-Tek, Realtime, Maxhub, Nokia, Domino, Reputer, Tyro.

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 Accra/Ghana for supply of PABX and telephones.

III. Service and Maintenance facilities of said brand in Accra / Ghana.

IV. Strong testimonials on service guaranty by clients in Ghana.

V. 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 superscribed with “Supply and Installation of PABX and Telephone systems in the High Commission of India, Accra” 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 Ghana Cedi 5000/- (Ghana Cedi Five Thousand only) in the form of “Pay Order/Demand Draft or Bank Guarantee from any Scheduled bank recognised by the Bank of Ghana” in favour of “High Commission of India, Accra”.

Envelope B: Should contain the duly filled-in Technical Bid Proforma (Annexure-I) 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-II). 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 GHC 5000/-. 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, Accra, Ridge Road, Roman Ridge, Airport Residential Area, Accra. 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. Financial bid shall be opened on the date and time, to be communicated later, at High Commission of India, Accra, Ridge Road, Roman Ridge, Airport Residential Area, Accra, in presence of the authorized representatives of the companies, who qualify the technical bids and wish to attend.

9. 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.

10. 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)

11. Bidder should provide experience details along with supporting documents for supply, installation and maintenance of PABX and telephone system.

12. 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.

13. 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

14. The High Commission of India, Accra 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.

15. Finalization of any bid is the sole discretion of High Commission of India, Accra. It reserves the right to modify the tender document or any other condition.

16. 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.

17. 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.

18. 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.

19. For clarifications/queries, if any, prior to submission of bid, prospective bidders may contact the undersigned, on phone +233-307020903/4 during office hours from 0900 am to 0500 pm on working days or email their queries to prop.accra@mea.gov.in.

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, Accra, Ghana. The bidders may visit the High Commission to understand our existing telephone infrastructure before the last date of submission of bids.

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).
- Supply and installation of a SIP-compatible intercom devices (25 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.
- 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.
- Port Forwarding should not be done.
- Remote system maintenance feature of the VoIP PABX system must be disabled.
- Physical and administrator level access to the PABX system must be with the High Commission of India, Accra only.
- Cloud based system should not be used or should be disabled.
- Firewalls should be installed and configured with different rules for different time period.
- Ethernet Faceplate and Cat 6 cable (100% copper) as per requirement.
- Scalability to accommodate future expansion with high reliability and redundancy.

- The bidder may propose any brand of PABX system and telephone devices except for the following brands:
Xp-pen, Highvision, Hikvision, Lenovo, Dahua, Lava, Ottomate, Xolo, Airpro, Grandstream, Wi-Tek, Realtime, Maxhub, Nokia, Domino, Reputer, Tyro.

The bids will be rejected if these brands are proposed by the bidders.

Technical Specifications:

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

- I. Multi function business PBX system/call manager.
- II. LCD Display
- III. Maximum user 200 and concurrent calls 25
- IV. One APC backup UPS

The Telephone instrument should meet the minimum requirement IP-Phones with support for call forwarding, call records, voicemail etc.

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 Accra / Ghana (please mention the address(s)) | |
| 11. | Whether manufacturer /authorized distributor/supplier | |

(Signature of the authorized signatory with stamp & Date)

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)

| Sl 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 & Date)

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 PABX system/call manager, 4-Core Processor with 4 GB RAM, LCD Display , Maximum user 200 and concurrent calls 25 | |
| 2. | Telephone Instrument | LCD Display with back light and SIP Account | |
| 3. | Cat 6 Cable | 100% Copper | |

(Signature of the authorized signatory with stamp & Date)

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(in GHC) |
|--|------------|-------------------------------|
| 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 | | |

(Signature of the authorized signatory with stamp & Date)

Full Name and Designation of the signatory : _____

Full address of the Agency/Company : _____

Contact details of the signatory: _____