



**GOVERNMENT OF INDIA
Embassy of India
Tokyo**

Tender Documents

**Name of Work: IT related Annual Maintenance
Contract for Embassy of India, Tokyo**

Government of India
Embassy of India
Tokyo

**Embassy of India
Tokyo**

Press Notice

Embassy of India, Tokyo invites, on behalf of President of India, bids on two bids system for " IT related Annual Maintenance Contract for Embassy of India, Tokyo"

Earnest money deposit Tender	JPY 50,000
processing fee	Nil
Last date and time of submission of bid	00.00.0000

The bid forms and other details can be obtained from the website <https://www.indembassy-tokyo.gov.in>. Detailed Notice Inviting Tender is also available on <https://eprocure.gov.in/epublish/app>.

Anviti Chaturvedi
(Anviti Chaturvedi)
Head of Chancery
Embassy of India, Tokyo

Embassy of India
Tokyo



2-2-11 Kudan Minami, Chiyoda-
ku, Tokyo 1020074
Tel: +81-3-3262 2391
Fax: +81-3-3234 4866
E-mail: hoc.tokyo@mea.gov.in

TENDER NOTICE

Dated 29 March 2023

Name of Works: " IT related Annual Maintenance Contract for Embassy of India, Tokyo".

The Embassy of India, Tokyo, on behalf of the President of India invites Lump-sum Fixed Price Tender for **IT related Annual Maintenance Contract for Embassy of India, Tokyo**. The broad detail of requirement is in Scope of Work (Section V).

2. Last date for submission of bids: 28 April 2023

Tender Documents

Tender Contents

A. Technical Bid Documents:

Document	I -	S-I	: Instruction to Bidders (Section-I)
Document	I -	S-II*	: Introduction and Credentials of Bidder (Section-II)*
Document	I -	S-III	: Terms and Conditions of contract (Section-III)
Document	I -	S-IV#	: Standard formats for Earnest Money Deposit/Bid Security Guarantee (Sec-IV) Earnest Money Declaration (Sec IV(a) & IV(b))

*Section-II - Documents about the bidders, experience, name of other offices/residences where he is working/ has worked experience, etc. and any other information about bidder. These documents can be supplied and attached by bidders.

If the bidder submit Earnest Money (EMO) in form of Pay Order/demand draft, in favour of "Embassy of India, Tokyo", no need of Section IV(a) and Section IV(b).

B. Financial Bid Documents:

Document II	Sec-V	: Scope of Work (Section-V)
Document II	Sec-VI	: Form of Tender - Financial bid letter (Section-VI)

(Lump sum fixed price for **IT related Annual Maintenance Contract for Embassy of India, Tokyo**.)

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TOK/885/01/G/2019
Embassy of India
Tokyo

Instruction to Bidders (Section-I)

Subject: : IT related Annual Maintenance Contract for Embassy of India, Tokyo

The Embassy of India, Tokyo invites sealed tenders for **IT related Annual Maintenance Contract for Embassy of India, Tokyo**

2. The tenders are invited under two bid system viz. Technical Bid and Financial Bid from reputed and experienced service providers in Tokyo.

3. Basic Qualifying Criteria are as follows:

The Company should be reputed IT company in Japan
The Service Provider should be based in Tokyo, Japan

4. The tender document can be downloaded from the following websites:

www.indembassy-tokyo.gov.in

<https://eprocure.gov.in/epublish/app> -> Tenders by Location -> Japan

5. Bidders are requested to go through the terms & conditions of contract contained in the bid document (Section III). Bidders are required to deposit Earnest Money Deposit (EMD) JPY 50,000(JPY Fifty Thousand only)in the form of "Pay Order/demand draft, Bank Guarantee from a Scheduled bank of Tokyo in favour of Embassy of India, Tokyo ". Bids received without EMO will not be considered and rejected summarily.

6. The Tenders should be submitted in two sealed envelopes as below, along with prescribed EMD:

(a) The first sealed cover super scripted as "Technical Bid" should contain details of specifications along with terms and conditions. (as per Section -II).

(b) The second envelope super scripted "Financial Bid" should contain Price Schedule of Quantity (Section V) and rates only as per Section V.

(C) Both the sealed covers, along with EMD should be placed in the main sealed envelope super scripted " **IT related Annual Maintenance Contract for Embassy of India, Tokyo** " addressed to the Head of Chancery, Embassy of India, Tokyo 2-2-11 Kudan Minami, Chiyoda-ku, Tokyo 1020074, and must reach on or before 28 April 2023. Bids may be hand delivered or sent by post at the aforementioned address so as to reach on or before the prescribed date and time. Embassy will not be responsible or any postal delay. Bids may not be sent by e-mail, however, an intimation of bid submission may be sent by email to hoc.tokyo@mea.gov.in.

7. The Embassy reserves the right to amend any of the terms and conditions contained in the Tender document or reject any or all applications/offers without giving any notice or assigning any reason thereof. The decision of Embassy in this regard will be final and binding upon the bidders.

8. The Important schedules and dates are given below:

Key Event	Dates
Date of e-publishing on CPP Portal	31/3/2023
Date of receiving the bids (Start)	1/4/2023
Date of clarification (start)	3/4/2023
Date of clarification (end)	14/4/2023
Bid Submission Closing Date	28/4/2023
Technical Bid opening Date (Date and time for opening of financial bids of technically qualified bidders will be communicated separately)	1/5/2023

8. For Any tender related inquiry/clarification/site visit, please contact **Mr. Abhishek Goel, Second Secretary, email add : sstc.tokyo@mea.gov.in, phone No. 03-3262-2391 to 97.**

9. All bidders are requested to read and understand the terms & conditions of the contract before submitting their bids. No change or violation of aforementioned terms and conditions is permissible once the quotation is accepted by the Embassy.

Anviti Chaturvedi

**(Anviti Chaturvedi)
Head of Chancery**

Section-II

Introduction and Credentials of Bidder/TECHNICAL INFORMATION (Proforma to be submitted with Technical Bid by the bidder)

Name of firm :

Address of the Registered Office:

Correspondence address:

Contact details:

Telephone No. :

Fax :

E-mail :

Requirements	Response
Brief introduction of the company.	
Has tenderer executed at least one similar project of JPY 900,000 or two similar projects of JPY 500,000 in last 10 years?	
Registration Certificate & license for the services.	
Has tenderer incurred any loss in more than 2 years during last 5 years?	
Details work plan and methodology for undertaking the job.	
List: Other Embassies/Consulates or reputed organization where you provided or are providing services of similar nature.	

****Kindly submit the supporting documents.**

Name of Company

Seal

Section-III

Terms and Conditions of Contract

1. At any time prior to the deadline for submission of bids, Embassy of India, Tokyo may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the tender document.
2. Embassy of India award the contract to the eligible bidder whose technical tender has been accepted and determined as the lowest evaluated commercial tender. The lowest price criteria shall be applied on the total.
3. Interpretation of the clauses in the Tender Document/contract Document. In case of any ambiguity/dispute in the interpretation of any of the clauses in this Tender documents, Embassy of India, Tokyo's interpretation of the clauses shall be final and binding on all parties.
4. The successful bidder, on award of contract must send the contract/acceptance in writing within 3 days of award of contract; otherwise the Contract will be awarded to the next successful bidder i.e. L-2.
5. No request for revision/increase of approved rates during the currency of tenure will be entertained. No other charges like transportation fare etc. will be payable for providing the services.
6. Validity of Bid - The Bid shall remain valid for a period of 180 days from the date of the opening of the bid or up to any mutually extended period.
7. The firm would be responsible for its workers in terms of their antecedents and conduct, service performance and behavior as also the payment of salaries, compensation etc.
8. Lump Sum Fixed Price Tender - This is a LUMP SUM FIXED PRICE TENDER with Extent of Work as shown on scope of works. The Tenderer shall examine the scope of work and other Documents and all Addenda (if any) before submitting his Tender and shall become fully informed as to the extent, quality, type and character of operations involved in the Works. The Tenderer shall visit and acquaint himself with the Site of the Works. The tenderer shall take entire responsibility in the interpretation of this report and of the site conditions. No consideration or compensation will be given for any alleged misunderstanding of the nature of the work to be executed.
9. Tender and Schedule of Quantities -
 - (i) Bidders shall satisfy themselves of the quantities quoted in the Schedule of Quantities. These quantities shall be taken as guidance to assess the approximate quantum of work involved in the project. The Contractor prior to the submission of the tender, may add to items, quantities to the items in Schedule of Quantities as per the scope of the work, and site visit. It shall be the responsibility of the bidder to satisfy himself of the completeness of the documents for the scope of work and his own assessment of the work after site visit and as per the tentative scope of work mentioned in tender document. No extra cost shall be entertained and payable if any additional information or detail is provided later for carrying out the works as specified in the tender documents.
 - (ii) Bidders are required to quote Lump-sum fixed prices on "Form of Tender". Bidders may prepare schedule of quantity as per scope of work identifying item description, quantity and rates. The total amount of schedule of quantity prepared by them should be transferred to Form of Tender.
 - (iii) The Lump-sum Fixed Price/amount must be quoted both in figures and in words on the Form of Tender and the currency must be in JPY only. In case of any discrepancy between figures or words, the amount quoted in words shall be taken to be correct for this tender.
10. Final Tender Price- Decision on bid will be taken based on the final price quoted on the Form of Tender. Lump-sum Fixed Price/Amount as quoted in the "Form of Tender" shall be the basis for deciding the tender quote and the L1 bidder. In case of any mismatch in the final quoted price on

Form of Tender and Total amount worked out on rates in Schedule of Quantities, the final price quoted on Form of Tender shall be considered for comparison of bids and decision on bid.

If amount quoted on Form of Tender is more than amount worked out on Schedule of Quantities, the rates in the Schedule of Quantities shall not be altered/adjusted. If amount quoted on Letter of Tender is less than amount worked out on Schedule of quantities, the rates on schedule of quantities shall be adjusted in the ratio to match with quoted final price on the Form of Tender.

11. Bidders would be required to furnish the information and submit documents, as per the attached proforma and would quote prices strictly on Lump Sum basis only. Price quoted should be on all-inclusive basis and shall include the cost of all services, personnel, material, transportation etc. Technical information should be given in separate envelope.

12. Quoted price is final fixed lump-sum price inclusive of all taxes except VAT. Item I quantity indicated in the scope of work I schedule of quantity are tentative and some variation during execution may take place. The quoted price should include lump-sum charges for Labor I transportation and civil works required I necessary, if any, for complete installation. Nothing extra is payable for such variation.

13. Earnest Money Deposit - Demand draft/Banker's cheque/Bank Guarantee in favor of Embassy of India, Tokyo or Bid Securing Declaration (Section IV(a) and IV(b)).

14. Disqualification of Tender -Tender may be disqualified for any reason including, but not limited to the following:

- a) If tenderer sets forth any conditions which are unacceptable to the Employer.
- b) If any tender is submitted under a name other than the name of the individual firm, partnership or corporation that was issued the Tender Document.
- c) If there is evidence of collusion between Bidders.
- d) If Tender sets forth any offer to conditionally discount, reduce or modify its tender.
- e) If Bid price is disclosed before opening of Financial Bid.

15. Employer's right to waive - The Employer reserves the right to waive any deficiency in any tender where such waiver is in the interest of the Employer except that no proposal will be accepted if the Earnest Money Deposit (EMD) or/any of the preceding statutory documents was not submitted with the tender.

Section-IV

Bank Guarantee Proforma for Earnest Money Deposit/Tender Security

Bank Guarantee No....

Brief description of contract:- **IT related Annual Maintenance Contract for Embassy of India, Tokyo**

Name and Address of Beneficiary:- Embassy of India, Tokyo.

Date:

Whereas M/s (Name of Contractor with address) _____ have submitted their tender for **IT related Annual Maintenance Contract for Embassy of India, Tokyo**, and one of the tender conditions is for the M/s (Name of Contractor with address) _____ to submit a Bank Guarantee for Earnest Money Deposit amounting to 50,000/- (JPY Fifty thousand Only). In fulfillment of the tender conditions, we, (Name of Bank with address) _____ hereby irrevocably and unconditionally undertake to pay to you within three working days of receipt of your first written demand, without any demur whatsoever and without seeking any reasons, whatsoever, up to the maximum aggregate amount 50,000/- (JPY Fifty thousand Only). This guarantee is valid for a period of 180 Days and any claim and statement hereunder must be received at the above mentioned office before expiry. After expiry, this guarantee shall become null and void whether returned to us for cancellation or not and any claim or statement received after expiry shall be ineffective.

Notwithstanding anything to the contrary contained herein above, the maximum liability under this guarantee is restricted to 50,000/- (JPY Fifty thousand Only).

Notwithstanding anything to the contrary contained herein above, this guarantee is valid from (date of issue) _____ up to the (date after 180 days from date of issue) _____ and claims under this guarantee should be submitted not later than (date after 180 Days from date of issue) _____

This guarantee may not, without our prior written consent, be transferred or assigned and this guarantee is limited to the payment of a sum of money.

Date

Signatures _____

Section-IV(a)
Bid Security/Earnest Money Deposit/Bank Guarantee

To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security (also known as Earnest Money) is to be deposited by the bidder. The bidders should furnish bid security along with their bids. The bid security may be in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (Proforma attached) from any of the commercial Bank, the Bid Security is to remain valid for a period of 180 days beyond the final bid validity period.

Section-V

Services Required

"IT related Annual Maintenance Contract for Embassy of India, Tokyo".

Basic Qualifying Criteria

- The Company providing technical services (from hereon "the Service Provider") should have experience of providing services (at least 5 years) to Small and Medium enterprises (with employee strength 50-200 people / PCs) in Japan.
- The Service Provider should be based in Tokyo, Japan.
- Technical support and communication with Embassy should be in English

Services Required

The core services for 90-100 desktop computers (currently 60 units are running in Fedora/Linux OS and 25 in Windows), supports includes computing devices and technical staff being supported under this agreement. The Embassy is already shifting to open source operating system (Linux based), while some are still running on Windows OS. The scope of work will include,

- Checking all PCs of the Mission
- Installation and updates of Escan antivirus software (recommended by the Ministry)
- Removing of Temp files, improve user profile and Registry performance, Check hard disk space and run disk cleanup (in Windows OS based system)
- Protecting the system from Virus threat and removing of unnecessary Software.
- On demand IT needs (system crash / break down / installation of specific application/software as per instruction received from EoI Tokyo for better Cyber security)
- Maximum turn around time should be one (1) working day
- Maintenance of Embassy's network system

Computing Devices

- Hardware installation
- Software and hardware maintenance of existing system (for Windows & Linux)
- Installation of OS and other software/driver (including for Windows/Linux based OS) in new and existing system
- Regular Cyber audit (Quarterly) as per procedure given by the Embassy
- Network Security maintenance and configuration at PC level.

Other peripherals (Printer and Scanner)

- Installation of printer and scanner drivers for Windows/Linux)
- Troubleshooting of printer and scanner software related issues

Section-VI

Form of Tender (Financial Bid Letter)

(To be submitted by the Bidder in following format)

TO: Embassy of India, Tokyo

We declare:

That we are equipped with necessary expertise and facilities required for carrying out the work as per the requirements of the contract. Our tender offer price for the above work order all complete as per the requirements of the contract is JPY ----- (JPY----- only). We have carefully read and understood the terms and conditions of the tender and enclose herewith complete Financial Bid as required by you. We do hereby confirm that our bid price is inclusive of all. We offer to execute and complete the Works and remedy any defects therein, in conformity with this Tender.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature _____

In the capacity of-----

Duly authorized to sign tenders for and on behalf of

Address:

Date: