



**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**

**( 27.12.2024 ), 2024 UP TO 1700 HRS (LST)**

**DATE OF OPENING OF BIDS**

**( 30.12.2024 ), 2024 AT 1000 HRS (LST)**

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**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 two separate lines of 10 mbps bandwidth each 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 ( date ) 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	06.12.2024
II	Inspection of the site	Any working day between (period to be indicated) with prior appointment
III	Last date of enquiries	26.12.2024 (1700 hrs)
IV	Bid submission end date	27.12.2024 (1700 hrs)
V	Date, time & place of opening of bid (Participant bidder or their representatives may wish to be	30.12.2024 (1000 hrs) Embassy of India, No.16 & 18, Coconut Plantations, UN Drive, Monrovia

	present)	
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6. The bidder is required to deposit an Earnest Money Deposit (EMD) of US\$ 800/- in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form. The EMD should remain valid for a period of forty-five days beyond the final bid validity period. Bid securities of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.
7. Quotation/bid and copies of the credentials/documents are required to be signed/self-attested by the applicant with official seal.
8. The bidder must fulfill the eligibility criteria as per the format specified at 'Annexure-I' and submit along with its financial quotation as per our requirement and terms and conditions in Annexure-II. Financial bids of only technically qualified companies shall be evaluated.
9. The quotations/bids would be rejected due to incorporation of any false information and furnishing fake or truncated documents.
10. The validity of the quotation shall be at least 30 days from the last date of submission of bid.
11. Bid received after the closing date and time as prescribed in the tender notice, shall NOT be accepted under any circumstances.
12. 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.
13. Queries, if any, may be addressed to the Administration Division of the Mission at email [admn.monrovia@mea.gov.in](mailto:admn.monrovia@mea.gov.in).

(Jitendra S. Rawat)  
Head of Chancery

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**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 **two (02)** Dedicated Unshared wired 1:1 Internet Leased Line with **10 mbps bandwidth each** 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.
6. Technical Specifications :-
  - i. Two Dedicated P2P Internet Connection using Fiber Optic cable : The bandwidth for each link : 10Mbps Downlink / 10Mbps Uplink.
  - ii. Internal LAN – Total of 12 Networks required.
  - iii. Other details :-

No.	Equipment Name	Quantity	Number of Ports	Capacity	Frequency
1	Mikrotik Router 951	2	5	5Gbps	2.4 GHZ
2	Mikrotik Router 2011	1	8Ethernet, 1SFP	5Gbps	2.4 GHZ
3	D-Link Switch	2	24	2Gbps	-----
4	Network Jack	12	12	-----	-----

**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 One year (01 year). 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. The Mission has estimated a cost of US\$ 22,000/- per annum towards provision of the **two (02) Dedicated Unshared wired 1:1 Internet Leased Line with 10 mbps bandwidth each** at the Chancery premises. The bidder is required to deposit an Earnest Money Deposit (EMD) of US\$ 800/- in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks or payment online in an acceptable form. The EMD should remain valid for a period of forty-five days beyond the final bid validity period. Bid securities of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.

6. **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.

7. **Performance Security:** To ensure due performance of the contract, the successful bidder shall be required to furnish Performance Security of 3% of the value of contract after award of the contract. Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment in an acceptable form. Performance Security should remain valid for a

period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. EMD will be refunded to the successful bidder on receipt of Performance Security. The Performance Security furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank or online payment, shall be returned interest-free post expiry of its validity. The proforma for Performance Security is as per Appendix-I of the tender document.

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

9. 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.

10. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.

11. The contract shall be awarded to technically qualified lowest bidder.

12. The contractor will be bound by non-disclosure agreement for confidentiality and secrecy as per Appendix-II of the tender document.

(Jitendra S Rawat)  
Head of Chancery

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**Annexure – I****Details of the company providing internet connectivity at the Embassy of India, Monrovia**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details to be filled by the Agency</b>
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)	
viii	Deposition of EMD (Supporting Document 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

<b>FINANCIAL BID</b>			
<b>Description:</b> Two (02) 1:1 Dedicated and Unshared Internet Leased Line of 10 Mbps bandwidth each with security services for 2 years			
<b>Particulars</b>	<b>Amount per month (US\$)</b>	<b>Tax (US\$)</b>	<b>Total Amount including tax (US\$)</b>
Bandwidth Charges per leased line per month			
Total annual cost including tax in figure			
Total annual cost including tax in words			

**Note:** The ISP shall use the existing arrangement of routers/switch boards and wiring installed in the Chancery building. Any amount therefore quoted towards provision of the routers/switch board and cabling will not be considered while evaluation of the financial bid.

**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**



**FORMAT FOR EARNEST MONEY DEPOSIT / BID SECURITY**

Brief description of contract: - **Internet services at the Chancery premises of Embassy of India, Monrovia (Address : 16 & 18 Coconut Plantation, Mamba Point, Monrovia, Liberia)**

**To,  
Embassy of India, Monrovia  
16 & 18 Coconut Plantation,  
Mamba Point, Monrovia, Liberia**

In accordance with your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ Internet services at the Chancery premises of Embassy of India, Monrovia (Address : 16 & 18 Coconut Plantation, Mamba Point, Monrovia, Liberia), M/s. \_\_\_\_\_ (Name of Contractor with \_\_\_\_\_ address) submits a Bank Guarantee amounting to USD \_\_\_\_\_(USD \_\_\_\_\_).

iv 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 of USD \_\_\_\_\_(USD \_\_\_\_\_), which is liable to be forfeited by the Purchaser on :

- iv.a The withdrawal / revision of the offer by the bidder within the validity period.
- iv.b Non acceptance of the Work order / Purchase order by the Bidder when issued within the validity period, and
- iv.c Failure to execute the contract as per contractual terms and condition with in the contractual delivery period.

v This Bank Guarantee will be valid for a period of 30 days from the date of order acknowledge. 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.

vi Notwithstanding anything to the contrary contained herein above, the maximum liability under this guarantee is restricted to USD \_\_\_\_\_(USD \_\_\_\_\_).

vii Notwithstanding anything to the contrary contained herein above, this Guarantee is valid from (date of issue) \_\_\_\_\_ up to the (date after 30 days from date of issue) \_\_\_\_\_ and claims under this Guarantee should be submitted not later than (date after 60 months from date of issue) \_\_\_\_\_.

viii 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.

ix This Guarantee shall be governed and construed in accordance with the laws of the Liberia and shall be subject to exclusive Jurisdiction of the Liberia Courts.

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Note:- On expiry of Bond Period, the original Bond will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.

**FORMAT FOR PERFORMANCE GUARANTEE BOND /  
PERFORMANCE SECURITY**

Brief description of contract: - **Internet services at the Chancery premises of Embassy of India, Monrovia (Address : 16 & 18 Coconut Plantation, Mamba Point, Monrovia, Liberia)**

**To,  
Embassy of India,  
16 & 18 Coconut Plantation,  
Mamba Point, Monrovia, Liberia**

In accordance with your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ Internet services at the Chancery premises of Embassy of India, Monrovia (Address : 16 & 18 Coconut Plantation, Mamba Point, Monrovia, Liberia) M/s. (Name of Contractor with address) \_\_\_\_\_ submits a Bank Guarantee Bond amounting to 5% of the contract value and valid till warranty period (60 months) from the date of issue of Performance Guarantee Bond.

i Now this bank hereby guarantees that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the equipment / machinery, etc. this Bank shall pay to Embassy of India, Monrovia on demand and without protest or demur 5% of the contract value i.e. USD \_\_\_\_\_ only (in words).

ii This Bank further agrees that the decision of Embassy of India, Monrovia (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding. We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ Embassy of India, Monrovia (Buyer).

iii Notwithstanding anything contained herein:

iii.a Our liability under this Bank Guarantee shall not exceed 5% of the contract value i.e. USD \_\_\_\_\_ only (in words).

iii.b This Bank Guarantee shall be valid up to \_\_\_\_\_ (date) i.e. upto warranty period; and

iii.c We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only Embassy of India, Monrovia serve upon us a written claim or demand on or before \_\_\_\_\_ (date) i.e. upto warranty period.

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Note:- On expiry of Bond Period, the original Bond will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.

**Non-Disclosure Agreement**

This agreement is entered in to this ..... (Date) day of ..... (Month), ..... (Year) between Embassy of India, Monrovia (hereinafter called as ..... as **“Discloser”**) and ..... (Name of the Company with Address) (hereinafter called as **“Recipient”**), collectively **“Party” or “Parties”**.

WHEREAS the Discloser possesses certain information relating to the security set-up, security architecture, lay-out, security processes and procedures, designs, drawings, software and hardware configuration, computer programs, algorithms, services, customer etc that is confidential and proprietary in nature (hereinafter called as **“Confidential Information”**); and

WHEREAS the recipient is bound to get to know about the Confidential Information in pursuant to the terms of the Agreement for the purpose of supply, installation, testing and commissioning of a internet services (hereinafter called as **“Purpose”**) in the ..... (hereinafter called as **“Premises”**).

NOW THEREFORE, in consideration for the mutual undertakings of the Discloser and the Recipient under this Agreement, the Parties agree as follows:

i **Disclosure:** Recipient agrees not the disclose and Discloser agrees to let the Recipient have the access to the Confidential Information as identified and reduced in writing or provided verbally or in any other way not reduced in writing at the time of such disclosure of the information.

ii **Confidentiality:**

ii.a **No Use:** Recipient agrees not to use the Confidential Information in any way or under any circumstances share the same, in writing or through any other means, with any Third Party.

ii.b **No Unauthorized Disclosure:** Recipient agrees to use its best efforts to prevent and protect the Confidential Information, or any parts thereof, from disclosure to *any person(s), or entity(ies), even if authorized or directed under any law, without the express permission of the Discloser. Discloser, notwithstanding,* shall have the right to deny such disclosure of the Confidential Information being detrimental to the security interests of the Discloser and/or its premises and employees.

ii.c **Protection and Secrecy:** Recipient agrees to take all steps necessary to protect the secrecy of the Confidential Information, and to prevent the Confidential Information from falling into public domain or into the possession of unauthorized person(s) and/or entity(ies).