

Consulate General of India  
Brisbane

### **NOTICE INVITING TENDER**

**Subject:- Tender for Supply and maintenance of firewall and IT infrastructure of CGI, Brisbane.**

Bids/Quotes are invited from reputed Australia local firms or entities having registered office in Australia for (i) Supply, installation and maintenance/licencing of Fire wall in CGI, Brisbane for a period of three years; and (ii) Annual Maintenance Contract for Computers, Laptops, Printers, Scanners, UPS, Servers, Video Conferencing system, Network Equipment or any other IT related equipment including internet and networking cables etc.

#### **GENERAL SCOPE OF WORK: -**

1. The contractor shall be responsible for supply, installation and maintenance/licencing of fire wall in CGI, Brisbane AND shall also be responsible for maintenance of the IT hardware and software infrastructure and internet cabling work and network cabling work of the Consulate. An indicative list of IT equipment is attached at "Annexure-I". The number of equipment may vary during the contract period since older/dysfunctional equipment continue to be disposed-off and new equipment purchased by the Client.
2. The hardware/software are installed in the premises of CGI, Brisbane. The contract includes maintenance of hardware, software, Internet and networking cables. The software maintenance includes, but not limited to, troubleshooting, re-configuration, re-formatting, updation of OS, and re-installation of operating systems (Fedora, Linux, Windows, Mac, etc.); servers, browsers; email clients; office software; virtual machines; antivirus; data retrieval and installation/configuration/ removal of any other software approved by the Ministry. It also includes identification and removal of malware that are not detected by anti-virus software from the computer system, updation of security parameters regarding network and PC systems from time to time. No separate bills shall be raised for the installation/configuration of new devices/equipment and the same shall be carried out during the specified work hours in a month.
3. The contractor should depute a qualified and experienced engineer at CGI office for minimum 10 hours in a month for regular maintenance and checks of IT infrastructure of CGI, Brisbane as per list and as mentioned in para 1 and 2 above. In case of urgency, the engineer should be available at a notice of two hours on call basis. In case of urgent incidents or unresolved issues during weekday, the representative might be required to work on holidays/weekends for which no separate payment would be made if with in the ceiling of 10 hours in a month. The bills shall be raised monthly for payment. The engineer should be well qualified having diploma or B.E./B.Tech with minimum two years of relevant experience. The IT engineer will be interviewed by the committee appointed by the CGI. The engineer so deputed

will be responsible for maintenance & troubleshooting of IT devices which needs technical acumen of higher level. The engineer at times may be required to attend to work at events of client outside premises of client ( level 12, 301, Coronation drive) for which no separate payment towards conveyance etc. shall be made. All tools required for the maintenance shall be made available by the contractor.

4. The payment shall be made payment monthly basis (for ten hours) on receipt of monthly bills for IT maintenance. In case any extra hours beyond ten, the bill shall be raised by bidder as per quoted rates for extra hours.

5. The contractor shall be required to be install firewall of Cisco (Firepower 1140) or equivalent with in one week of award of work with the prior approval of CGI, Brisbane. The make is indicative only and decision of CGI, Brisbane in selection of relevant make and specification shall be final. The bidder shall obtain all licences for firewall, switch etc. in the name of CGI, Brisbane only.

6. The engineer deployed by the contractor shall be under the control and supervision of Head of Chancery of CGI, Brisbane (hereafter referred as HOC). The engineer shall work under the instructions of the HOC or any other person authorized by the HOC and shall submit complaint sheets to such person for each complaint attended by them. The complaint sheet shall clearly define the nature of complaint, location of office and time taken for rectification of complaint. The engineers are also required to get the complaint sheets signed by the respective end users who shall rate the quality and promptness of service.

7. The engineers/technicians shall be equipped with Mobile phones to ensure their availability. An amount of \$ 100/- per day will be deducted for delay of each day in attending to the complaint and complaint register will be maintained by the engineer accordingly which will be countersigned by representative of CGI, Brisbane.

8. A complaint shall be attended to same day and in exceptional case within two hours. As far as possible, the repairs shall be carried out on-site itself. The equipment shall have to be repaired in-house and in no case shall it be taken out of the building without prior written authorisation of the HOC. Hard-Disks/CDs shall not be taken out of the CGI's premises under any circumstance.

9. The maintenance and repair shall NOT include replacement of parts. In case replacement of part is required like mouse, key board, power- supply unit, patch cable, RJ-45 connector, etc., the defective equipment/item/part shall be replaced by the equipment/item/part of the same specification and in case, these are not available, the higher specification, acceptable to the CGI, Brisbane, shall have to be installed. In no case, shall the defective equipment/item/part be replaced by old spares. The details of the defective equipment/item/part of those, which are replaced, will be specified in the maintenance record. The purchase of such part, as far as possible, shall be done by CGI, Brisbane the contractor shall assist the CGI in identifying the best make and quality of parts which includes but not



limited to processor/motherboard, laser jet/inkjet printers, LCD/TFT monitors, CD Rom/DVD Rom, LAN Cards, SVGA Cards, External Hard Disk, UPS, etc.

10. The contractor shall carry out preventive maintenance of each machine once in every two months, to forestall any major failure of the same. The preventive maintenance shall include physical cleaning of the equipment (both from outside and inside); system cleaning; software updates and system hardening as directed by the coordinator.

11. If any damage/loss of equipment is caused by the contractor or any of its representatives, an amount equivalent to the loss, so caused, shall be recovered from the payment made to the contractor. The decision of the Customer shall be final and binding in this regard.

12. The contractor shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disk/USB drive of any computer system and related peripheral under this maintenance contract. For this the contractor shall keep, in ready stock, appropriate software for the recovery of the data.

13. The engineers/technicians shall not change the setting of any computer and related peripherals and shall not install any unauthorised software without seeking the prior permission of the coordinator.

14. The bidder shall maintain wing-wise list of all the hardware as per Performa prescribed by the Ministry and update the same every quarter. Separate maintenance records for each of the hardware equipment shall also be maintained.

15. The bidder shall coordinate with Original Equipment Manufacturer (OEMs) for the repair/maintenance of under-warranty items (existing or purchased after signing of the contract); The contractor may be required to contact NIC in India or any other agency to sort out any issues relating to the IT matter.

16. The bidder shall ensure that the engineer is present in appropriate attire and possess valid ID cards on all working days and when required on a non-working day. In case of engineer going on leave, alternative arrangements shall be made well in advance under prior intimation to the coordinator.

17. The bidder shall not change the engineer without prior written clearance from the customer. Further that the contractor shall provide a substitute for a deployed engineer, during such absence.

18. The payment for services shall be made on monthly basis, at the end of each month, based on satisfactory report from CGI, Brisbane. The quality of service shall be evaluated on the basis of feedback from the users in CGI. In case of unsatisfactorily services, penalty of not more than AUD 500/- per month may be imposed with the approval of Consul General of India. The decision of the CGI, Brisbane shall be final and no request would be entertained to review that.



19. The contract shall be valid for a period of two years from the date of its award. The rate quoted shall remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period. On same terms and conditions and on same price the contract may be extended for a further period of one year with mutual content.

20. It is the responsibility of the bidder to ensure that all local laws and regulations are followed particularly with respect to payment of wages and work permit visa of its employee deputed at Consulate.

21. In case the bidder backs out midway without the explicit consent of the CGI, the bidder would be automatically debarred from any further dealing with this Mission & the Performance Bank Guarantee amount shall stand forfeited.

22. At the time of completion of contract, it shall be duty of contractor to hand over all related software/drivers/maintenance records/register/inventories etc. to the coordinator. The payment of the last month shall be released, only after successful handing over, as specified above. The performance BG shall be released provided the bidder has given complete handover to the new Service Provide after expiry of three years.

23. The contractor shall not further sub-contract, the whole or any part of the contract, under any circumstances to a third party.

24(a). **Earnest Money Deposit:** The bidder shall deposit earnest money deposit of A\$ 1000/- along with bid which shall be refunded back to the bidder after award of the contract. The EMD can be deposited in the form of Bank Guarantee or banker's cheque. In lieu of EMD, the bidder can also give an undertaking as per format enclosed.

24(b). **Performance Guarantee:** The successful bidder shall furnish Performance Bank Guarantee in the name of CGI, Brisbane for an amount of A\$ 3000/- or 10% (whichever is more) of the total average annual value of contract which shall be released to the contractor on completion of the contract. Bank Guarantee may be invoked for the breach of the contract by the Contractor. The PBG shall be in the form of Bank Guarantee for a bank or banker's cheque which would be irrevocable and unconditional. The Consulate would be allowed to encash the the PBG whenever required. This guarantee shall remain valid for a period of 60 days beyond the period of contract.

## **25. Evaluation of bids:**

a) The CGI shall follow two bids system i.e. Technical bid and Financial bid. The technical bid and financial bid should be sealed by bidders in separate covers duly super-scribed "Financial bid or Technical bid" and both these sealed covers are to be put in a bigger cover which should be duly super-scribed as "quote for providing Annual Maintenance Contract for CGI, Brisbane".

b) The technical bids will be evaluated mainly on the following parameters:



(i) Should possess experience of at least 2 years in providing computer maintenance and IT support to any local company or Govt. organisation. Preference will be given to bidders working with Australian or Queensland Govt. **The bidder should provide proof for the same.**

(ii) The bidder should have at least 5 trained engineers who are well-versed with-IT hardware, software, networking, LAN troubleshooting, Fedora/Linux Operating systems and are known to recent developments of IT sector. **The bidder should provide list of qualified engineer working for it.**

(iii) Evidence of registration of the company under relevant statutory local regulations. **The bidder should provide copy of registration certificate of the company.**

(iv) The annual turnover of the company should not be less than AUD 100000 per year in the last two years. **The certificate from auditor should be provided.**

(b) Financial bids of only those tenders would be opened who fulfil above qualifications. The assessment in terms of technical qualification shall be done by committee constituted by CGI and its decision shall be final. If any one of the above four conditions are not met, the bidder shall not be technically qualified and his financial bid shall not be opened.

(c) The financial bid should indicate one time cost for supply and installation of fire wall, yearly cost for licencing and maintenance of fire wall and monthly cost for providing IT maintenance services for 5 hours in a month . The quote should be without taxes. Taxes, if any, shall be paid as applicable. The quote must be submitted in the format provided by the CGI, Brisbane. Any cutting/overwriting or illegible in financial bid would result in cancellation of bid.

**(d) The bids shall be evaluated strictly by calculating total cost of contract period i.e for a period of two years as indicated in Col. (d) against "Grand total" of the financial bids.**

(e) The selected bidder shall submit a Non-Disclosure Agreement (NDA) to the effect that the bidder and the personnel deployed by the bidder shall not disclose any information/data which they may obtain/acquire while providing services to the Mission.

**(f) The technical bids shall be opened on 1<sup>st</sup> May 2025 or the next working day if that happens to be a holiday. After evaluation of technical bids, the financial bids of only those bidders who qualify the technical bids, would be opened on 6<sup>th</sup> May 2025. The time of opening of bids shall be informed to the bidders by email and they can send their authorised representatives at the time of opening of bids.**

26. If any dispute(s) arises with reference to any provision of the contract, the decision of the CGI Brisbane shall be final and binding.

27. The client reserves the right to terminate the contract in case the contractor consistently fails to provide services up to the satisfactory level or on security grounds. No compensation shall be paid by CGI if the contract is terminated prematurely.



28. Undertaking: - The bidder shall ensure that documents submitted by the company are genuine and if found fake / duplicate, the bid / contract will be cancelled and the company will be debarred from future contracts of MEA.

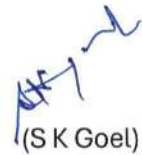
29. The prospective bidder is accordingly advised to go through the scope of work before preparation of bid. The quotation amount should be quoted on monthly rates separately and any taxes/levies should be indicated separately. Unrealistic rates quoted by the bidders shall not be considered. Therefore, bidders are required to quote realistic rates keeping in view the cost of scope of work given below. While filling the quotation, the bidder is to adhere the guidelines of CGI, Brisbane in letter of spirit.

30. The Consulate General of India reserves the right to reject any quotation OR scrap the whole process without assigning any reason. No claim whatsoever in this regard shall not be entertained.

31. Preference will be given to companies having experience in working with reputed companies/Diplomatic Missions/Government departments in Australia.

32. The premises may be inspected on a working day from 1000 hrs to 1600 hrs. Please contact 0738589690 for fixing appointment for viewing the premises.

33. Any clarification on this tender may be obtained from "Head of Chancery, CGI, Brisbane" in person or by email at [hoc.brisbane@mea.gov.in](mailto:hoc.brisbane@mea.gov.in). Bids may be sent in sealed covers addressed to "Head of Chancery, Consulate General of India, level 12, 301, coronation drive, Milton 4064 latest by **28 April 2025**.



(S K Goel)

Head of Chancery

Phone : +61 38589694

Email: [hoc.brisbane@mea.gov.in](mailto:hoc.brisbane@mea.gov.in)

1 April 2025

**Consulate General of India, Brisbane**

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**ANNEXURE-I**

Indicative list of IT Equipment in CGI, Brisbane.

Sl. No.	Item	Qty	Remarks
1	Computer(Monitor and CPU)	15	
2.	Printer	15	
3.	Toshiba Photocopier	1	
4	Telephone lines	17	
5	Server Room	1	
6	Video Conferencing system	1	The contractor shall co-ordinate with the supplier as this facility is installed by the owner of the premises
7	Firewall for IT system	1	
8	POE switches	2	

\*Actual number of units may vary at the time of the award and during the currency of the contract.

## (Technical Bid Proforma)

To,

Consulate General of India in Brisbane

Sir,

Subject: **TECHNICAL BID**

I/We submit following details for your perusal :-

Sl No	Requirement	Whether documents submitted in proof of the same
1	Experience of at least 2 years in providing computer maintenance and IT support to any local company or Govt. organisation. Preference will be given to bidders working with Australian or Queensland Govt. The bidder should provide proof for the same like appreciation letter or award letter etc.	
2	The bidder should have at least 5 trained engineers who are well versed with IT hardware, software, networking, LAN troubleshooting, Fedora/Linux Operating systems and are known to recent developments of IT sector. The bidder should provide list of qualified staff working for it.	
3	Registration of the company under relevant statutory local regulations. The bidder should provide copy of registration certificate of the company.	
4	The annual turnover of the company should not be less than AUD 100000 per year in the last two years. The certificate from auditor should be provided.	

This is to further confirm that I/We agree to abide by all terms and conditions mentioned in the tender. I further declare that information given by me is true. If at any time the information given by me to be incorrect or false, the CGI, Brisbane can take any action including termination of contract.

(Signature with name and address)

(Official seal of the company)



**ANNEXURE-III****(Financial Bid Proforma)**

(to be printed on Company letterhead)

To,

The Consulate General of India, Brisbane

Dear Sir,

With referenceto your tender for Supply, installation and licencing of Fire wall and Annual Maintenance Contract of IT Infrastructure in CGI, Brisbane, we quote as follows:

Serial number	Item	Price (Without GST) in AUD	Price for two years without GST (in AUD)
(a)	(b)	©	(d)
1.	Supply and Installation of Firewall <b>(one time rate)</b>		
2.	Maintenance and licencing for two years <b>(Yearly rate)</b>		
3.	Maintenance of IT infrastructure as per list in Annexure I of the NIT for three years <b>(Monthly rate for min. 10 hours without GST)</b>		
4.	Per Hour rate in case attendance exceeds 10 hours in a month <b>(per hour rate without GST)</b>		
	<b>Grand Total</b>	-----	

(Signature with name and address)

Office Seal of the Company (Tel. No: )

(Fax. No: )

(Email address: )



Name of work: - Supply, installation and maintenance of fire wall and AMC of IT infrastructure in CGI, Brisbane

**Declaration in lieu of Earnest Money Deposit**

I \_\_\_\_\_ authorised signatory of \_\_\_\_\_ (name of company) having regd. office at \_\_\_\_\_

\_\_\_\_\_ hereby declares that my financial bid for the work " Supply, installation and maintenance of fire wall and AMC of IT infrastructure" at CGI, Brisbane shall remain valid till 30 June 2025. I undertake that I will not withdraw or modify my bid till 30 June 2025.

I also undertake that upon award of the work, I will submit the Performance Guarantee as required under the contract. I understand that if I fail to execute the work, my company shall NOT be considered for any work in the CGI, Brisbane for a period of two years starting from the date of award of work.

(Signature with name and address and official stamp)

