



EMBASSY OF INDIA

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No. 0204/VTC/DDF/IATT

16th July, 26

NOTICE INVITING TENDER (NIT)

Subject: PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN

The Embassy of India, Kazakhstan invites Technical and Financial Bids from authorised dealers/contractors, reputed, experienced and financially sound companies, firms ("The Vendor") for **Purchase and Installation of Video Teleconferencing (VTC) Facility at Indian Military Art Room, National Defence University, Astana, Kazakhstan.**

1. The representatives of interested vendors may submit their proposals / rate quotations.
2. Tender documents can be downloaded from the Embassy's website: <https://embassyofindia.gov.in/> CPP Portal: www.eprocure.gov.in. Details can also be collected from Attache (Administration), Tel + 7 7172-925 700 or admn.astana@mea.gov.in. Salient dates/timelines are as mentioned below :-

2.1.	Date of publishing NIT	:	16.07.2026
2.2.	Pre-Bid Meet	:	21.07.2026
2.3.	Last date of submission of Tender	:	06.08.2026 (1500 Hrs)
2.4.	Opening of Technical Bid	:	10.08.2026 (1100 Hrs)
2.5.	Opening of Financial Bid	:	11.08.2026 (1100 Hrs)

3. Technical and Financial Bid must be submitted separately in a sealed envelope clearly superscribed **"TECHNICAL BID FOR PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN"** and **"FINANCIAL BID FOR PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN"** along with all relevant documents addressed to the "Head of Chancery, Embassy of India, BC Presidential Plaza 9th Floor 62A Kosmonavtov street, Astana, Kazakhstan. ". Financial Bid submitted in a separate sealed envelope would be opened in respect of only those Bidders, whose Technical Bids have been found meeting the required specifications at the Technical Bid evaluation stage. A bid sent through Fax or e-mail will not be accepted.

4. For any queries/ clarifications, e-mail may be sent to: **hoc.astana@mea.gov.in** or **admn.Astana@mea.gov.in**.

5. **Earnest Money Deposit (EMD).**

5.1. Each Technical Bid shall be accompanied by an Earnest Money Deposit (EMD) of USD 1500 (US Dollar One Thousand and Five Hundred only).

5.2. EMD must be deposited in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public or private sector banks in favour of "**Head of Chancery, Embassy of India, Astana**" on or before the last date of submission of bids.

5.3. EMD is to remain valid for a period of 45 days beyond the final bid validity period.

5.4. EMD must be attached with Technical Bid only, without which the bid shall stand rejected.

5.5. Any bidder eligible for EMD exemption as per the latest GOI rules should enclose EMD Exemption self-certification along with all supporting documents and relevant authority under which they seek exemption. The same will be verified at TEC stage.

5.6. The EMD amount will not fetch any interest.

5.7. The EMD should be payable at Astana only.

5.8. Earnest money will be forfeited:

5.5.1. The EMD will be liable to be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect during the period between the deadline for submission of bids and expiry of the bid validity period.

5.5.2. In case of the successful bidder, if the bidder fails to sign the contract.

6. **Refund of Earnest Money Deposit (EMD).**

6.1. Refund of EMD to the unsuccessful bidders shall be made after signing of the contract with successful bidder.

6.2. EMD of successful bidder shall be refunded after award of the contract and deposit of Performance Guarantee @ 5% of the total contract value.

7. **Performance Guarantee (PG).**

7.1. The successful bidder shall be obliged to deposit an amount equivalent to 5% of the value of the contract in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public or private sector banks in favour of "**Head of Chancery, Embassy of India, Astana**".

- 7.2. Successful bidder will deposit PG within 10 working days of award of contract.
- 7.3. The PG shall remain valid for a period of 60 days beyond the completion of all contractual obligations of the bidder including the Warranty Period and Annual Maintenance Period (if any).
- 7.4. After successful completion of all contractual obligations, the PPG (without any interest) shall be refunded within 30 days.
- 7.5. The Contractor is liable to replace/ repair any defect of the work/ supply free of cost, if detected within the contractual period, failing which the PG will be forfeited. If the performance of the service provider is not found satisfactory, the PG shall be forfeited.
8. The Embassy of India, Astana reserves the right to reject any or all the bids without assigning any reason. The decision of the Embassy shall be final and binding.
9. The bidder or his authorised representative, who wish to be present, may attend the bid opening on the date and time specified.
10. The work shall be offered to the lowest bidding party.

(Arvind)
Head of Chancery
Embassy of India, Astana

Letter for Submission of Tender

Dated_____,2026

To
Head of Chancery,
Embassy of India,
545-547, Merchant Street, Astana, Kazakhstan

**Ref: PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC)
FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY,
ASTANA, KAZAKHSTAN**

Dear Sir,

Having examined the tender document relating to **PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN**, we hereby submit our offer for the supply of the proposed items in accordance with terms and conditions and confirm our acceptance to execute the order within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & Financial Bid.

We further confirm that: -

- (a) I/We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
- (b) I/We have sufficient qualified manpower and necessary materials and after sales support to execute the order efficiently in the specified time schedule.
- (c) The quoted rates shall be valid not less than 180 days from the date of opening of quotation.
- (d) I/We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/ discrepancy.
- (e) I/We agree to accept the extension order up to 100% quantity within three months of the issue of the order.

Signature of the Bidder with Stamp and Date

**EMBASSY OF INDIA
ASTANA**

No. 0204/Indian Art Room KNDU/DDF/IATT

July 2026

1. General.

1.1. Sealed tender is invited from registered Company/ Contractors/ Firms/ Specialized agency by Embassy of India, Astana with **Technical and Financial bids** for **"PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN"** with minimum warranty of one year and Annual Maintenance Contract for a period of three years at NDU, Astana, Kazakhstan.

1.2. Technical and Financial Bids must be submitted separately in a sealed envelope clearly superscribed **"TECHNICAL BID FOR PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN"** and **"FINANCIAL BID FOR PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN"** along with all relevant documents addressed to the **"Head of Chancery, Embassy of India, 545-547, Merchant Street, Astana, Kazakhstan"**.

1.3. Financial Bid submitted in a separate sealed envelope would be opened in respect of only those Bidders, whose Technical Bids have been found meeting the required specifications at the Technical Bid evaluation stage. A bid sent through Fax or e-mail will not be accepted.

1.4. All items of instrument shall be completed in all respects and any instrument not covered in the specification but essential for proper installation, operation and maintenance of the instrument shall be included by the vendor in his offer and the reasons for such inclusion shall be clearly stated.

2. Scope of Work. The scope of work includes setting up the **VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN** in accordance with the design & specifications given in **Annexure I**. It also includes the provision of repair and maintenance support for the three years under Annual Maintenance Contract post the completion of warranty period of one year for each equipment. The warranty of each equipment will be deemed to have started on the date of completion of installation of project on site and acceptance by the buyer.

3. Qualifying Criteria.

3.1. The reputation, capacity and credibility shall be evaluated before finalizing the bid and signing of contract with the Company. The Company should have adequate experience in providing and installing electronic equipment in the past and must provide the following documents as a part of the bid:-

3.1.1. Detailed profile including available technical expertise and the past experience of executing similar types of projects to Government of India establishments/ Indian Mission/ other foreign Governmental organisations/ establishments.

- 3.1.2. Details of the financial background of the company.
- 3.1.3. Copies of the contracts executed with GoI establishments/ Indian missions/ other governmental agencies/ other Foreign diplomatic missions, if any, in the past.

3.2. The company should be registered with relevant Government Authorities as required under the local rules and regulations for tax and other purposes.

4. **Instructions to Bidders.**

4.1. **Clarification Regarding Contents of the NIT.** A prospective bidder who requires clarification regarding the contents of the bidding documents shall send an email to **da.astana@mea.gov.in** and **adm.astana@mea.gov.in** about the clarifications sought, **not later than 14 (fourteen) days** prior to the date of opening of the Bids. Pre-bid meeting will be organized at Embassy of India, Astana on the specified date (21 July 2026) for seeking clarifications/ discussion on the project. Pre bid meeting, however, would be within the overall time frame assigned for bid submission including the aforementioned timeframe of seeking clarification.

4.2. Bidders are required to fill in all the details asked for Technical Bid document (Annexure-1) and Financial Bid document (Annexure-II).

4.3. All pages of the tender document should bear the signature and seal of the authorized representative of the applicant.

4.4. Copies of credentials/ documents are to be annexed with the tender document with self-attestation by the Applicant with official seal.

4.5. The bidder shall also mention the supply process in detail.

4.6. Validity of the tender should be for minimum period of **180 days** from the date of opening of bids.

4.7. The embassy shall not take any responsibility for the delay, loss or non-receipt of quotations/documents not submitted directly to the office of the undersigned.

4.8. Corrections, if any, must be attested. All rates shall be indicated in both figures and words. Where there is difference between rates quoted in figures and words, the rates quoted in words will prevail.

4.9. The tender document is liable to rejection in the event of non-adherence to the terms and conditions mentioned therein.

4.10. **Rejection of Bids.** Canvassing by the bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. The bids may also be rejected due to incorporation of any false information and furnishing fake or truncated documents.

5. **Two-Bid Tendering System and Bid Submission Requirements.**

5.1. Tender should be submitted in two parts, Part-I (Technical Bid) & Part-II (Financial Bid) in following manner: -

5.1.1. The first sealed cover superscribed as **"Tender for Purchase and Installation of Video Teleconferencing (VTC) Facility at Indian Military Art Room, National Defence University, Astana, Kazakhstan", Defence Wing, Embassy of India, Astana, Part-I Technical Bid**". All relevant documents along with signed and stamped copy of this tender document shall be enclosed with the Technical Bid only. Refer Annexure I.

5.1.2. The second sealed cover superscribed as **"Tender for Purchase and Installation of Video Teleconferencing (VTC) Facility at Indian Military Art Room, National Defence University, Astana, Kazakhstan", Defence Wing, Embassy of India, Astana, Part-II Financial Bid**". Only the financial quote should be put inside this envelope. Refer Annexure II.

5.1.3. Both the sealed covers should be placed in one main sealed envelope superscribed **"PURCHASE AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN", Defence Wing, Embassy of India, Astana**. The envelope should be addressed to "Defence Attache, Embassy of India, 545-547, Merchant Street, Astana, Kazakhstan" and must reach on or before 1500 hours on 06 Aug 2026. The bids must be submitted physically or by courier/post at the aforesaid address so as to reach on or before the prescribed date and time. The Embassy will not be responsible for any postal/courier delay.

5.1.4. Bids should reach before due date of submission of bids. Bids received on email, late or incomplete/conditional bids shall not be accepted.

5.1.5. Bids having financial quotes in the Technical Bid shall stand rejected.

5.1.6. The bids shall be valid for a minimum period of 180 days from the date of opening of technical bids. A bid for a shorter period shall stand rejected.

5.2. **No Price Information in Technical Bid.** The Technical Bid shall not contain any price, cost, commercial discount, financial offer or any price-related indication. If any price-related information is found in the Technical Bid, the purchaser may treat the bid as non-responsive and reject it.

5.3. **Technical Bid Contents.**

- 5.3.1. Company profile and registration documents;
- 5.3.2. Similar project experience and client references;
- 5.3.3. Manufacturer/OEM authorization certificates, where applicable;
- 5.3.4. Detailed technical proposal and system architecture diagram;
- 5.3.4. Complete list of offered equipment with make, model and quantity;

- 5.3.5. Technical compliance sheet with reference pages in datasheets;
- 5.3.6. Unpriced BOQ without unit price, total price or financial information;
- 5.3.7. Warranty, AMC and support commitment;

5.4. Financial Bid Contents.

- 5.4.1. Priced BOQ with unit prices and total prices;
- 5.4.2. Total cost of equipment supply;
- 5.4.3. Installation, integration, testing and commissioning charges;
- 5.4.4. Freight, transportation, insurance, taxes and duties;
- 5.4.5. Training and documentation charges;
- 5.4.6. One-year comprehensive warranty cost, if not included;
- 5.4.7. Three-year comprehensive AMC charges after warranty;
- 5.4.7. Any other charges required for complete turnkey operation.

5.5. Bid Validity, Clarifications and Site Survey

- 5.5.1. Bid validity should be minimum 180 days.
- 5.5.2. Bidders may seek clarifications before the deadline specified by the purchaser.
- 5.5.3. The bidder is strongly encouraged to conduct a site survey before submitting the bid. The Bidder will be required to submit a written request for same at least four days in advance for coordination of the site visit. Failure to conduct a site survey shall not relieve the bidder of responsibility to deliver a fully functional turnkey solution.
- 5.5.4. All deviations or assumptions shall be clearly declared in the Technical Bid.

6. Evaluation of Bids. A Tender Evaluation Committee (TEC) will open and evaluate the bids in following manner: -

6.1. The technical bids shall be opened first on the appointed date and time. After scrutiny of technical bids, the Embassy will shortlist the eligible bidders and inform them of the date and time of opening of the Financial Bids. A representative of the bidder may attend the bid opening meeting.

6.2. Clarification Regarding Contents of the Bids. During evaluation and comparison of the bids, the buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be communicated through email and the bidder will be required to respond within 24 hours. No change in prices or substance of the bid will be allowed at this stage.

6.3. Financial bids of only those bidders who qualify the technical parameters and found to be competent by the TEC to execute the work, will be opened on the date and time decided by the TEC, an intimation of which will be given to the bidders for participating in the financial bids opening meeting. Financial bids of the bidders who are

found disqualified during Technical Evaluation will not be opened.

6.4. The lowest financial bid (L1) will be considered as successful bidder.

6.5. Mere quoting the lowest rate shall not amount to commitment on the part of Embassy for award of contract.

7. **Salient Dates.**

7.1.	Date of publishing NIT	:	16.07.2026
7.2.	Pre-Bid Meet	:	21.07.2026
7.3.	Last date of submission of Tender	:	06.08.2026 (1500 Hrs)
7.4.	Opening of Technical Bid	:	10.08.2026 (1100 Hrs)
7.5.	Opening of Financial Bid	:	11.08.2026 (1100 Hrs)

8. **Fee Schedule.**

8.1. Fee for purchase of Tender document. NIL

8.2. **Earnest Money Deposit (EMD).**

8.2.1. Each Technical Bid shall be accompanied by an Earnest Money Deposit (EMD) of USD 1500 (US Dollar One Thousand and Five Hundred only).

8.2.2. EMD must be deposited in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public or private sector banks in favour of "**Head of Chancery, Embassy of India, Astana**" on or before the last date of submission of bids.

8.2.3. EMD is to remain valid for a period of 45 days beyond the final bid validity period.

8.2.4. EMD must be attached with Technical Bid only, without which the bid shall stand rejected.

8.2.5. Any bidder eligible for EMD exemption as per the latest GOI rules should enclose EMD Exemption self-certification along with all supporting documents and relevant authority under which they seek exemption. The same will be verified at TEC stage.

8.2.6. The EMD amount will not fetch any interest.

8.2.7. The EMD should be payable at Astana only.

8.2.8. Earnest money will be forfeited:

8.2.8.1. The EMD will be liable to be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect during the period between the deadline for submission of bids and expiry of the bid validity period.

8.2.8.2. In case of the successful bidder, if the bidder fails to sign the contract.

8.3. **Refund of Earnest Money Deposit (EMD).**

8.3.1. Refund of EMD to the unsuccessful bidders shall be made after signing of the contract with successful bidder.

8.3.2. EMD of successful bidder shall be refunded after award of the contract and deposit of Performance Guarantee @ 5% of the total contract value.

8.4. **Performance Guarantee (PG).**

8.4.1. The successful bidder shall be obliged to deposit an amount equivalent to 5% of the value of the contract in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public or private sector banks in favour of "**Head of Chancery, Embassy of India, Astana**".

8.4.2. Successful bidder will deposit PG within 10 working days of award of contract.

8.4.3. The PG shall remain valid for a period of 60 days beyond the completion of all contractual obligations of the bidder including the Warranty Period and Annual Maintenance Period (if any).

8.4.4. After successful completion of all contractual obligations, the PPG (without any interest) shall be refunded within 30 days.

8.4.5. The Contractor is liable to replace/ repair any defect of the work/ supply free of cost, if detected within the contractual period, failing which the PG will be forfeited. If the performance of the service provider is not found satisfactory, the PG shall be forfeited.

9. **General Terms and Conditions.**

9.1. The period of contract may be extended at the discretion of Embassy of India, Astana.

9.2. Invitation of tender document does not bind the Embassy to select any agency for the contract.

9.3. Embassy of India, Astana also reserves the right to accept or reject any or all the tenders and/or withdraw or cancel or suspend this notification without assigning any reasons.

9.4. In case any item is found to be damaged on receipt, replacement will be asked or recovery will be made after examining the loss/damage.

9.5. The contractor/agency shall be responsible for all packaging, shipment, custom clearance, installation, commissioning, training on site and statutory/ labour regulations as applicable.

9.6. In case of dispute the decisions of the Head of Chancery, Embassy of India, Astana shall be final.

9.7. Consortium, Joint Venture, subletting, sub-contracting or hiring services of other entity for execution of the Services under this tender is not allowed.

9.8. This tender is not transferable.

9.9. The Embassy is indemnified from all work of commission or omission.

9.10. Embassy of India, Astana also reserves the right to decrease/ increase the quantity of the items demanded as per the cost.

9.11. **Compliance with Laws and Regulations and Pricing of Schedule of Quantities.** The attention of Bidders is drawn as to compliance with laws and regulations concerning safety and health, labour regulations, social insurance, labour taxes, tax deduction, import restrictions duties and levies, company's tax, taxes (VAT), etc. **All rates and sum inserted against items of works and in Form of Tender shall be inclusive of all charges such as customs duties, freight, Value Added Tax and any other taxes as applicable.** In no circumstance will any extra payment be made for packaging, shipment, transport, handling, installation at site, training, food and accommodation etc.

9.12. **Compliance with Tender Document.** Bidder shall be deemed to have read carefully all the Tender Documents, Specifications and drawings, etc. and visited site. The quoted Lump-sum Fixed price are inclusive of all cost and charges and complete in all respect to make the project functional as per the standard and to the entire satisfaction of the Embassy of India, Astana.

9.13. **No Escalation of Price.** Price escalation, in rates due to any reason such as change in foreign currency exchange rate, increase in prices of material, equipment & labour, fuel (petrol, diesel, gas, etc.), transport, electricity & water, levy of new taxes, hike in any tax rate, cess or due to delay in completion etc. shall not be applicable.

9.14. **Disqualification of Tender** - Tenderer may be disqualified for any reason including but not limited to the following: -

9.14.1. If tenderer sets forth any conditions which are unacceptable to the Embassy of India, Astana.

9.14.2. 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.

9.14.3. If there is evidence of collusion among Bidders.

9.14.4. If Tenderer sets forth any offer to conditionally discount, reduce or modify its tender.

9.14.5. If Bid price is disclosed or become known before opening of Financial Bid.

9.15. **Delivery Period.** Delivery period for completion of project would be **90 days from the date of Supply Order** to include supply of items, fitment, testing, inspection, training and handing over. Please note that Contract can be cancelled unilaterally by the Buyer in case the work is not executed within the contracted delivery period. Extension of contracted delivery period will be at the sole discretion of the Buyer, with applicability of LO clause.

9.16. **INCOTERMS for Delivery and Transportation.** Local Delivery at site (National Defence University, Astana) delivered as duty paid.

9.17. **Consignee Details.** Head of Language Department, National Defence University, Astana, Kazakhstan.

9.18. **Joint Receipt Inspection.** The following Joint Receipt Inspection clause will form part of the contract placed on successful Bidder.

9.18.1. The Parties agree that the Joint Receipt Inspection (JRI) of the delivered goods shall be conducted at National Defence University, Astana. JRI shall be **completed within 20 days of completion of fitment and testing by the vendor.** JRI will include:-

9.18.1.1. Quantitative checking to verify that the quantities of the delivered goods correspond to the quantities defined in this contract and the invoices.

9.18.1.2. Complete Fitment Trials (FT) of the stores/equipment as per specifications in the contract.

9.18.1.3. The vendor shall supply the hard and soft copy of Operation and Maintenance manual in duplicate. All necessary literature giving complete technical details shall be provided. He should also provide the test certificates given by manufacturer.

9.18.2. JRI will be carried out by the Buyer's representative(s). The Seller may attend the JRI for the delivered goods as per the periodicity so specified. The Seller shall have the right not to attend the JRI.

9.19. Upon completion of each JRI, JRI proceedings and Acceptance Certificate will be signed by both the parties. In case the Seller's representative is not present, the JRI proceedings and Acceptance Certificate shall be signed by the Buyer's representative only and the same shall be binding on the Seller. **Copy of JRI proceedings and Acceptance Certificate shall be dispatched to the Seller within 15 days of completion of the JRI.** In case of deficiencies in quantity and quality or defects, details of these shall be recorded in the JRI proceedings, Acceptance Certificate shall not be issued and claims raised as per the Article on Claims in the contract. In case of claims, Acceptance Certificate shall be issued by Buyer's representative after all claims raised during JRI are settled. If the Buyer does not perform the JRI as mentioned above for reasons exclusively attributable to him, **the JRI at National Defence University, Astana** be deemed to have been performed and the stores/equipment fully accepted.

9.20. **Installation and Commissioning (I&C).** The I&C will involve Functional Testing (FT) by user of the equipment in various specified conditions as per requirement. The trials of the equipment will be done at National Defence University, Astana. I&C will be conducted only pertaining to conditions where the equipment is most likely to be deployed. In case, equipment fielded requires any repairs/ modifications during the course of I&C, these repairs, modification and maintenance actions as requested by the vendor will be permitted. Towards this, Vendors shall ensure availability of

requisite maintenance teams/ experts onsite during the conduct of I&C. Permission for equipment to move out of the I&C location for a defined period for such repairs or modifications can be permitted on a case-to-case basis, as per the discretion of Buyer.

9.21. **Claims.** The following Claims clause will form part of the contract placed on successful Bidder. The claims may be presented either: -

9.21.1. On quantity of the stores, where the quantity does not correspond to the quantity shown in the Packing List/ Insufficiency in packing.

9.21.2. On quality of the stores, where quality does not correspond to the quality mentioned in the contract.

9.21.3. The quantity claims for deficiency of quantity shall be presented within **45 days** of completion of JRI and acceptance of goods.

9.21.4. The quality claims for defects or deficiencies in quality noticed during the JRI shall be presented within **45 days** of completion of JRI and acceptance of goods. Quality claims shall be presented for defects or deficiencies in quality noticed during warranty period at the earliest but not later than 45 days after expiry of warranty period.

9.21.5. The description and quantity of the stores are to be furnished to the Seller along with concrete reasons for making the claims. Copies of all the justifying documents shall be enclosed to the presented claim. The Seller will settle the claims within **45 days** from the date of the receipt of the claim at the Seller's office, subject to acceptance of the claim by the Seller. In case no response is received during this period the claim will be deemed to have been accepted.

9.21.6. The Seller shall collect the defective or rejected goods from the consignee address and deliver the repaired or replaced goods at the same location under Seller's arrangement.

9.21.7. Claims may also be settled by reduction of costs of goods under claim from bonds submitted by the Seller or payment of claim amount by Seller through demand draft in favor of Head of Chancery, Embassy of India, Astana.

9.21.8. The quality claims will be raised solely by the Buyer and without any requirement of certification/countersignature by the Seller's representative.

9.22. **Liquidated Damages.** In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The Buyer may also deduct from the Seller as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

9.23. **Defects liability period** shall be as per Warranty Period of the equipment and 365 days from the completion of the project. Contractor shall be bound to removal/ rectify /

replace any defects / defective work which is noticed during defects liability period at his own risk and cost. Contractor is bound to rectify/replace the defective item of work or workmanship which may come to notice during defects liability period or within the Defects Liability Period. **In case of non-compliance of removal/rectification/ replacement of defective item of work or workmanship, the Embassy of India, Astana shall be at liberty to forfeit full or part of his retention money and/or performance guarantee and/or any other money or guarantee of the Contractor available with the Embassy of India, Astana.**

9.24. The tenderer shall guarantee among other things, the following:

9.24.1. Quality, strength and performance of the materials used,

9.24.2. Follow up service, if required,

9.24.3. Good workmanship.

9.25. **Settlement of Disputes and Arbitration.** All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Embassy of India, Astana or any person nominated by him/her. The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996 as amended from time to time. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

9.26. **Disclaimer.** This Tender document is not an agreement and is neither an offer nor invitation by the Embassy to the prospective Bidders or any other person. The purpose of this Tender document is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this RFP/NIT (the "Bid"). This Tender document includes statements, which reflect various assumptions and assessments arrived at by the Embassy in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the Embassy and its employees to take into consideration the investment objectives, financial situation and particular needs of each party who reads or uses this Tender document. The assumptions, assessments, statements and information contained in this Tender document may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender document and obtain independent advice from appropriate sources.

9.27. The Embassy may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender document.

9.28. The issue of this tender document does not imply that the Embassy is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and the Embassy reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

9.29. Further, all information/data/reports/pitches/data or other material submitted to the

Embassy under this Tender document by the Applicant shall become the property of the Embassy. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to the Embassy. The Applicant further agrees and undertakes that the Embassy may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in the Embassy using the same.

9.30. The firm should not have been blacklisted by any Government organization.

9.31. Embassy of India, Astana shall not be liable for any cost incurred by the respondents in preparing responses to this tender or negotiations associated with award of a contract.

10. **Payment Terms & Mode of Payment.**

10.1. 100% payment shall be made upon completion of the work as defined in Para 2, "Scope of Work" of this document. The payment shall be released within **thirty (30)** working days from the date of the submission of invoice, post completion of work, to the paying authority i.e Embassy of India, Astana. No extra amount will be payable in any case.

10.2. The payment will be made only in USD through bank transfer for which it will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made.

10.3. **Non-completion of Work.** In case of non-completion of work within stipulated time or within approved extended time, **the Embassy of India shall be at liberty to confiscate the retention money, Performance Guarantee and any other dues of the Contractor.**

10.4. **Force Majeure and Extension of Time Clause.** In the event of force majeure i.e. unforeseeable events such as war, floods, earthquake etc beyond the reasonable control of the Parties to the contract which prevent either party from meeting their obligations under this contract, the contractual obligations as far as affected by such event shall be suspended for as long as the force majeure continues provided that the other party is notified within two weeks after occurrence of the force majeure. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder. In the event of force majeure either party shall be entitled to prolongation of this Contract equal to the delay caused by such force majeure.

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

10.6. **Additional Work.** Embassy of India, Astana, shall not allow any claims for additional work performed by contractor unless the additional work is authorized by Embassy of India, Astana in writing prior to the performance of the additional work or the incurrence of additional expenses. Any additional work authorized by Embassy of India, Astana shall be compensated at a rate mutually agreed to by the parties.

11. **Termination of Contract.**

11.1. The contract with the successful bidder may be terminated if bidder fails to perform its obligations specified in the contract agreement or if incase the service provided is found to be unsatisfactory.

11.2. If it appears that the contractor itself or through someone else used fraud or manipulation in its dealing with the contracting authority or in obtaining the contract.

11.3. If collusion, fraud, corruption or monopoly practices are found.

11.4. If the Tenderer becomes bankrupt or insolvent.

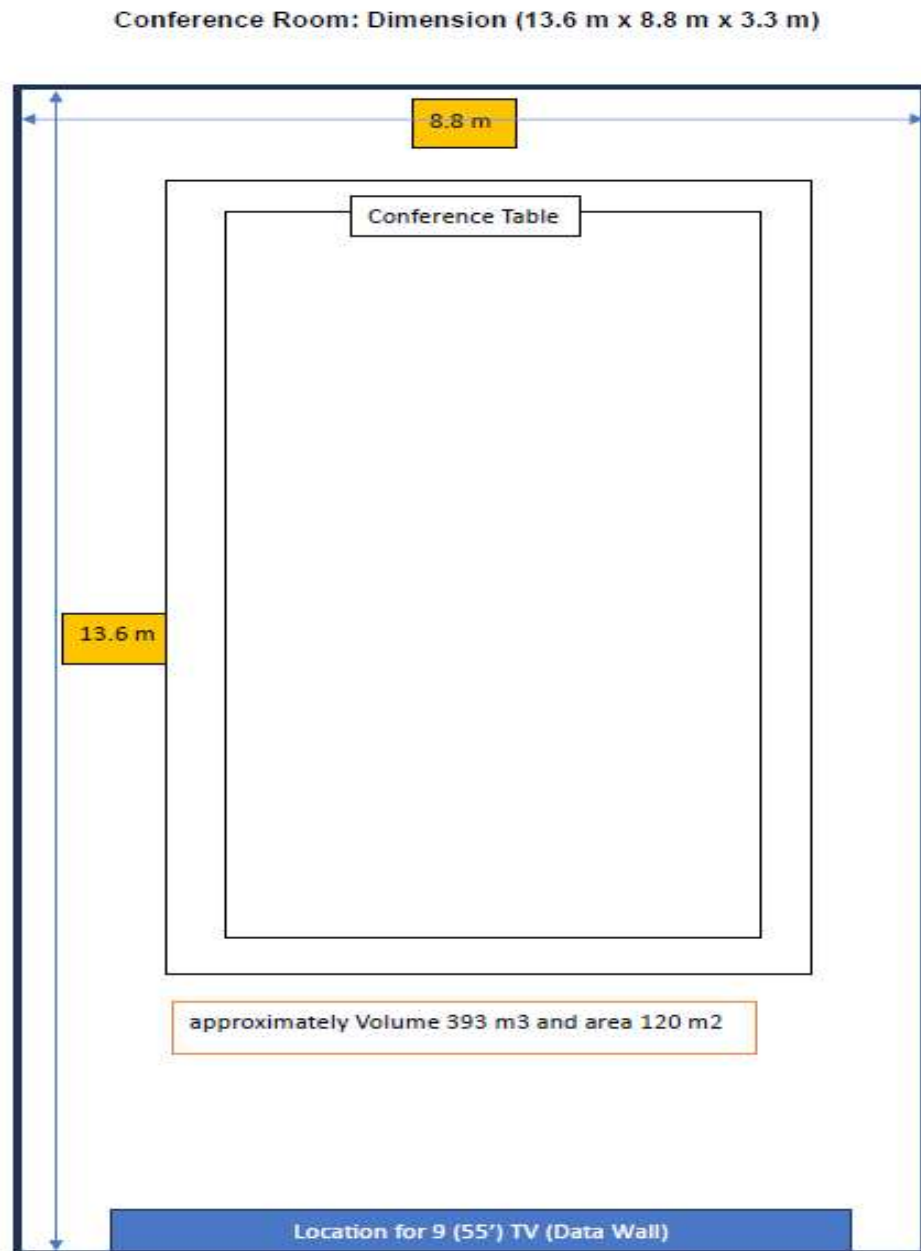
11.5. If the Contractor is not able to satisfactorily perform whole or part of the Contract as per contractual obligations.

TECHNICAL BID FOR INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN

1. **Introduction.** National Defence University (NDU), Astana intends to establish a modern, reliable and fully integrated Video Teleconferencing (VTC) facility in the Indian Military Art Room for high-level conferences, strategic discussions, lectures, international engagements and hybrid meetings.
2. The proposed system shall include a professional VTC solution integrated with a 9 x 55-inch display video/data wall, intelligent camera tracking system, professional audio reinforcement system, conference microphone system, centralized control solution and associated accessories.
3. The bidder shall undertake complete design, supply, installation, testing, commissioning, integration, documentation and user training for the entire system. The bidder shall provide all hardware, software, licenses, accessories, mounting arrangements, cabling, power management components, integration modules and other items required for satisfactory turnkey operation of the system.
4. The bidder shall submit a complete technical design and configuration proposal suitable for the room dimensions, seating layout and operational requirements stated in this document.
5. **Site Details.**
 - 5.1. **Conference Room Details.** (Refer Fig 1 & 2)

Parameters	Details
Location	Indian Military Art Room, National Defence University, Astana
Room dimensions	Approximately 13.6 m x 8.8 m x 3.3 m (L x B x H)
Approximate area	120 m ²
Approximate volume	393 m ³
Seating capacity	24 participants
Conference table layout	Square/U-shaped boardroom configuration
Conference microphones required	26 wired microphones (24 operational + 2 spare)
Video/data wall requirement	9 x 55-inch displays integrated into one video/data wall

Figure 1. Conference room dimensions and proposed video/data wall location



5.2. Existing Infrastructure

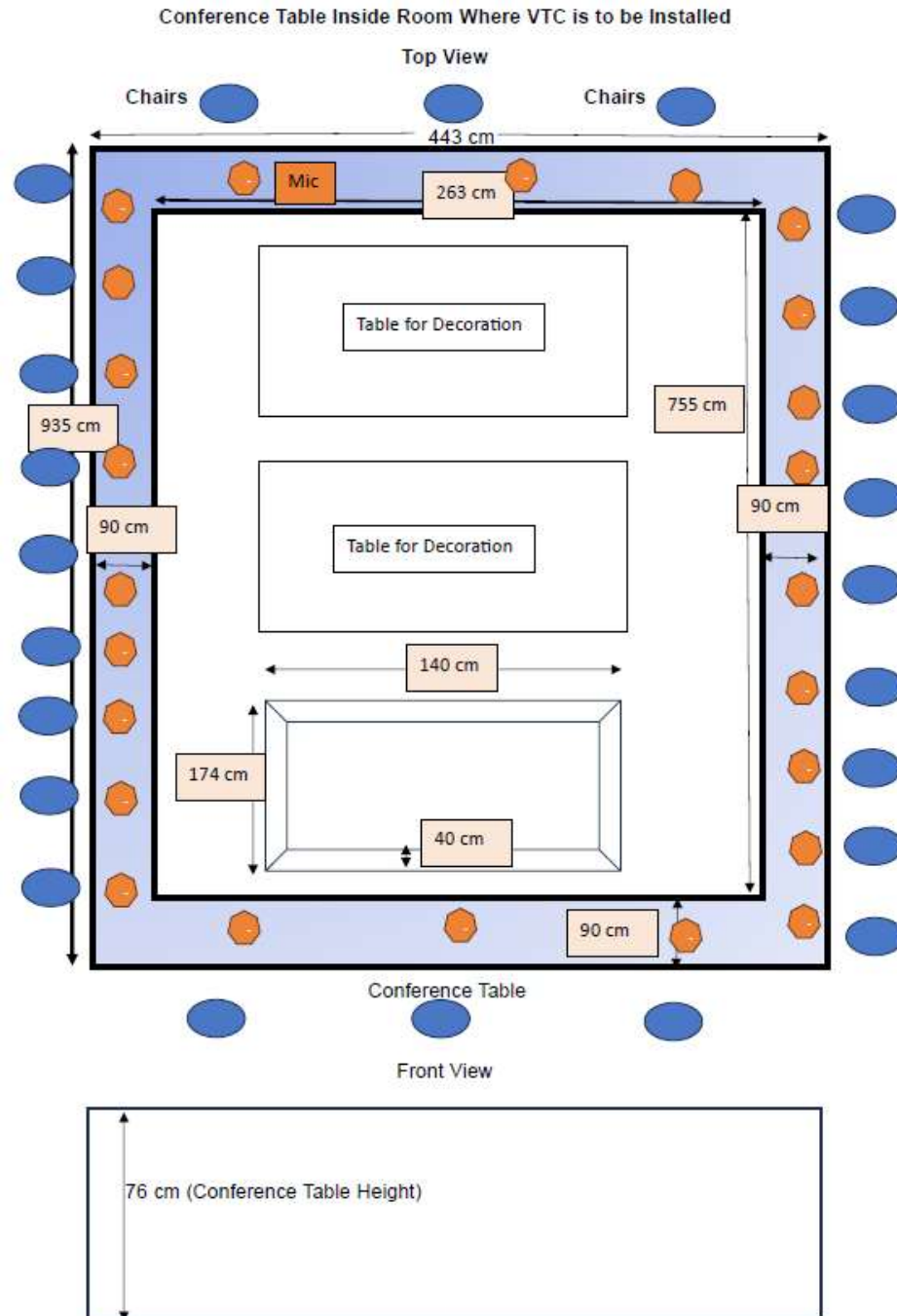
5.2.1. Two existing 55-inch televisions are available. These shall be placed on suitable wooden inclined stands/support structures at the conference table viewing positions.

5.2.2. The output of the VTC and/or selected presentation sources shall also be made available on these two existing 55-inch televisions, in addition to the 9 x 55-inch video/data wall.

5.2.3. The bidder shall provide all necessary mounting, stands, cabling, converters, signal distribution equipment and integration accessories required to connect the

existing televisions to the overall system including the inclined support/ structures.

Figure 2. Conference table layout, participant positions and indicative microphone positions.



6. **Objective of the Project.** The objective of the project is to establish a technologically advanced, reliable and user-friendly VTC environment capable of:

- 6.1. Conducting high-quality video conferences, lectures and hybrid meetings;
- 6.2. Providing seamless audio and video communication for all participants;
- 6.3. Enabling automatic camera tracking based on active speaker detection and/or

microphone activation;

6.4. Displaying VTC feeds, presentations and multimedia content on an integrated 9 x 55-inch video/data wall;

6.5. Ensuring clear speech intelligibility and balanced audio coverage throughout the room;

6.6. Supporting commonly used conferencing platforms and standard interoperability approaches;

6.7. Equipping the Refreshment room with microwave, coffee machine and refrigerator.

7. **Scope of Work.** The scope of work shall include, but shall not be limited to, the following activities and deliverables

7.1. **System Design and Engineering.**

7.1.1. Conduct site verification and prepare a detailed system design;

7.1.2. Design the VTC solution suitable for the room dimensions and seating layout;

7.1.3. Design camera coverage and automatic speaker tracking functionality for all participant positions;

7.1.4. Design audio pickup, DSP processing, amplification and speaker coverage;

7.1.5. Design video/data wall configuration, mounting and display integration;

7.1.6. Design integration with two existing 55-inch televisions;

7.1.7. Ensure professional cable management, rack layout and neat installation.

7.2. **Supply of Equipment.** The bidder shall supply all necessary equipment including but not limited to:

S y s t e m A r e a	Indicative Equipment / Deliverables	Remarks
Video Conferencing System	Professional VTC codec/system, cameras, required licenses, content sharing interface, control interface and related accessories.	Final design to be proposed by bidder.
Camera Tracking System	PTZ cameras, tracking processor/software, presets, microphone-triggered or voice-triggered tracking	Must cover all participant positions.

S y s t e m A r e a	Indicative Equipment / Deliverables	Remarks
	integration.	
Audio System	26 wired conference microphones, DSP, mixer if required, amplifiers, speakers and audio interfaces.	Must be suitable for hybrid meetings.
Video/Data Wall	9 x 55-inch displays, video wall controller/processor, mounting structure and distribution equipment.	Must support single-image and multi-layout display.
Control and Integration	Control processor/interface, touch panel, matrix switchers, extenders, converters, network switches and rack systems.	Centralized operation required.
Infrastructure	Cabling, connectors, conduits/trunking, labels, power distribution, UPS/surge protection if required.	Turnkey responsibility of bidder.
Existing TV Integration	Wooden inclined stands for two existing 55-inch TVs, video signal distribution and accessories.	Output of VTC/presentation sources to be provided.
Supply of Refreshment Equipment	Microwave, Coffee Machine & Refrigerator	

7.3. Installation and Integration.

7.3.1. Install all supplied equipment and support structures at Indian Military Art room, National Defence University, Astana;

7.3.2. Integrate audio, video, display, control, network and power systems;

7.3.3. Configure automatic camera tracking based on active microphone/speaker;

7.3.4. Integrate output to the 9-screen video/data wall and the two existing televisions;

7.3.5. Configure content sharing, presentation and VTC display modes;

7.3.6. Ensure synchronization and correct aspect ratio across all displays;

7.3.7. Provide concealed/professional wiring and cable dressing;

7.4. Video/Data Wall Integration.

7.4.1. The video/data wall shall consist of 9 x 55-inch TV HD display units in a 3 x 3 configuration.

7.4.2. The system shall display a single integrated image across all nine TV displays.

7.4.3. The system shall support multiple layouts including full-wall display, split-screen views, VTC participant view, presentation view and multimedia display.

7.4.4. The video/data wall shall operate without visible synchronization issues during normal operation.

7.4.5. The bidder shall include suitable controller/processor, distribution equipment, mounting framework, alignment, calibration and cable management.

7.5. Automatic Speaker Tracking System.

7.5.1. The camera system shall automatically focus on the participant speaking.

7.5.2. Activation may occur through microphone button activation, microphone voice detection, DSP logic and/or other technically justified method.

7.5.3. All 24 participant positions shall be covered through camera presets, camera zones or equivalent tracking method.

7.5.4. Switching between participants shall be smooth, professional and suitable for high-level meetings.

7.5.5. The bidder shall explain the tracking methodology, number of cameras, camera placement and seat coverage.

7.6. Audio Performance Requirements.

7.6.1. Clear voice pickup from all participant microphones;

7.6.2. No unacceptable echo during VTC calls;

7.6.3. Feedback-free operation at normal operating volume;

7.6.4. Balanced sound distribution throughout the room;

7.6.5. Support for simultaneous conferencing and presentation audio;

7.6.6. Suitability for hybrid conferencing environments.

7.7. Control System.

7.7.1. The control system shall provide centralized and simple operation through a touch panel, control interface or equivalent professional control method.

7.7.2. The control system shall manage source selection, video wall layout, VTC operation, display power, audio volume/mute, camera presets and meeting modes.

7.7.3. The bidder shall provide user-friendly presets such as VTC Mode,

Presentation Mode, Hybrid Meeting Mode, Audio Mute and System Shutdown/Startup.

7.8. **Cabling, Power and Aesthetics.**

7.8.1. All cabling shall be professionally routed, concealed where possible and dressed neatly.

7.8.2. Suitable cable trays, conduits, trunking and floor/wall protection shall be provided.

7.8.3. The final installation shall be aesthetically suitable for a premium conference environment.

7.9. **Testing and Commissioning.**

7.9.1. Complete functional testing of all equipment and integration links;

7.9.2. Demonstration of VTC call operation with remote party or test endpoint;

7.9.3. Demonstration of automatic camera tracking for all participant sides;

7.9.4. Demonstration of 9-screen video/data wall single-image and multi-layout operation;

7.9.5. Demonstration of audio clarity, microphone pickup and feedback-free operation;

7.9.6. Rectification of all deficiencies identified during testing.

8. **Minimum Technical Requirements.** The following requirements define minimum functional expectations. Bidders may propose equivalent or superior technologies, provided full functional compliance is clearly Demonstrated.

System / Component	Minimum Requirement	Bidder to Provide
General	All equipment shall be new, unused, mutually compatible and suitable for conference use.	Make, model, country of origin if applicable, datasheet and warranty details.
VTC codec/system	Full HD or higher video conferencing, content sharing, dual-stream/presentation support, HDMI/USB/network connectivity and compatibility with commonly used conferencing platforms.	Architecture, licenses, platform compatibility details.
Conferencing interoperability	System shall support stable conferencing with standard platforms and/or standard VTC protocols as proposed by bidder.	List of supported platforms/protocols such as Teams, Zoom, Webex, SIP/H.323, USB BYOD or equivalent.
PTZ cameras	Professional PTZ cameras with Full HD or higher resolution, suitable optical zoom, smooth pan/tilt/zoom and preset positioning.	Number of cameras, location, optical zoom, field of view, presets and coverage plan.
Automatic speaker	Camera tracking based on active	Tracking methodology,

tracking	speaker detection through microphones, voice detection, DSP logic or equivalent method.	switching logic, seat coverage table and demonstration plan.
Microphones	26 wired conference microphones, including 24 operational units and 2 spare units, suitable for table installation.	Type, connectivity, active speaker detection, chairman/delegate functions if applicable.
DSP/audio processing	DSP with acoustic echo cancellation, automatic gain control, equalization, routing and feedback suppression or equivalent processing.	DSP model, channel capacity, conferencing interfaces and processing features.
Speakers/amplifiers	Professional speakers and amplifiers sized for the room to provide clear and balanced speech reproduction.	Speaker layout, amplifier rating and audio coverage approach.
Video/data wall displays	9 x 55-inch TV display units, minimum Full HD or higher, suitable brightness for conference room use.	Panel model, resolution, brightness, bezel details, warranty and operating suitability.
Video wall controller	Controller/processor capable of single large image, multiple layouts, split-screen modes and stable synchronization.	Controller model, input/output capacity, layouts and control features.
Existing TVs	Integration of two existing 55-inch TVs into the AV/VTC output path.	Signal path, mounting/stand details and supported display modes.
Control system	Centralized and intuitive operation for audio, video, VTC, display and meeting presets.	Touch panel/control interface, controlled devices and user modes.
Cabling and infrastructure	All signal, power, control and network cabling, connectors, conduits, cable management and labelling included.	Cable type, cable routes, labelling scheme and rack layout.
Network and cybersecurity	Secure admin access, required network configuration, firmware/software update plan.	Network requirements, ports, IP requirements.
Power management	Power distribution, grounding, surge protection and UPS/power backup if required by design.	Power load estimate, UPS/surge protection details and electrical requirements.
Supply of Refreshment Room Equipment	Coffee Machine (Qty 2) Type of coffee: Ground/Grain Power consumption: ≤ 1450 W No. of drinks: Min 5 Volume of the grain tank: ≥ 250 g Water tank capacity: ≥ 1.5 ltr Cappuccino maker type: Auto Brewing 2 cups at once: yes Cup warmer: yes Milk container: yes Removable water tank: yes	

	Grinding degree adjustment: yes Drink volume adjustment: yes Adjusting coffee strength: yes Built-in coffee grinder: yes Millstone material: metal No. of grinding degrees: ≥ 12 Control Type: Electronic Indication: Ready-to-use indicator, No coffee indicator, cleaning indicator, waste compartment full indicator etc Automatic cleaning: yes Programmable activation: yes Display: Colour display, control panel with easy-to-use soft touch display Dimensions (WXDXH): $\geq 360 \times 440 \times 240$ mm Weight: ≤ 14 kg Colour: Black Warranty: ≥ 12 months	
	Microwave (Qty 2) Type: Solo (regular) Volume: ≥ 20 ltr Rotary table diameter: ≥ 27 cm Control type: Mechanical Power: Min 800 W No. of power level: ≥ 5 Door opening type: Button Cooking programs: Yes, defrost function Modes and functions: Five microwave power levels- 100%, 70%, 50%, 30% and 10% Auto defrost mode: yes Express cooking mode: yes Inside illumination: yes Inner coating: Enamel Dimensions (WXDXH): $\geq 45 \times 34 \times 25$ mm	

	Weight: ≤ 14 kg Colour: Black/white Warranty: ≥ 12 months	
	Refrigerator (Qty 1) Volume: ≥ 305 ltr with bottom freezer Dimensions (WXDXH): ≥ 59x68x172 cm No Frost defrosting system Weight: ≤ 80 kg Material of shelves: Tempered glass Freshness zone: Yes Bottle rack: Yes Freezing capacity: 12 kg/day Ice cube tray: yes Super freezing: yes Display: Yes Control Type: Mechanical Open door indication: yes Temperature Indication: yes Compressor type: Smart inverter Body type: Metal Smart features: Door cooling, fresh balancer, smart inverter motor Warranty: ≥ 12 months	

9. Equivalent Technology / Functional Compliance Clause.

9.1. Notwithstanding the indicative technical specifications mentioned in this document, bidders may propose alternative, upgraded, optimized or functionally equivalent technologies, architectures, equipment models, standards or configurations, provided that the proposed solution meets or exceeds the operational intent, functional performance, reliability, interoperability, usability and overall quality requirements specified in this tender.

9.2. Where a bidder proposes deviation from any indicative specification, the bidder shall clearly:

- 9.2.1. Identify the deviation;
- 9.2.2. Provide technical justification;
- 9.2.3. Demonstrate functional equivalence or superiority;
- 9.2.4. Explain the operational advantages of the proposed approach;
- 9.2.5. Confirm full compatibility and integration with the complete system.

9.3. The purchaser reserves the right to accept technically superior or functionally equivalent solutions even where such solutions do not strictly conform to an indicative specification, provided the bidder satisfactorily demonstrates that the proposed solution achieves the intended operational outcomes without degradation of quality, functionality or

performance.

9.4. Any proposed deviation shall not relieve the bidder of responsibility for delivering a fully integrated, operational and compliant turnkey solution.

10. Warranty, AMC and Support Requirements.

10.1. Warranty.

10.1.1. Minimum one (1) year comprehensive onsite warranty from the date of successful commissioning and acceptance.

10.1.2. Warranty shall cover all supplied equipment, software/licenses where applicable, accessories, integration work and workmanship.

10.1.3. Replacement or repair of defective components during warranty shall be included.

10.1.4. The bidder shall provide warranty certificates and support escalation contact details.

10.2. Annual Maintenance Contract (AMC).

10.2.1. Comprehensive AMC support for three (3) years after expiry of warranty.

10.2.2. Breakdown maintenance support and technical response mechanism.

10.2.3. Software/firmware updates where applicable and subject to compatibility.

10.2.4. Availability of spare parts and technical support for the proposed system.

11. Delivery and Installation.

11.1. The quoted cost shall include transportation, packing, forwarding, freight, insurance, delivery to NDU, Astana, installation, testing, commissioning and all incidental charges.

11.2. The bidder shall clearly indicate delivery and installation timelines in calendar days/ weeks.

11.3. The bidder shall coordinate installation activities with the purchaser to minimize disruption.

12. Bidder Responsibilities.

12.1. Verify site conditions before execution;

12.2. Ensure proper integration of all systems and components;

12.3. Provide a complete turnkey solution with no functional gaps;

12.4. Coordinate installation and testing activities with the purchaser;

12.5. Ensure timely completion of the project;

12.6. Rectify defects during warranty period;

12.7. Provide full documentation, training and handover support.

13. Technical Bid Submission Documents.

S No	Document Required	Mandatory / Desirable
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1.	Covering letter for Technical Bid	Mandatory
2.	Details of Firm and Checklist (Refer Part A to Annexure I)	Mandatory
3.	Undertaking (Refer Part B to Annexure I)	Mandatory
4.	Company profile, registration and tax documents	Mandatory
5.	Power of attorney/authorization of signatory, where applicable	Mandatory/ where applicable
6.	Manufacturer/OEM authorization for major equipment, where applicable	Mandatory/ where applicable
7.	Similar project experience and completion certificates/references	Mandatory
8.	Detailed technical proposal and system architecture diagram	Mandatory
9.	Complete equipment list with make/model/quantity	Mandatory
10.	Datasheets/brochures for all major equipment	Mandatory
11.	Technical compliance sheet with deviations clearly identified. (Refer Part D to the Annexure I)	Mandatory
12.	Unpriced BOQ without any price information (Refer Part C to the Annexure I)	Mandatory
13.	Installation, testing and commissioning methodology	Mandatory
14.	Warranty, AMC and support plan	Mandatory
15.	Any optional technical improvements or alternative design	Desirable

14. Technical Evaluation Procedure.

14.1. **Stage 1: Mandatory Compliance Evaluation (Pass/Fail).** The Technical Bid shall first be examined for mandatory compliance. Bidders failing mandatory requirements may be rejected and shall not proceed to detailed technical scoring.

S No	Mandatory requirement	Evaluation
1.	Technical Bid and Financial Bid submitted separately.	Pass/Fail
2.	No price or financial information included in Technical Bid.	Pass/Fail
3.	Company registration and tax/registration documents submitted.	Pass/Fail
4.	Bidder demonstrates experience in similar AV/VTC/video wall projects.	Pass/Fail
5.	Detailed technical proposal and system architecture submitted.	Pass/Fail
6.	Complete unpriced BOQ with make/model and quantity submitted.	Pass/Fail
7.	Datasheets for all major equipment submitted.	Pass/Fail
8.	Proposed solution includes 9 x 55-inch integrated video/data wall.	Pass/Fail
9.	Proposed solution includes VTC system, cameras, microphones, DSP/audio and control system.	Pass/Fail
10.	Automatic speaker/camera tracking is included and explained.	Pass/Fail
11.	26 wired conference microphones included.	Pass/Fail
12.	Integration of two existing 55-inch televisions confirmed.	Pass/Fail
13.	Complete installation, testing and commissioning confirmed.	Pass/Fail
14.	Minimum 1-year comprehensive onsite warranty	Pass/Fail

	confirmed.	
15.	3-year AMC support after warranty confirmed.	Pass/Fail
16.	Supply of coffee machine, microwave and refrigerator confirmed	Pass/Fail

14.2. **Stage 2: Detailed Technical Scoring.** Only bidders who pass Stage 1 shall be evaluated under the 100-mark technical evaluation matrix. The evaluation committee may use submitted documents, datasheets, clarifications, presentations and demonstrates to assign marks.

14.3. **Minimum Technical Qualification Rule.**

Requirement	Rule
Minimum technical score	70 marks out of 100. The purchaser may increase this threshold to 75 marks if a higher technical standard is desired.
Critical categories	Bidder should obtain at least 50% marks in camera tracking, audio system and video/data wall categories.
Financial bid opening	Financial Bids shall be opened only for bidders who qualify technically.
Recommended award method	Lowest evaluated Financial Bid among technically qualified bidders, unless applicable procurement rules require another method.

14.4. **Marking Scale.**

Score level	Meaning
0%	Not provided, non-compliant or unacceptable.
25%	Very weak or unclear response; major details missing.
50%	Basic compliance only; limited details or minimal functionality.
75%	Good compliance with adequate technical details and supporting documents.
100%	Fully compliant, technically strong and well documented.

15. **Detailed Technical Evaluation Matrix.**

S No	Evaluation Area	Sub-Criteria	Marks
1	Understanding of requirement and system design	Understanding of room layout, seating arrangement, VTC purpose, video/data wall location, existing TVs, turnkey responsibility and operational use case.	10
2	VTC codec/platform capability	Full HD or higher video, dual-stream content sharing, interoperability with common platforms/protocols, stable conferencing, required licenses.	10
3	Camera and automatic speaker tracking	Suitable number of PTZ cameras, optical zoom suitable for room, preset coverage for all seats, smooth auto-tracking, integration with microphones and professional switching.	12
4	Conference microphone system	26 wired microphones, chairman/delegate functionality if	10

		applicable, active speaker detection, clear pickup, low noise, table suitability and spare provision.	
5	Audio DSP, amplification and speakers	Echo cancellation, feedback suppression, automatic gain control, equalization, balanced room coverage and hybrid meeting suitability.	12
6	9 x 55-inch video/data wall	Display quality, professional/commercial suitability, video wall controller, single-image display, multi-layout display, synchronization, mounting and alignment.	12
7	AV switching, routing and integration	Matrix switching, VTC/content routing, integration of existing two TVs, laptop/input connectivity, signal distribution and expandability.	8
8	Centralized control system	Touch panel/control interface, simple user operation, meeting presets, control of audio/video/display systems and ease of use.	6
9	Installation, cabling, power and aesthetics	Cable management, concealed/professional wiring, rack arrangement, grounding, power distribution, UPS/surge protection if required and premium room finish.	8
10	Bidder experience and technical manpower	Similar completed projects, client references, qualified engineers, OEM authorization and local support capability.	8
11	Warranty, AMC, training and documentation	Warranty coverage, AMC plan, response time, spare parts support, user training, O&M manuals, as-built drawings and test reports.	4

Example. Scoring for camera tracking: 0-3 marks = unclear/no tracking; 4-6 marks = basic camera proposal with unclear tracking; 7-9 marks = acceptable PTZ and tracking proposal; 10-12 marks = strong professional tracking with clear seat coverage and integration.

16. **Acceptance Criteria and Site Acceptance Test Checklist.** The system shall be considered accepted only after successful installation, testing, commissioning, demonstration of all required functionalities, submission of documentation and completion of training.

S No	Acceptance Test Item	Expected Result	Pass/Fail/Remarks
1	Physical installation	All equipment installed securely, neatly and as per approved design.	
2	9-screen video/data wall single-image mode	One integrated image displayed correctly across all 9 displays.	
3	Video/data wall multiple layout mode	VTC feed, presentation and multimedia sources displayed in required layouts.	

S No	Acceptance Test Item	Expected Result	Pass/Fail/Remarks
4	VTC call test	Successful audio/video call with rEMDte party or test endpoint.	
5	Content sharing	Laptop/presentation content displayed correctly on video/data wall and selected displays.	
6	Automatic speaker tracking	Camera focuses on active speaker from all participant sides with professional switching.	
7	Microphone test	All 24 operational microphones function correctly; 2 spare units verified.	
8	Audio clarity and echo control	Clear speech, no unacceptable echo, feedback or excessive noise at normal operating levels.	
9	Speaker coverage	Balanced sound coverage throughout the room.	
10	Existing two 55-inch TVs	VTC/presentation output successfully displayed on both existing TVs and wooden inclined stand provided.	
11	Centralized control	Touch panel/control interface operates meeting modes, source selection, volume, camera presets and display control.	
12	Cable layout and rack arrangement	Cables dressed and documented; rack neatly arranged.	
13	Network/security configuration	Admin access, network settings and firmware/software status documented.	
14	Training	Designated personnel trained in startup, operation, troubleshooting and shutdown.	
15	Documentation handover	Manuals, datasheets, warranty certificates, test reports and inventory submitted.	
16	Coffee machine, Microwave & Refrigerator	Provided and are operational	

17. Documentation, Training and Handover. Onsite training shall cover operation of the VTC system, use of microphones, source selection, video/data wall management, control system operation, basic troubleshooting, safe shutdown and escalation procedure for support. The bidder shall provide the following documents and handover materials in hard copy and/or electronic format as required by the purchaser:

- 17.1. User manuals and operation guide;
- 17.2. Equipment datasheets and brochures;
- 17.3. Warranty certificates and AMC support documents;
- 17.4. Test and commissioning reports;
- 17.5. Inventory list with serial numbers where applicable;
- 17.6. Basic troubleshooting guide;

18. Rejection Conditions. A bid may be rejected if any of the following conditions apply:

- 18.1. The Technical Bid contains price information.

- 18.2. The bidder fails any mandatory eligibility or compliance requirement.
- 18.3. The bidder does not submit make/model and datasheets for major equipment.
- 18.4. The bidder offers an incomplete or partial solution instead of a turnkey solution.
- 18.5. The bidder fails to provide a 9 x 55-inch video/data wall solution.
- 18.6. The bidder fails to provide 26 wired conference microphones.
- 18.7. The bidder fails to provide automatic speaker/camera tracking.
- 18.8. The bidder does not confirm integration of the two existing 55-inch TVs.
- 18.9. The bidder fails to provide coffee machine, microwave and refrigerator.
- 18.10. The bidder does not provide warranty and AMC commitment.
- 18.11. The bidder scores below the minimum qualifying technical marks.

**TECHNICAL BID FOR INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT
INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN**

PART A

DETAILS OF FIRM AND CHECKLIST

S No	Particulars	Details to be Filled by the Agency
1.	Name of the Tenderer	
2.	Registered office/business address of the agency	
3.	Name of Contact Person(s)	
4.	Address with telephone, Fax numbers, Email and name(s) of the contact person (s)	
5.	Year of Incorporation/Constitution of the Firm/Agency. (Attach copy of proof)	
6.	Whether the agency is/have been providing services to reputed customers like Embassies, UN Offices, NGOs, Multinational Companies etc. Give details. (Attach copy of Orders/proof)	
7.	Annual Turnover of the company for the past three years. Loss for the company in last three years if any.	
8.	Whether the firm is ready to accept payment through Bank Transfer. (Attach copy of Bank Details)	
9.	Whether the agency has deposited EMD of USD 1,500 along with tender. (The EMD to be attached along with.)	
10.	The design/picture of the equipment to be supplied is to be attached with make/ model with manufacturer.	
11.	Any other information in support of the case	

SIMILAR PROJECT EXPERIENCE FORMAT

S No	Client / Organization	Project Description	Value	Year	Contact / reference	Completion proof attached Yes/No
1.						
2.						
3.						

BIDDER CHECKLIST

S No	Checklist item	Submitted Yes/No	Remarks
1	Technical Bid submitted separately		
2	Financial Bid submitted separately		
3	No prices included in Technical Bid		
4	Company registration documents attached		
5	OEM authorization attached where applicable		
6	Similar project experience attached		
7	Technical proposal and system architecture attached		
8	Datasheets for major equipment attached		
9	Technical compliance sheet completed		
10	Unpriced BOQ completed		
11	Warranty and AMC undertaking attached		
12	Financial Bid with priced BOQ completed		

Date:**(Seal & Signature of the authorized
Company Representative)****Place:****Name & Address:**

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PART B

"UNDERTAKING"

I/We _____ have fully understood the foregoing terms for supply, installation, testing and commissioning of Video Teleconferencing (VTC) Facility at Indian Military Art Room, National Defence University, Astana, Kazakhstan and having accepted the same, I/We have made my/our offer keeping in view of those terms. I/We do hereby declare that the entries made in the above form are true to the best of my/our knowledge and we shall be bound 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, Astana. I/We further understand that in case of any information submitted by me/us are found to be incorrect either before or even after the contract, Embassy of India, Astana will have the right to summarily reject the application/cancel the contract at any time without assigning any reasons whatsoever.

It is hereby certified that **M/s**__(Name of the Company) is capable of providing and undertakes to provide above "Specifications and Quantity" at the time of supply, installation, testing and commissioning of **VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN.**

Date:

**(Seal & Signature of the authorized
Company Representative)**

Place:

Name & Address:

**TECHNICAL BID FOR INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT
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PART C

TECHNICAL BID: UNPRICED BOQ FORMAT

Ser	Item description	Unit	Qty	Compliance Yes/No	Make/Model offered	Remarks
1	Professional Video Conferencing Codec/System with required licenses and accessories	Nos	1			
2	Professional PTZ Cameras with auto speaker tracking capability	Nos	As required			
3	Conference Microphones including chairman/delegate units if applicable (24 operational + 2 spare)	Nos	26			
4	Digital Signal Processor (DSP) with echo cancellation and audio processing	Nos	1 or as required			
5	Professional Audio Mixer, if required by design	Nos	As required			
6	Power Amplifiers	Nos	As required			
7	Professional Conference/Ceiling/Wall Speakers	Nos	As required			
8	55-inch Professional/Commercial Display Panels for Video/Data Wall	Nos	9			
9	Video Wall Controller/Processor	Nos	1 or as required			
10	Video Wall Mounting Structure and Installation Accessories	Lot	1			
11	Matrix Switchers/Video Switchers/AV Routing Equipment	Nos/Lot	As required			
12	Centralized Control System with Touch Panel/Control Interface	Nos	1 or as required			
13	Rack Cabinet and Rack Accessories	Nos/Lot	As required			

Ser	Item description	Unit	Qty	Compliance Yes/No	Make/Model offered	Remarks
			d			
14	Network Switches and Networking Accessories	Nos/Lot	As required			
15	HDMI/AV Extenders/Converters/Interface Modules	Nos/Lot	As required			
16	Structured Cabling including audio, video, control and network cabling	Lot	1			
17	Cable Trays, Trunking, Conduits and Cable Management Accessories	Lot	1			
18	UPS/Power Backup System if proposed/required by design	Nos/Lot	As required			
19	Wooden Inclined Stands for Existing 55-inch TVs	Nos	2			
20	Installation, Integration, Testing and Commissioning	Lot	1			
21	Transportation, Freight and Delivery to NDU Astana	Lot	1			
22	Training and Documentation	Lot	1			
23	One Year Comprehensive Warranty	Lot	1			
24	Three Years Comprehensive AMC Support after Warranty	Lot	1			
25	Any Other Item Required for Complete Functionality of the System	Lot	1			
26	Coffee Machine	Nos	02			
27	Microwave	Nos	02			
28	Refrigerator	Nos	01			

Notes:

1. The BOQ format shall be submitted in the Technical Bid without any price information. Unit price, total price, discount or commercial information shall not be included in this section.
2. Quantities mentioned are indicative. The bidder shall propose complete quantities required for satisfactory functioning. Any item required for satisfactory operation but not explicitly mentioned shall be deemed included in the bidder's scope

**TECHNICAL BID FOR INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT
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PART D

TECHNICAL COMPLIANCE SHEET

The bidder shall submit a completed compliance sheet in the following format. Supporting datasheet page references must be provided wherever possible.

S No	Tender Requirement	Bidder compliance Yes/No	Offered specification	Deviation , if any	Datasheet/ Page Reference
1	9 x 55-inch display video/data wall				
2	Professional VTC codec/system				
3	PTZ cameras with automatic speaker tracking				
4	26 wired conference microphones				
5	DSP with echo cancellation/noise reduction/AGC				
6	Professional speakers and amplifiers				
7	Centralized control system				
8	Integration with two existing 55-inch TVs				
9	Video wall controller/processor				
10	AV routing/matrix switching/signal distribution				
11	Network/security requirements				
12	Cabling, rack, connectors and accessories				
13	One-year warranty and three-year AMC				
14	Coffee machine, Microwave & Refrigerator				

FINANCIAL BID FOR ESTABLISHMENT AND INSTALLATION OF VIDEO TELECONFERENCING (VTC) FACILITY AT INDIAN MILITARY ART ROOM, NATIONAL DEFENCE UNIVERSITY, ASTANA, KAZAKHSTAN

Subject: Quotation for Establishment and Installation of Video Conferencing (VTC) Facility at Indian Military Art Room, National Defence University, Astana, Kazakhstan

1. **Name, address, Mobile No. of the contractor firm:**
2. **Name of Work.** Supply, Installation, Testing and Commissioning of Video Conferencing (VTC) Facility with Integrated 9 x 55-inch Video/Data Wall at Indian Military Art Room, National Defence University, Astana.
3. **Commercial Price Schedule.**

Ser	Description	Amount
1	Total Cost of Equipment Supply	
2	Installation and Integration Charges	
3	Freight, Transportation and Insurance	
4	Testing and Commissioning Charges	
5	Training and Documentation Charges	
6	Coffee Machine (Qty 2)	
7	Microwave (Qty 2)	
8	Refrigerator (Qty 1)	
9	Taxes and Duties	
10	One Year Comprehensive Warranty	Included / specify if separately charged
11	Three Year Comprehensive AMC Charges after Warranty	
12	Any Other Charges	
Grand Total Bid Price (in figures)		
Grand Total Bid Price (in words) :		

4. Prices BOQ Format.

S No	Item description	Unit	Qty	Make/Model	Unit price	Total price	Remarks
1.	Professional Video Conferencing Codec/System with required licenses and accessories	Nos	1				
2.	Professional PTZ Cameras with auto speaker tracking capability	Nos	As required				
3.	Conference Microphones including chairman/delegate units if applicable (24 operational + 2 spare)	Nos	26				
4.	Digital Signal Processor (DSP) with echo cancellation and audio processing	Nos	1 or as required				
5.	Professional Audio Mixer, if required by design	Nos	As required				
6.	Power Amplifiers	Nos	As required				
7.	Professional Conference/Ceiling/Wall Speakers	Nos	As required				
8.	55-inch Professional/Commercial Display Panels for Video/Data Wall	Nos	9				
9.	Video Wall Controller/Processor	Nos	1 or as required				
10.	Video Wall Mounting Structure and Installation Accessories	Lot	1				
11.	Matrix Switchers/Video Switchers/AV Routing Equipment	Nos/Lot	As required				
12.	Centralized Control System with Touch Panel/Control Interface	Nos	1 or as required				
13.	Rack Cabinet and Rack Accessories	Nos/Lot	As required				
14.	Network Switches and Networking Accessories	Nos/Lot	As required				
15.	HDMI/AV Extenders/Converters/Interface Modules	Nos/Lot	As required				
16.	Structured Cabling including audio, video, control and network cabling	Lot	1				
17.	Cable Trays, Trunking, Conduits and	Lot	1				

S No	Item description	Unit	Qty	Make/Model	Unit price	Total price	Remarks
	Cable Management Accessories						
18.	UPS/Power Backup System if proposed/required by design	Nos/Lot	As required				
19.	Wooden Inclined Stands for Existing 55-inch TVs	Nos	2				
20.	Installation, Integration, Testing and Commissioning	Lot	1				
21.	Transportation, Freight, Insurance and Delivery to NDU Astana	Lot	1				
22.	Training and Documentation	Lot	1				
23.	One Year Comprehensive Warranty	Lot	1				
24.	Three Years Comprehensive AMC Support after Warranty	Lot	1				
25.	Any Other Item Required for Complete Functionality of the System	Lot	1				
26.	Coffee Machine	Nos	2				
27.	Microwave	Nos	2				
28.	Refrigerator	Nos	1				
Total Price (in figures)							
Total Price (in words) :							

Rates quoted shall include supply, installation, testing, commissioning, freight, insurance, taxes, duties and all incidental charges required for a complete turnkey solution, unless specifically stated otherwise by the purchaser.

Note: Please read instructions carefully and incorporate all necessary details. For technical specifications of each item, please refer Annexure I of the Notice Inviting Tender.

Bidder Declaration. We hereby certify that:

1. We have carefully examined the tender document and understood the scope of work.
2. We agree to supply, install, test and commission the complete VTC system as per requirements.
3. The Technical Bid does not contain any price or financial information.
4. The quoted prices in the Financial Bid are inclusive of all applicable charges unless specifically stated.
5. We agree to provide warranty and AMC support as specified.
6. The proposed system shall be fully integrated and operational.
7. All equipment supplied shall be new and unused.
8. Any deviations from the tender requirements have been clearly declared in the Technical Bid.

It is confirmed that I/We have fully understood the terms for the tender of the Establishment and Installation of Video Teleconferencing (VTC) Facility at National Defence University, Astana, Kazakhstan to Defence Wing, Embassy of India, Astana and are agreeable to me/us.

Date:

Authorized Signatory

Place :

Name:

Designation:

Company Seal:

