

Tender Ref No : KUA/PROP/885/1/2010



**High Commission of India, Kuala Lumpur, Malaysia.**

**TENDER NOTICE**

**Annual Maintenance Contract for Computers & Peripherals**

**Sub:** Tenders are invited from reputed Firms/Companies based in Kuala Lumpur, Malaysia for Annual Maintenance Contract for servicing, maintenance and upkeep of Computers and Peripherals

High Commission of India, Kuala Lumpur, Malaysia intends to enter into a Contract for maintenance of Computers/peripherals listed in the Annexure II for a period of three years. The appointed vendor/agency shall also be responsible for first level trouble shooting on such equipment. The list and particulars of items as well as general terms and conditions of the 'Tender' can be downloaded from this High Commission's website: [www.hcicl.gov.in](http://www.hcicl.gov.in)

Terms and conditions of the contract are detailed in Annexure I.

## Annexure I

### **Terms and Conditions**

- 1) **PERIOD:** The period of contract for maintenance will be three (3) years commencing from the date of execution of agreement.
- 2) **SCOPE OF SERVICE:** The following is proposed to be the scope of work for the maintenance contract for the High Commission :

#### **A. Annual Maintenance:**

The Annual maintenance Contract (AMC) between the High Commission of India, Kuala Lumpur (The Client) and the Vendor shall cover the maintenance of IT Hardware and software infrastructure,

- i) The service provider shall provide on call service engineer who will look after day to day upkeep of the machines as per Annexure II. He will carry out remedial maintenance services to set right the reported malfunctions/problems of the system and replacement of unserviceable parts.
- ii) Installation of New Pcs and other peripherals
- iii) Maintenance of Passport and visa printing software and other I.T related issues by interacting with NIC in India.
- iv) Unserviceable parts and new replace parts of acceptable quality need to be reported to Admin wing and they will provide the required parts.
- v) As far as possible, the repairs shall be carried out on-site itself. The equipment shall have to be repaired in-house and in no case shall it be taken out of the building without prior written authorization of the coordinator.
- vi) Resolution time for remedial of problems shall be 2 working days from the time of logged call to the site engineer.
- vii) The AMC is for hardware support as well as Operating System/Software and Email configuration.
- viii) The site engineer shall assist and help in removal of viruses from PCs.

- ix) The site engineer shall assist and help in recovery of lost data.
- x) The vendor/agency shall arrange to carry out preventive maintenance at least once in a quarter. Preventive maintenance shall include defragmentation of disk, system performance optimization and general servicing of equipment. A sign off sheet shall be submitted along with the claim for quarterly payment.

**B. Maintenance of Equipment under warranty:**

- i) The site engineer shall attend to service complaint received on any other Computer under warranty installed in this office.
- ii) In case the engineer is not able to resolve the first level troubleshooting, he shall be responsible for coordination and resolution through the respective Manufacturer/supplier.
- iii) As far as possible, the repairs shall be carried out on-site itself. The equipment shall have to be repaired in-house and in no case shall it be taken out of the building without prior written authorization of the Coordinator. Hard-Disks shall not be taken out the Consulate's building under any circumstance.

**3) Terms and Payment Conditions**

- a) The vendor agrees to maintain complete privacy, confidentiality and security of the data or material on CPU that its representative or engineers comes across during the process of service/maintenance. Under no circumstance, shall the data/information he comes across during the course of servicing/maintenance shall be divulged to any person/party. Any breach on this account shall not only result immediate termination of the contract and forfeiting of performance guaranty but the vendor shall also be liable for action by the Consulate General of India, Atlanta.
- b) The Client reserves the right to terminate the contract in case the Vendor consistently fails to provide services up to the satisfactory level or on security grounds.
- c) The bidder should have trained Engineers who are well versed with the Fedora/Linux Operative systems and have a sound knowledge of recent developments in IT sector.
- d) Undertaking: The bidder shall provide an undertaking in company letter head that (i) he agrees to terms and conditions (TNC) of Tender document (TD) (ii) the

rate quoted are realistic keeping in view of the cost of scope of work given in (TD) (iii) the company is neither black listed by any Government/department nor any criminal cases registered against the bidder/organization or its partner in Malaysia. The undertaking should be duly signed under Company seal.

e) The payment of services shall be made on monthly basis, in Malaysian Ringgits, at the end of each month, on the basis of satisfactory report from the coordinator.

#### **4) SERVICE AVAILABILITY:**

Normally maintenance services shall be rendered on all working days during normal working hours (09.00 to 17.30 hours) Monday to Friday. In case of exigencies, the site engineer will also provide the maintenance service on Saturday/Sunday or as directed by the Admin wing, High Commission of India, Kuala Lumpur.

In addition, the company would undertake emergency visits whenever required to repair/rectify any problems with the computers, & all equipment under the scope of work by making a visit to High Commission premises. In case of urgent incidents or unresolved issues during weekday, the representative will work on holidays/weekends. No additional charges will be paid for this.

The engineer at times may be required to attend to work at the residence of the High Commissioner and HCI events in hotels for which no separate payment towards conveyance etc. shall be made.

#### **5) EXPERIENCE:**

Service Provider Should possess experience for at least 5 years in Computer Maintenance.

Vendors should have previous experience in servicing embassies or high commissions. Service engineer should have experience in handling passport and visa systems (Software and printing system).

The engineer should be well qualified having B.E/B.Tech with minimum five (5) years of relevant experience.

#### **6) INDIAN CITIZEN:**

The Engineer deployed preferably be Indian citizen or PR holding Indian passport. The company must take the responsibility of proper Visa/Work Permit of Engineer and submit the same to High Commission on time to time.

## 7) PENALTY:

In the eventuality of the AMC service provider not being in a position to rectify the fault within 2 working days for equipment enlisted in Annexure-II, a standby machine of acceptable similar configuration shall be provided. On failure to provide a standby machine, a penalty of RM150 per day will be levied. Delay beyond 7 working days in rectifying the reported problem will entitle this office to exercise the option of getting the work done from another agency and recover the cost in addition to penalty from the AMC vendor. Delay beyond 20 days may also lead to cancellation of the contract by this office.

- 8) The office reserves the right to terminate the contract at any time without assigning any reason therefore. If the services of the vendor/agency are not found satisfactory on any account, the AMC is liable to be terminated. The decision of the office will be final and binding on the contractor.
- 9) The scope of the work (no. of equipment) of the proposed AMC is as per Annexure II

## 10) HOW TO APPLY

The prospective bidder is accordingly advised to go through the scope of work before preparation of bid.

The quotation amount should be quoted on monthly rates separately and any taxes/levies should be indicated separately.

Unrealistic rates quoted by the bidders shall not be considered. Therefore, bidders are required to quote realistic rates keeping in view the cost of scope of work given below while filling the quotation, the bidder is to adhere the guidelines of the High Commission in letter of spirit. The High Commission of India reserves the right to reject any quotation solely for scrap the whole process without assigning any reason. No claim whatsoever in this regard shall not be entertained.

Any clarification on this tender may be obtained from "Head of Chancery, High Commission of India, Kuala Lumpur" in person or by email: hoc.kl@mea.gov.in

The bids (Technical and Financial bids) should be sent in two separate sealed envelope to **Mr Shiv Sagar, First Secretary (Head of Chancery), High Commission of India, Kuala Lumpur, Wisma Hrih Lotus, Level 1, No. 442, Jalan Pahang, 53000 Kuala Lumpur, Tel.: +603-4026-9898**

The Technical bids should include (1) Company profile, (2) details of work undertaken in the past or present (3) to provide their price bids as per the scope of work mentioned in the tender document.

For questions, they may contact Mr. Abhijit MishraMishra at email id: estt.kl@mea.gov.in or Ph : +60-1126604535.

## 11) IMPORTANT DATES

<b>Tender Reference No.</b>	<b>KUA/PROP/885/1/2010</b>	
<b>Name of Organization</b>	High Commission of India, Kuala Lumpur	
	Date	Time (Kuala Lumpur Local time)
Date of Publishing	03.03.2021	1000 hrs
Bid Document download start date	03.03.2021	1100 hrs
Clarification start date	03.03.2021	1200 hrs
Clarification end date	24.03.2021	1200 hrs
Bid Submission start date	03.03.2021	1200 hrs
Bid Submission end date	24.03.2021	1500 hrs
Bid opening date	24.03.2021	1530 hrs

Annexure II

Indicative list of IT Equipment in High Commission of India, Kuala Lumpur

S.No	Item	Quantity
1	Desktop Computer	110
2	All in on Desktop	12
3	Laptop	2
4	Printers	100
5	Scanners	100
6	Servers	1
7	Networking Switches	2 CORE SWICHES
8		2 L3 SWITCHES