



**EMBASSY OF INDIA BEIJING
INVITES QUOTATIONS
FOR REPAIR AND MAINTENANCE OF COMPUTERS AND RELATED
PERIPHERALS**

TENDER NO. PEK/GEN/885/5/2017

LAST DATE FOR SUBMISSION OF BIDS

05 APRIL 2018 UP TO 1500 HRS (BEIJING TIME)

DATE OF OPENING OF BIDS

05 APRIL, 2018 AT 1600HRS (BEIJING TIME)

**PLACE OF OPENING OF BIDS: EMBASSY OF INDIA BEIJING, NO.5, LIANG MA
QIAO BEI JIE, CHAOYANG DISTRICT, BEIJING 100600 TEL-00-86-10-8531
2500/2501/2502/2503**

Invitation for Bids

Embassy of India, Beijing invites Bids / Quotations from reputed agencies based in China with experience in repairing and maintenance of computer, internet and related peripherals.

1. Notice Inviting Tender:-Sealed bids are hereby invited for hiring of an agency/company for maintenance of computer, internet and related peripherals

2. Eligibility criteria for bidders:

- The Company should have valid permit/registration from a competent local authority for maintenance of computer, internet and related peripherals (I.T) in Beijing.
- The Company should be in operation for more than 5 (five) years.
- The Company should have experience in providing maintenance of computer, internet and related peripherals (I.T) service for a minimum of 5 years.
- The Company should have sufficient number of well qualified engineer/technical staff for the proper execution of the contract. The applicant should submit a list of these employees stating clearly how these would be involved in this work.
- The technical staff of the company who will be working on Embassy of India Beijing's computers shall have technical qualifications for working on WINDOWS and FEDORA LINUX based systems.
- The Company should have worked with any Embassy/ Foreign Mission/ Multinational organization related to IT maintenance and hardware.

3. Scope of Work:

The Indian Embassy has more than 120 Desktop/Laptops. The IT Manager will be required to undertake the following:

S.No.	Description of work	Unit
1.	a) Attending day to day complaints in operation of Desktop computer/Laptop and peripherals including printers,	125 Desktop computer/ laptop

	<p>Scanners, CD/DVD drives, mouse, keyboard etc.</p> <p>b) Updating firewall</p> <p>c) Scanning of systems for removal of viruses</p> <p>d) Restoring data</p> <p>e) Formatting and re-installation of software as required, checking system software, web browser setting & Internet connection compatibility on system etc.</p> <p>f) Retrieval and restoration of computer and related data in the event of computer crashing.</p>	
2.	<p>Installation and update of anti-virus system.</p> <p>The Anti-virus software will be provided by the Embassy.</p> <p>IT Manager has to maintain an anti-virus update schedule and computers to be routinely updated with anti-virus.</p>	<p>Installation of Anti-virus provided by the Embassy for the first time and later monthly scan and update.</p>
3.	<p>Attending day to day complaints in operation of Scanners, Printer (Deskjet/laser jet colour) including periodic cleaning of printer heads and other peripherals as and when required.</p> <p>A maintenance schedule of the printer maintenance has to be maintained by the IT Manager.</p>	<p>Each printer, scanner and peripheral device.</p>
4.	<p>Maintenance of network security architecture including regular maintenance of servers, software's and updates of all the applications installed on the server, regular inspection of the related anti-virus applications on all the internet connected computers.</p>	<p>Monthly maintenance schedule for preventive maintenance.</p>

5.	Maintenance of internet router, router network, LAN, Internet Protocol related hardware requirements and internet connectivity trouble shooting.	Preventive schedule: Monthly basis and Emergency schedule: As per requirement.
6.	Providing services for setting up of new LANs., shared networks etc. as per Mission's requirement during the contractual period.	As per new requirements.
7.	Monitoring and Maintenance schedule: A monitoring and maintenance schedule has to be maintained as part of the scope of work in the FINAL contract. The Monitoring and maintenance schedule has to be maintained for the following: Anti-virus update of all computers (once in a month), checking of printer and other hardware (once in a month), Anti-virus scan and update of the server. A monthly performance report has to be submitted by the contractor.	Monthly maintenance chart to be maintained as part of contract which will indicate all computers wing wise.
8.	Technical ability and requirement of persons employed by the Contractor: The technicians should be certified WINDOWS and FEDORA LINUX professionals and must have solid working knowledge and ability to work on LINUX command lines, installation of LINUX in COMPUTER SYSTEMS etc. The resource person appointed by the contractor should have recognized certification in Fedora Linux. One resource person should be technically qualified and also should be able to speak	

	<p>English and communicate with IT support team in new Delhi in English.</p> <p>Two resource persons to be nominated and should be available on call. The two resource persons should spend minimum 24 Man hours per week in total in the Embassy premises on Maintenance of computer system.</p> <p>The resource person should also be available on emergency basis for a period of total 50 hours in the period of the contract.</p> <p>The day and schedule of the visit of the resource person can be decided between Embassy and the company mutually.</p>	
9.	<p>Installation of Linux on a new system. The Linux software CD, Anti-virus software and other software's will be provided by the Embassy.</p> <p>The resource person will also be provided with contact of the IT support from India where troubleshooting related to LINUX could be handled backend.</p>	<p>Quotation to include installation on approx. 60. Computers.</p>

- 4. Bid system:-** The bidder company shall submit its offer in an envelope, superscripted as "Tender Quotation for maintenance of computer, internet and related peripherals (I.T)". It should also be superscripted at the bottom left corner with the Full name, Postal address, Fax, E-mail, Telephone number of the bidder;
- i. The sealed bid shall be submitted to **The Head of Chancery, Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600;**

- ii. Contact person Mr. Jitendra Kumar, Property Assistant, Phone No.0086-10-85312548 Email: property2.beijing@mea.gov.in
- iii. The bid may be submitted by Hand in person or by courier. **Bids by “Fax / E-mail” shall not be accepted;**
- iv. Bid received after the closing date and time as prescribed in the tender notice, shall **NOT** be accepted under any circumstances;
- v. **Period of BID VALIDITY SHOULD BE 120 DAYS MINIMUM (QUALIFYING CRITERIA).**
- vi. Bid shall be opened on the date and time as given in the tender notice at **Embassy of India Beijing, No.5, Liang Ma Qiao Bei Jie, Chaoyang District, Beijing 100600**, in the presence of the authorized representatives of the companies, who may wish to attend.
- vii. The bid has to be submitted as per the format specified at ‘Annexure I and Annexure-II’; The Technical bid is to be submitted along with attachments in the format of ANNEXURE II. The financial bid is to be submitted along with attachments in the format at Annexure I. The Bid is a two-part BID process where The financial bids of Technically qualified bidders are only opened. Thus it is important to ensure that Technical and Financial bids are kept in separate sealed envelopes and then submitted together in one single envelope.
- viii. Technical and Financial bids should be submitted in separate labeled envelopes. The two envelopes should be sealed and kept in one single envelope which can be submitted.

FINANCIAL BID PROFORMA TO BE FILLED UP AND SUBMITTED

1.	Name of the Bidder Agency/Company.	
2.	Address of the Bidder Agency/Company.	
3.	Contact details of the Bidding Agency/Company.	
4.		
5.	Period of Bid validity.	
6.	Experience (No. of years).	

FINANCIAL BID

Item-wise break-up and Description	Amount incl. VAT (RMB)
Total=	

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated_____

Name and address of the Agency/Company_____

Seal of the firm

PROFORMA TO BE FILLED UP FOR THE SCOPE OF WORK

The bidder has to write yes or no in the column REMARKS. In case of partial fulfillment, the bidder has to write which conditions cannot be fulfilled.

For the S No. 8, the bidder has to mention the name of two professionals who will be attending EMBASSY and attached their CV.

S.No.	Description of work	Unit	REMARKS
1.	g) Attending day to day complaints in operation of Desktop computer/Laptop and peripherals including printers, Scanners, CD/DVD drives, mouse, keyboard etc. h) Updating firewall i) Scanning of systems for removal of viruses j) Restoring data k) Formatting and re-installation of software as required, checking system software, web browser setting & Internet connection compatibility on system etc. l) Retrieval and restoration of computer and related data in the event of computer crashing.	125 Desktop computer/ laptop	
2.	a) Installation and update of anti-virus system. b) The Anti-virus software will be provided by the Embassy. c) IT Manager has to maintain an anti-virus update schedule and computers to be routinely updated with anti-virus.	Installation of Anti-virus provided by the Embassy for the first time and later monthly scan and update.	

3.	<p>a) Attending day to day complaints in operation of Scanners, Printer (Deskjet/laser jet colour) including periodic cleaning of printer heads and other peripherals as and when required.</p> <p>b) A maintenance schedule of the printer maintenance has to be maintained by the IT Manager.</p>	Each printer, scanner and peripheral device connected to the computer.	
4.	Maintenance of network security architecture including regular maintenance of servers, softwares and updates of all the applications installed on the server, regular inspection of the related anti-virus applications on all the internet connected computers.	Monthly maintenance schedule for preventive maintenance.	
5.	Maintenance of internet router, router network, LAN, Internet Protocol related hardware requirements and internet connectivity trouble shooting.	Preventive schedule: Monthly basis and Emergency schedule: As per requirement.	
6.	Providing services for setting up of new LANs., shared networks etc. as per Mission's requirement during the contractual period.	As per new requirements.	
7.	<p>Monitoring and Maintenance schedule: A monitoring and maintenance schedule has to be maintained as part of the scope of work in the FINAL contract. The Monitoring and maintenance schedule has to be maintained for the following:</p> <p>a) Anti-virus update of all computers (once in a month)</p>	Monthly maintenance chart to be maintained as part of contract which will indicate all computers wing wise.	

	<p>b) Checking of printer and other hardware (once in three months)</p> <p>c) Anti-virus scan and update of the server (once in a month).</p> <p>d) A monthly performance report has to be submitted by the contractor.</p>		
8.	<p>Technical ability and requirement of persons employed by the Contractor: The technicians should be certified WINDOWS and FEDORA LINUX professionals and must have solid working knowledge and ability to work on LINUX command lines, installation of LINUX in COMPUTER SYSTEMS etc.</p> <p>The resource person appointed by the contractor should have recognized certification in Fedora Linux.</p> <p>One resource person should be technically qualified and also should be able to speak English and communicate with IT support team in new Delhi in English.</p> <p>Two resource persons to be nominated and should be available on call. The two resource persons should spend minimum 24 Man hours per week in total in the Embassy premises on Maintenance of computer system.</p> <p>The resource person should also be available on emergency basis for any emergency breakdown of the system.</p> <p>The day and schedule of the visit of the</p>	<< The CV of the two persons should be attached>>	

	resource person can be decided between Embassy and the company mutually.		
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Bidder should attach Registration and incorporation particulars of the Agency/Company (Please provide certificate and translation). Please indicate by 'YES' or 'NO' if the certificates have been attached.

Attachement:

- (1)
- (2)
- (3)
- (4)

Declaration

I hereby certify that the information furnished above is full and correct to the best of my knowledge.

(Signature of the authorized signatory)

Dated _____

Name and address of the Agency/Company _____

Seal of the firm