



**High Commission of India
Singapore**

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NOTICE INVITING TENDER [NIT]

Bids are invited from reputed Firms/Companies based in Singapore for providing repair and maintenance services as follows: -

Annual Maintenance Contract for Computers, Laptops, Printers, Scanners, UPS, Servers, Video Conferencing system, Network Equipment or any other IT related equipment including internet and networking cables etc.

GENERAL SCOPE OF WORK: -

1. The Annual Maintenance Contract (AMC), between the High Commission of India in Singapore (**"The Client"**) and the Contractor shall cover the maintenance of the IT hardware and software infrastructure and internet cabling work and network cabling work of the High Commission. An indicative list of IT equipment is attached at "Annexure-I". The number of equipment may vary during the contract period since older/dysfunctional equipment continue to be disposed-off and new equipment purchased by the Client.
2. The hardware/software are installed in various offices of Client and residence of High Commissioner. The contract includes maintenance of hardware, software, Internet and networking cables. The software maintenance includes, but not limited to, troubleshooting, re-configuration, re-formatting, updation of OS, and re-installation of operating systems (Fedora, Linux, Windows, Mac, etc.); servers, browsers; email clients; office software; virtual machines; antivirus; data retrieval and installation/configuration/ removal of any other software approved by the Ministry. It also includes identification and removal of malware that are not detected by anti-virus software from the computer system, updation of security parameters regarding network and PC systems from time to time. No bills shall be produced for the installation/configuration of new devices/equipments.
3. The contractor shall depute an engineer at HCI office for half a day between 1400 hrs to 1800 hrs. In case of urgency, the engineer should be available between 0900 hrs to 1400 hrs on call basis. The Engineer shall avail holidays as per HCI, Singapore. In case of urgent incidents or unresolved issues during weekday, the representative might be required to work on holidays/weekends for which no separate payment would be made. The engineer should be well qualified having B.E./B.Tech with

minimum two years of relevant experience. The IT engineer will be interviewed by the committee appointed by the HCI. The engineer so deputed will be responsible for maintenance & troubleshooting of IT devices which needs technical acumen of higher level. The engineer at times may be required to attend to work at the residence of High Commissioner and at HCI events outside High Commission for which no separate payment towards conveyance etc. shall be made. All tools required for the maintenance shall be made available by the contractor.

4. The Engineer deployed should preferably be Indian citizen (PR holding Indian passport). The engineer deployed by the contractor shall be under the control and supervision of IT Security Officer and Head of Chancery of HCI, Singapore hereinafter referred to as the Coordinator or any other person authorized by the High Commission.

5. The engineer shall work under the instructions of the Coordinator or any other person authorized by the client and shall submit complaint sheets to such person for each complaint attended by them. The complaint sheet shall clearly define the nature of complaint, location of office and time taken for rectification of complaint. The engineers are also required to get the complaint sheets signed by the respective end users who shall rate the quality and promptness of service. The contractor shall provide a computerized network based system for logging and monitoring of complaints within one month from the date of the award of the contract.

6. The engineers/technicians shall be equipped with Mobile phones to ensure their availability. An amount of SGD 100/- per day will be deducted for delay of each day in attending to the complaint and complaint register will be maintained by the engineer accordingly which will be countersigned by Attache Admin of HCI, Singapore.

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

9. The contract shall include rectification of all Hardware and Software problems. The engineers shall have to ensure that all calls are attended within 1 (one) Hour and the maximum time for repair of any system shall be up to one working day. In case of failure to do so without a valid justifiable reason, a penalty may be imposed as deemed fit by coordinator.

10. The maintenance and repair shall NOT include replacement of parts. In case replacement of part is required like mouse, key board, power- supply unit, patch cable, RJ-45 connector, etc., the defective equipment/item/part shall be replaced by the equipment/item/part of the same specification and in case, these are not available, the higher specification, acceptable to the client, shall have to be installed. In no case, shall the defective equipment/item/part be replaced by old spares. The details of the defective equipment/item/part of those, which are replaced, will be specified in the maintenance record.

11. The contractor shall carry out preventive maintenance of each machine once in every three months, in order to forestall any major failure of the same. The preventive maintenance shall include physical cleaning of the equipment (both from outside and inside); system cleaning; software updates and system hardening as directed by the coordinator. A preventive Maintenance Report shall be submitted to the coordinator every quarter.

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

13. The procurement of parts shall be done by the Client and the contractor shall assist the customer in identifying the best make and quality of parts which includes but not limited to processor/motherboard, laser jet/inkjet printers, LCD/TFT monitors, CD Rom/DVD Rom, LAN Cards, SVGA Cards, External Hard Disk, UPS, etc.

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

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

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

17. To provide and maintain the required drivers (DVD, CDs & Floppies) for maintaining the equipment.

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

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

20. The contractor shall not change the engineer without prior written clearance from the customer. Further that the contractor shall provide a substitute for a deployed engineer, during such absence. An amount at the rate of 0.1% of the annual contract value shall be deducted for each day of absence/leave of Service Engineer/Technician, without the contractor providing a substitute.

21. The payment for services shall be made on monthly basis, at the end of each month, on the basis of satisfactory report from the coordinator. The quality of service shall be evaluated on the basis of excellent service feedback from the users. In case of unsatisfactorily services, penalty not more than 20% of monthly contract value may be imposed with the approval of High Commissioner.

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

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

24. In case the contractor backs out midway without the explicit consent of the High Commission of India, he shall be liable for recovery at higher rates, vis-a-vis, those contracted with contractor, which may have to be incurred by the High Commission on maintenance of machines for the balance period of contract through alternative means. The above act of backing out shall automatically debar the contractor from any further dealing with this Mission & the Performance Bank Guarantee amount shall stand forfeited.

25. At the time of completion of contract, it shall be duty of contractor to hand over all related software/drivers/maintenance records/register/inventories etc. to the coordinator. The payment of the last month shall be released, only after successful handing over, as specified above.

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

27. **Earnest Money Deposit:** The bidder shall deposit EMD of SGD 1000/- alongwith bid which shall be refunded back to the bidder after award of the contract. The EMD can be deposited in the form of Bank Guarantee or banker's cheque. In lieu of EMD, the bidder can also give an undertaking as per format enclosed.

28. **Performance Guarantee:** The successful bidder shall furnish Performance Bank Guarantee in the name of High Commission of India, Singapore for an amount of SGD 5000/- or 10% (whichever is more) of the total annual value of contract which shall be released to the contractor on completion of the contract. Bank Guarantee may be invoked for the breach of the contract by the Contractor.

29. **Evaluation of bids:**

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

- b) The technical bids will be evaluated mainly on the following parameters:
- (i) Should possess experience for at least 5 years in Computer maintenance and supported by user satisfaction certificate and other documents like achievements of the company.
 - (ii) The bidder should have trained engineers who are well versed with IT hardware, software, networking, LAN troubleshooting, Fedora/Linux Operating systems and are known to recent developments of IT sector.
 - (iii) The bidder shall have executed satisfactorily minimum one Annual Maintenance Contract of more than 100 computers connected to LAN.
 - (iv) Evidence of registration of the company under relevant statutory regulations.
 - (v) Ability to provide User Satisfaction Certificate from at least 3 organisations.
 - (vi) Strength of well versed IT Engineers in the organisation.

(b) Financial bids of only those tenders would be opened who are found technically sound and qualified. The assessment in terms of technical qualification shall be done by HCI and shall be final.

(c) The financial bid should indicate cost for providing IT services on monthly basis. Taxes, if any, shall be indicated separately and shall not be taken into account while deciding the lowest quote. The quote must be submitted in the format provided by the HCI.

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

30. If any dispute(s) arises with reference to any provision of the contract, the decision of the High Commissioner of India to Singapore shall be final and binding.

31. The client reserves the right to terminate the contract in case the contractor consistently fails to provide services up to the satisfactory level or on security grounds.

32. Undertaking: - the bidder shall provide an undertaking in company letter head that (i) he agrees to terms and conditions (T& C) of Tender Document (TD) (ii) the rates quoted are realistic keeping in view the cost of scope of work given in NIT(TD) (iii) The company is neither black listed by any Government/Department nor any criminal cases registered against the bidder/organisation or its partner in Singapore. The undertaking should be duly signed under company seal. Documents submitted by the company are genuine and if found fake / duplicate, the bid / contract will be cancelled and the company will be debarred from future contracts of MEA.

33. 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 HCI in letter of spirit.

34. 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.

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

36. The premises may be inspected on a working day from 1000 hrs to 1600 hrs. Please contact 62382536/23 for fixing appointment for viewing the premises.

37. Any clarification on this tender may be obtained from "Head of Chancery, High Commission of India, Singapore" in person or by email at hoc.singapore@mea.gov.in. Bids may be sent in sealed covers addressed to "Head of Chancery, High Commission of India, No. 31 Grange Road, Singapore 239702 latest by 18th May 2021.


(Ms. Saswati/Dey)

Head of Chancery

Phone : +65 96396477

Email: hoc.singapore@mea.gov.in

27th April 2021

**High Commission of India
Singapore**

ANNEXURE-I

Indicative list of IT Equipment in High Commission of India, Singapore.

Sl. No	Item	Qty*
1.	Desktop	93
2.	All in one Desktop	3
3.	Laptop	6
4.	Printers	63
5.	Dedicated scanners	6
6.	Servers	5
7.	UPS	2
8.	Networking Switches/Ports	4(48 ports)
9.	Video Conferencing System	1
10.	Projector	1
11.	Diletta Printers	3
12.	Firewall Manager	3

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

ANNEXURE-II

(Technical Bid Proforma)

To,

High Commission of India
31, Grange Road
Singapore

Subject: TECHNICAL BID

Sir,

I/We submit following details for your perusal

S No	Parameters	Yes/No	Whether supported by documents (yes/no)
1.	Experience of providing IT services for at least 5 years. Supported by documents like appreciation letters and certificates of incorporation of company.		
2.	Ability to provide User Satisfaction Certification from at least 3 organisations.		
3.	Experience of providing IT services to Singapore Government Offices / Organisation/ Diplomatic Missions.		
4.	Documents of registration of the company under relevant statutory regulations		
5.	Stength of well versed IT engineers in the organisation.		

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

(Signature with name and address)
(Official seal of the company)

ANNEXURE-III

**(Financial Bid Proforma)
(to be printed on Company letterhead)**

Dear Sir,

With reference to your tender for Annual Maintenance Contract of IT Infrastructure in your organisation, we quote as follows:

Amount per month: SGD _____
GST: SGD _____
Total: SGD _____

(Signature with name and address)

Office Seal of the Company

(Tel. No: _____)

(Fax. No: _____)

(Email address: _____)

ANNEXURE-IV

Name of work: - AMC of IT infrastructure in High commission of India, Singapore

Declaration in lieu of Earnest Money Deposit

I, _____ on behalf of company
M/s _____ (name of Company) having office
at _____ hereby declares that my
financial bid for the work "AMC of IT infrastructure" at High Commission of India,
Singapore 239702 shall remain valid till 30th August 2021. I undertake that I will not
withdraw or modify my bid till 31st August 2021.

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

(Signature with name and address)

Office Seal of the company