



**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.

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 and software and repair/laying of Internet and network 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.); 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 allocate an engineer to be resident at HCI office for half a day between 0900 hrs to 1300 hrs. In case of urgency, the engineer should be available between 1300 hrs to 1730 hrs on call basis. The Engineer shall avail holidays as per HCI, Singapore and not as per Singapore holidays. 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 should be

well qualified having B.E./B.Tech with minimum two years of relevant experience. 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 HCI events in hotels 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 shall 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 customer.

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 200/- 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. The contractor shall provide its escalation matrix for technical and account related issues.

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.
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 unsatisfactory 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.

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 to its employees.

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 contractor 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. 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.

30. 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.

31. 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. Evidence of registration of the company under relevant statutory regulations.

32. The bidder should have trained engineers who are well versed with the Fedora/Linus Operative systems and are known to recent developments of IT sector.

33. 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.

34. 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.

35. 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.

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

37. 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.

38. 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 31st January 2020.



(S.K Goel)

Head of Chancery

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2/1/2020

**High Commission of India
Singapore**

ANNEXURE-I

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

Sl. No	Item	Qty*
1.	Desktop	82
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	2(48 ports)
9.	Video Conferencing System	1
10.	Projector	1
11.	Diletta Printers	2
12.	Firewall Manager	3

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