

## **NOTICE INVITING TENDER**

### **GOVERNMENT OF INDIA HIGH COMMISSION OF INDIA, KUALA LUMPUR**

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No. KUL/LAB/413/3/2023

Dated: 29.12.2023

### **NOTICE INVITING LIMITED TENDER FOR SUPPLY OF SOFTWARES TO HIGH COMMISSION OF INDIA**

High Commission of India, Kuala Lumpur invites bids from registered companies for supply of software with the following specifications:

- a) **Online appointment system**
- b) **Online Feedback system**
- c) **Online Grievance system**

2. Envelopes should indicate the name and address of the tenderer to identify the bid and to enable the bid to be returned unopened in case it is declared 'late' or 'rejected'. Offers received through Fax/E-mail or through open letter shall be ignored.

3. The Bids must be valid for 21 days.

4. Tender must specify number of days required to supply the above items after award of tender.

5. **SUBMISSION OF BIDS:** The bids should be submitted in two sealed envelopes (Envelop A "Technical Bid Documents", Envelop B – "Financial Bid Documents"). The two envelopes containing 'A' & 'B' must be duly superscripted with above titles and put in another sealed envelop superscripted with the title "**Supply of Online Appointment, Feedback and Grievance Systems to High Commission of India**". Bids may be submitted in two different envelopes as per details given below:-

#### **I. TECHNICAL BID:**

The first sealed envelope (marked as **Envelope "A"** and superscripted as **Technical Bid**) should contain following documents regarding technical specifications of the company.

Sr. No.	Company's eligibility criteria	Reply	Remarks
1.	Introduction and credentials of Tenderer including company profiles, etc.	Yes/No	Relevant documents may be submitted
2.	Company House registration	Yes/No	Proof of registration may be submitted
3.	SST registration	Yes/No	Proof of SST registration may be submitted
4.	Warranty of the equipment for at least 6 months	Yes/No	Must be mentioned in the technical bid.

5.	An undertaking that the company agrees to the terms and conditions of the Tender documents.	Yes/No	Signed undertaking may be submitted.
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II. **FINANCIAL BID:** The second envelope (marked as **Envelope “B”** and superscripted as **Financial Bid**) should provide items-wise charges, in RM.

III. Both the sealed envelopes should be placed in the main sealed envelope superscripted **“Supply of Online appointment, Feedback and Grievance Systems to High Commission of India”** addressed to the **HOC & Second Secretary, High Commission of India, Kuala Lumpur, Level 1, Wisma HRIH Lotus, 442, Jalan Pahang, Setapak, 53000 Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia** and must reached High Commission of India before last date of submission of bids.

6. Important schedules and dates are as under:

S. No.	Key Events	Dates
1.	Date of publication of tender	29.12.2023
2.	Last date of submission of tender	18.01.2024
3.	Date of opening of tender	22.01.2024
4.	Venue for opening tender	High Commission of India, Kuala Lumpur, Level 1, Wisma HRIH Lotus, 442, Jalan Pahang, Setapak, 53000 Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia

7. Any clarification/information regarding this tender notice may be obtained by email at [hoc.kl@mea.gov.in](mailto:hoc.kl@mea.gov.in)

8. Selected Bidder will be required to sign a non-disclosure agreement for non-sharing of confidential information with any third party.

9. Terms of payment are subjected to negotiations, if the estimates are accepted.

10. The High Commission of India reserves right to reject any or all bids without assigning any reasons, if not found suitable.

  
**(N. Sivan)**  
 HOC & Second Secretary