



**EMBASSY OF INDIA
ROME**

REQUEST FOR PROPOSAL

NAME OF WORK: SUPPLY AND INSTALLATION OF PABX SYSTEM

Tender No.: No.Rom/Chy/868/1/2024 dated 16.01.2025

ESTIMATED PERIOD OF COMPLETION: February 2025

Tender Inviting Authority: Head of Chancery, Embassy of India, Rome, Italy
Address: Via XX Settembre 5, Rome 00187
Email: hoc.rome@mea.gov.in

Embassy of India
Rome

TENDER NOTICE

The President of India acting through the Ambassador of India in Rome invites proposals for supply & installation of PABX System in its building at Via Sicilia 136-138, Rome 00187.

2. The bidding companies/firms should have:

- i) Experience of undertaking work of similar nature in Italy in the last 05 years.
- ii) Should be a legal entity having a registration in Italy.
- iii) Local representation in Rome.
- (iv) Original Equipment Manufacturer (OEM) Authorization/ Manufacturer's Authorization Form (MAF) certificate.

Documentary evidence of above qualifications may be submitted along with the sealed bids.

3. Site inspection relating to work can be done from 20.01.2025 with prior appointment [Email: hoc.rome@mea.gov.in].

4. Enquiry, if any, may please be sent on the mail hoc.rome@mea.gov.in Enquires shall be entertained only till 31.01.2025.

5. Interested parties may send their bids/quotations, along with supporting documents, to The Head of Chancery, Embassy of India, Via Venti Settembre 5, 00187 Rome by 07.02.2025 (1730 hours) superscribed **"Supply and Installation of PABX System"** on the envelope.

6. The bids received would be opened at 1100 hrs on 10.02.2025 by a Committee of Embassy officials. Interested parties are welcome to send a representative for opening of bids in the office of the Head of Chancery, Embassy of India, Rome.

7. The Embassy of India, Rome reserves the right to reject any bid at any stage of the bidding process without assigning any reasons whatsoever.

Submission of Proposal:

8. **Earnest Money Deposit:** The Applicant must submit with his/her bid, the Earnest Money Deposit (EMD) in the sum of € 1,000.00 (Euro one thousand only). EMD shall be acceptable by bank transfer/bank draft/pay order in favor of Embassy of India, Rome. The EMD shall remain valid for a period of one hundred and eighty (180) days from last date of submission of tender.

Under exceptional circumstances, a bidder may approach the Embassy for submission of "Bid Security Declaration" in lieu of EMD.

Bid Security Declaration

A Bid securing declaration (as per format at the end of this document) accepting that if the bidder withdraws or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of time as deemed fit by competent authority from being eligible to submit Bids for contracts with the entity that invited the Bids.

9. Bid documents (EMD, Technical bids and Financial bids in separate envelopes) supported with prescribed annexures should be submitted in sealed envelope, duly superscribed with the name of work and the date of opening. The bids will be received up to 1730 hours on 07.02.2025 and will be opened on 10.02.2025 at 1100 hours.

10. Financial bid(s) of only those bidders(s) will be opened who have submitted EMD and qualify the technical evaluation on the specified date and time. The date, time & place of opening of the financial bid(s) will be intimated in due course of time.

11. If any information furnished by the applicant is found incorrect at a later stage, he/she shall be liable to be debarred from the tendering process. Embassy of India, Rome reserves its right to verify the particulars furnished by the applicant independently.

12. The Tender Notice is also published on Central Public Procurement Portal (CPPP) of Govt. of India (<http://eprocure.gov.in/epublishing>) and the website of Embassy of India, Rome.

13. The Bid shall be submitted in sealed envelopes, as described below:

- Envelope “**A**” Earnest Money Deposit (EMD)
- Envelope “**B**” Technical Bid Documents

Technical Bid envelope should contain: Documents as mentioned in para 2, Annexure I (Document I, Document II, Document II(a)(b)(c), Document III and compliance with scope of work.

- Envelope “**C**” Financial Bid Document

Financial Bid envelope should contain Annexure II (Document IV and IV (a)).

14. The envelopes containing “A”, “B” & “C” of offers shall be duly superscribed with Name of Work and above titles. Envelopes A, B and C to be put in another sealed envelope with the name of work written on top. The envelope “A” containing EMD shall be opened first. Bidders who have not submitted valid EMD as mentioned above or submitted the Bid Security Declaration shall be

summarily rejected. Technical bids (Envelope B) of only those bidders who have submitted EMD or Bid Security Declaration shall be opened immediately thereafter. Both EMD and Technical bids envelopes shall be opened in presence of bidders or their representatives, if present. After evaluation of Technical Bids, a list of qualified bidders will be prepared by the Employer. Qualified bidders will be informed and Financial bid (Envelope C) of qualified bidders shall then be opened at notified time, date and place in presence of bidders or their representatives.

15. Performance Guarantee of five percent (5%) of the Accepted Contract Amount in the form of Bank Guarantee from a scheduled bank shall be submitted within 7 days of the Work Order and shall be valid for 180 days beyond the date of completion of all the contractual obligations of the contractor under the contract and discharged after completion of work. The Performance Guarantee shall remain valid for a period to cover the execution of the works as a Guarantee to secure the proper carrying out, the handing over and recovery of compensation of such other sums that may become due to the Employer from the contractor under the terms of the contract and shall not have been paid by him on demand.

16. Without prejudice to anything contained in the foregoing paragraphs, the contractor shall always maintain the Performance Guarantee at the full amount until the completion of work in accordance with the terms and conditions of the contract. If the contractor fails to maintain the Performance Guarantee in the full amount, the employer may by a letter sent to the contractor by email, terminate his employment under the contract without necessity for any legal or other formality or reference to judicial proceedings.

17. The acceptance of the Tender shall be conditional and not finally binding upon the Employer until the Performance Guarantee has been duly provided and the actual contract signed between the Employer and the contractor. Should the contractor fail to sign the contract within the stipulated time or to provide the Performance Guarantee within the period allowed or for any other reason withdraw his participation in the Tender, the Employer may withdraw his acceptance of the Tender without any notice or other formality and may enter into a new Agreement for the execution of the Works or any part of it and thereupon the amount of EMD shall be forfeited by the bidder without the necessity for any legal or other formality or reference to judicial proceedings of proof of damage and without prejudice to the right of the Employer. No payment shall be released to the contractor unless the Agreement is signed.

18. Any further information or clarification which the Applicant may require in order to complete the Tender may be obtained from the Embassy. All information requested by and supplied to one bidder will be supplied to all bidders.

19. Queries: A pre-bid meeting for all bidders will be held on 28.01.2025 at 1100 hrs. Bidder's queries should be submitted in writing to hoc.rome@mea.gov.in and should be received on or before time and date mentioned above. No queries will be accepted or answered thereafter.

20. At any time prior to the date of opening of the proposals, the Mission may issue an addendum in writing to all applicants, deleting, varying or extending any item. Unless it is in formal manner described above, any representation or explanation to the Bidder shall not be considered valid or binding on the Employer as to the meaning of anything connected with the Tender Document. The date and time for submission may be deferred by an official notification in writing issued by the Employer to all Bidders. Tenders received after this date will not be considered.

21. Bid/Bidder may be disqualified for any reason including, but not limited to the following:

- If a bidder sets forth any conditions which are unacceptable to the Employer;
- 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;
- If there is evidence of collusion between Bidders;
- If Tender sets forth any offer to conditionally discount, reduce or modify its tender;
- If Bid price is disclosed before opening of Financial Bid.

Bid Validity: 180 days from the last date of submission.

22. The bid amount quoted will be exclusive of VAT. However the financial proposal should contain the basic amount and VAT amount.

23. No escalation is payable for any reason. Variations will not be entertained in this contract.

24. The Bidder shall submit complete OEM warranty details of the various goods offered in their bids.

25. Bidder shall be deemed to have read carefully all the Tender Documents, Scope of Work and Specifications etc., and the quoted price is inclusive and complete in all respect to complete all work as per tender document and of the highest standards.

26. PAYMENT:

All payments shall be released upon completion of the work and satisfactory functioning of the equipment.

5% of the contract value shall be retained as 'Retention money' and released upon completion of Defects Liability Period i.e. 365 days from the date of completion.

27. SCOPE OF WORK & SPECIFICATION

A. Broad scope of work is as under:

- Supply and Installation of a PABX system as per detailed technical specifications mentioned below
- Supply and Installation of telephone instruments for all the lines
- Installation of Firewall, Router and other technical equipment
- Configuration, activation and demonstration
- Assistance package

B. Detailed scope of work

Core Components

1. Switchboard:

- Type: Physical telephone system (IP-based PABX).
- Supports a mix of analog, digital, and VoIP lines.
- Compatible with intercom systems and operator consoles.

2. Operator Desks:

- Quantity: 2 operator desks.
- Equipped with advanced operator telephones capable of call queue management, call transfer, and conferencing.
- Large displays for monitoring call activity and status.

3. IP Phones:

- 10 Big IP Phones:
 - High-definition audio and video calling.
 - Color touchscreen displays with customizable soft keys.
 - Advanced features such as call conferencing, call forwarding, and voicemail-to-email.
- 50 Small IP Phones:
 - Basic intercom functionalities.
 - High-definition audio with essential features (e.g., call transfer and hold).

- PoE (Power over Ethernet) enabled.

4. **Managed LAN Switch:**

- Specification: Managed switch with at least 48+48 PoE ports.

5. **Gateway for Telephone Lines:**

- Compatibility: RTG (analog) and ISDN (digital) lines.
- Capacity: Supports for all telephone lines with scalability for future expansion.
- Ensures seamless integration between legacy telephone lines and modern PABX systems.

C. Network and Security Requirements

1. **Firewall Installation and Maintenance:**

- Install one enterprise-grade firewall.
- Recommended Firewall Models: **Fortigate FG- 71F, Sophos XGS 136, Cisco Firepower 1140/1150**
- Intrusion Prevention System (IPS) and Intrusion Detection System (IDS).
- Network address translation (NAT) and stateful packet inspection.
- Configured for blocking unauthorized access to the PABX system.
- Capable of performing periodic security checks and generating detailed security reports.

2. **Access Restrictions:**

- Internet line for use of VOIP telephony should be separate from regular internet connection. **The cabling and switches for VOIP telephony and internet should be separate.**
- Switches and Ports of the VOIP setup that are not in used in VOIP telephony should be blocked.
- Cloud based system should not be used or should be disabled.

3. **System Administration:**

- All administrative and physical access limited to authorized embassy

personnel.

- On-premises-only maintenance; remote access strictly disabled.
- The Bidder shall submit complete OEM warranty details of the various goods offered in their bids.

28. Specification: The item of work/material used in the work shall be complying with the standard of quality like British standard/American standard/Indian Standard or equivalent. The make/model of equipment, software, devices, etc., should be clearly mentioned. Sound engineering practice should be adopted in all items of work execution.

29. The contract shall be awarded to technically qualified lowest bidder. Compliance with local labour laws and other laws shall be sole responsibility of service provider.

30. Commencement date of the works shall be effected within seven (7) days from the date of issuing the Acceptance letter or handing over the site, whichever is earlier. This 7 days period will be defined as the mobilization period.

31. The Defects Liability period shall be Three Hundred Sixty Five (365) days from the completion of the work.

32. The Employer will not be bound to accept the lowest or any tender or to give a reason for the rejection of any Tender.

33. The entire work as outlined in the Scope of Work should be completed within 30 days of award of contract/work order.

34. The contractor shall provide “free-of-cost” maintenance during warranty period. The provision of Annual Maintenance Contract (AMC) period will start after the warranty period has expired.

35. ARBITRATION:

If any dispute, difference or question at any time arises between the Embassy and the Contractor in respect of the agreement signed, the same shall be settled amicably through mutual discussion without involving any third party or legal entity.

36. On completion of work, Contractor shall submit all equipment manuals, guarantee cards, specifications etc. The Final Bill of work shall be paid only on completion of work and depositing all documents as above.

37. The contractor will be solely responsible to make reparations/compensation for damage caused to any property arising due to the installation work, if any.

38. TERMINATION

If the contractor is, without good reasons, not discharging his obligation, the Employer may inform the contractor by notice by email, indicating grounds for the notice. If a satisfactory response is not received within 7 days, the Employer may by a further notice in writing, terminate the Contract provided that further notice in writing is given within 35 days of the Employer's former notice. In the event of termination of the contract by the Employer, the contractor shall have no claim to compensation for any loss sustained while entering into any engagement or for making any advance payment to any third party with a view to perform this work.

The contractor shall not be entitled to be paid any sum for any work thereof or work actually performed under this contract unless or until the Employer is satisfied with the performance of such work and the value payable in respect thereof and the contractor shall only be entitled to be paid the value so certified by the Employer.

39. Confidentiality and Secrecy:

The bidder shall ensure that all information, data, and documents shared by the Embassy of India, Rome, in connection with this tender and subsequent contract are treated with utmost confidentiality. The bidder shall not disclose, share, or disseminate any sensitive information to unauthorized personnel, third parties, or external entities without prior written consent from the Embassy. Any breach of confidentiality or unauthorized disclosure will result in immediate termination of the contract and may invoke legal consequences. The bidder must also implement adequate security measures to safeguard all data and ensure compliance with relevant data protection regulations throughout the contract period and thereafter.

40. Penalty Provision:

The selected bidder shall adhere to the agreed timelines and performance standards as outlined in the tender document. In the event of delays, substandard performance, or non-compliance with the tender documents, penalties will be imposed.

Notwithstanding the terms outlined in the tender document, the Embassy of India, Rome, reserves the right to temporarily or permanently blacklist or debar firms or impose monetary penalties, as deemed appropriate by the competent authority, in the event of unsatisfactory performance or services.

**Invitation for Tenders – Electrical
Works**

IMPORTANT DATES

Event	Date
Notice Inviting Tender	16.01.2025
Starting date of Tender submission	31.01.2025
Site visit	20.01.2025 to 23.01.2025 and 27.01.2025 to 31.01.2025
Pre-bid meeting	28.01.2025
Last date of Tender Submission	07.02.2025 (1730 hours)
Opening of Technical Bids	10.02.2025 (1100 hours)

Annexure – I

Technical Bid Proforma- Document I

PRE-QUALIFICATION INFORMATION LETTER OF TRANSMITTAL

From

To

The Head of Chancery
Embassy of India, Rome

**Sub: Supply & Installation of PABX System Project at Via Sicilia 136-138,
Rome**

Sir,

Having examined the details given in the press notice and document for the above work / we hereby submit the eligibility application and relevant documents and information.

1. I / We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
2. I / We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
3. I / We submit the requisite certified solvency certificate and authorize Embassy of India, Rome, Italy to approach the bank issuing the solvency certificate to confirm the correctness thereof. We also authorize the Embassy, to approach my / our bankers, individuals, employers, firms and corporations to verify my / our statements, competency and general reputation.
4. I / We submit the following certificates in support of our suitability, technical know-how and capability for having successfully completed the following similar works. (Certificate from Project Manager in Proforma D in respect of each work mentioned below should be enclosed.)

Name of work	Certificate from/nature of work	Contract amount

Date of submission:

Signature(s) of Bidder(s)

Enclosures:

Signature of Applicant(s)

Document II

GENERAL

- a) Name of Contractor _____
- b) Registered Address _____
- c) Telephone No. _____
- d) Fax No. _____
- e) E-mail: _____
- f) Contact Names of senior representative of Main Contractors / Partners

Type of Works carried out:

1. What is the nature of the Company / Firm? (Give details on separate sheets, if necessary):
 - a) Independent _____
 - b) Supported by technical resources from some other source.
2. Name, Address and experience of Consultants/Sub-contractors are Enclosed at page nos. to

Document II(a)

1. Name and address of applicant :

2. Telephone No. :
 Fax No. :
 Email address :

3. Legal status of the applicant (attach Copies of original document defining The legal status)

a) An Individual b) A proprietary firm c) A firm in partnership d) A limited company or corporation

4. Particulars of registration with various Government bodies, if any, (attach attested photocopy)
 S. No./ Organization / place of registration /Registration No.

5. Name and Titles of Directors and officers with designation to be concerned with this work.

6. Designation of individuals authorized to act for the organization.

7. Was the applicant ever required to suspend construction for period of more than six months continuously after commencing construction? If so, give the name of the project and reason for not completing the work.

8. Has the applicant, or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion? If so, give name of the project and reasons for abandonment.

9. Has the applicant or any constituent partner in case of partnership firm, ever been debarred / blacklisted for tendering in any organization at any time? If so, give details.

10. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so give details.

11. Any other information considered necessary but not included above.

Signature of Applicant(s)

Document II(b)

**DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE
EMPLOYED FOR THE WORK**

N.B.: Attach CV, educational qualification, professional license & experience document

Signature of Applicant(s)

Document II (c)

CERTIFICATE FROM A SCHEDULED/ REPUTED BANK

This is to certify that to the best of our knowledge and information that M/s /Mr..... having the noted address, a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of Euro..... .

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signatures)
For the Bank

NOTE (1) Bankers certificates should be on letter head of the Bank, sealed in cover addressed to tendering authority.

(2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

Document III
Embassy of India
Rome

**NOTICE INVITING TENDER FOR SELECTING AGENCY FOR
SUPPLY & INSTALLATION OF PABX SYSTEM**

Bank Guarantee Proforma for Performance Security

Bank Guarantee No.....

Brief description of contract: Electrical Works, Embassy of India

Name and Address of Beneficiary: Embassy of India, Via Sicilia 136-138, Roma
00187

Date:

Whereas M/s (Name of Contractor with address) have submitted their tender for Electrical Works at Rome for Embassy of India, Rome, and one of the tender conditions is for M/s (Name of Contractor with address) to submit a Bank Guarantee for Performance Security (5% of tendered cost) amounting to _____. In fulfilment 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 calculated at 5% of the tendered cost.

2. This guarantee is valid for a period of six months (60 days beyond completion time) from the date of issue of this Bank Guarantee 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.

3. Notwithstanding anything to the contrary contained hereinabove, the maximum liability under this guarantee is restricted to *5% of the accepted tendered cost*.

4. Notwithstanding anything to the contrary contained hereinabove, this guarantee is valid from (date of issue) up to the (date should be two months after the date of completion of work) and claims under this guarantee should be submitted not later than (from date of expiry).

5. 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 equivalent to 5% of the accepted tendered cost.

6. This guarantee shall be governed and construed in accordance with the laws of *Italy* and shall be subject to exclusive Jurisdiction of the Italian Courts.

Date:

Name:

Place:

Signature:

Annexure II

B. Financial Bid Documents

Document -IV

Financial Bid letter (Fixed price to be quoted on this form by Bidder)

FORM OF TENDER

Name of Contract: [Name of the works]

To:

[Name of the Employer]

We have examined the General Conditions of contract, specifications, drawings, other schedules, the attached Appendices and Addenda for the above-named works and have inspected the site and the general and economic conditions under which the works are to be carried out. We offer to execute and complete the works and remedy any defects therein, in conformity with this Tender.

EUR _____ (in figure)

(EUR _____ Only) exclusive of VAT.

We agree to abide by this tender until 180 days after date for receipt of tenders and it shall remain binding upon us and may be accepted at any time before that date. We acknowledge that the appendix forms part of this Letter of Tender.

If this offer is accepted, we will provide the specified Performance Security, commence the Works as soon as is practicable after commencement date, and complete the works in accordance with the above-named documents within the Time of Completion.

Unless and until a formal Agreement is prepared and executed, this Letter of tender together with your written acceptance thereof, shall constitute a binding contract between us.

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 [Name of the contractor] _____

Date: _____

Financial Bid Format- Document –IV(a)

Supply, Installation, and Maintenance of PABX System

Name of Bidder:

Contact Information:

Financial Implications:

(all amounts are in Euro,)

Item Description	Quantity	Unit Cost	VAT	Total Cost
1. Supply of Hardware Components				
(a) Switchboard (Physical PABX System)	1			
(b) Operator Desks	2			
(b) Big IP Phones	10			
(c) Small IP Phones	50			
(d) managed Switch (LAN for POE, 48+48)	1			
(e) Gateway for Telephone lines	1			
(f) Firewall (Fortigate FG- 71F, Sophos XGS 136, Cisco Firepower 1140/1150)	1			
Subtotal (Hardware)				
2. Installation and Configuration				
(a) Installation of PABX System	1			
(b) Setup and Configuration of Phones	62			
(c) Installation of Managed switch	1			
(d) Firewall Installation and setup	1			
Subtotal (Installation)				
3. Maintenance				
Routine Maintenance of PABX System (after warranty period)	Yearly (for 1 year)			
Firewall Security Checks	Yearly (for 1 year)			
Subtotal (Maintenance)				
Grand total (EUR)				

Note: (i) Maintenance period shall commence upon the conclusion of the warranty period.

(ii) Contractor to provide “free-of-cost” maintenance during warranty period.

**FORMAT OF BID SECURITY DECLARATION
FROM BIDDERS IN LIEU OF EMD**

(on Company Letterhead)

To:

The Embassy of India
Via Venti Settembre 5
Rome, Italy

Tender: Supply & Installation of PABX System

I / We, the authorized signatory of M/s _____, participating in the subject Tender No: No.Rom/Chy/868/1/2024, for the job of supply & installation of PABX system, do hereby declare that in the event:

I / We withdraw / modify our bid during the period of bid validity

OR

I/We commit any other breach of tender conditions/ contract which would have otherwise attracted forfeiture of EMD

OR

I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms of the Contract, then I / We could be suspended from being eligible for bidding / award of all future tender(s) for a period as applicable per the Incident Management Policy of GeM.

Signature and seal of authorized signatory of bidder

Name of authorized signatory: