

DUR/885/02/2007
Consulate General of India
Durban

Invitation for Bids

Consulate General of India, Durban invites quotations from reputed agencies with experience in annual maintenance contract for repair and maintenance of computers and peripherals for a period of five years.

1. Notice Inviting Tender

Sealed bids are hereby invited for hiring of an agency/company for maintenance of computer and related peripherals.

2. Scope of Work :

Consulate General of India, Durban has at present 32 Desktops/laptops. The IT Manager will be required to undertake the following tasks :

- a. Attending complaints in operation of Desktops computer/laptop and peripherals
- b. Updating firewall, scanning of systems, formatting and re-installation of software, retrieval of data in the event of computer crashing.
- c. Installation and updation of antivirus system on routine basis and maintenance of network security architecture including regular maintenance of servers, softwares and updates of all applications installed on the server. Routine inspection of the related anti-virus applications on all the internet connected computers.
- d. Attending complaints in operation of devices such as scanners, printer and other peripherals as and when required.
- e. Maintenance of internet router, network, LAN, Internet Protocol related hardware requirements and internet connectivity trouble shooting. Providing services of LAN, shared networks etc as per Consulate's requirement during the period of agreement.
- f. The contractor should have good working knowledge and ability to work on WINDOWS and FEDORA LINUX. They should also be able to work on Linux command lines and install LINUX on computer systems. The contractor should be available on emergency basis also.

3. Technical Eligibility Criteria

The Bidders should mandatory fulfill all the following technical criterias to become eligible for next stage of financial bidding:

- a. The company should have valid registration number from a competent local government authority.
- b. A detailed company profile should be submitted
- c. Name of the clients should be mentioned to whom the company is providing the similar services of repair and maintenance of computers and peripherals.
- d. The company should be in operation for more than five (5) years.
- e. The company should have experience of minimum three years in providing maintenance of computers, internet and other peripherals.
- f. All the technical quotations should be submitted in the prescribed format (Annexure 1) along with all the relevant documents/attachments. The bidder will be disqualified if technical quotation is not submitted in the prescribed format.

4. Financial Eligibility Criteria

The Bidders who will successfully fulfill all the criterias mentioned in the technical bidding round will qualify to bid in the Financial Bidding round. The criterias to successfully bid in financial bidding round are as follows :

- a. The AMC rates will be fixed for five years. There will be no change in rates and no escalation in rates will be acceptable during the contract period of five years. The bidder has to submit a declaration regarding acceptance of the same.
- b. The Bidder has to submit an undertaking to deposit a performance security deposit (PSD) amounting 3% of the total contract value if awarded the contract.
- c. All the final quotes mentioned in the quotation should be excluding VAT. VAT should be mentioned separately.
- d. The validity period of quotation should be minimum of 120 days.
- e. All the financial quotations should be submitted in the prescribed format (Annexure 2). The bidder will be disqualified if financial quotation is not submitted in the prescribed format.

5. Bid System

The bidder company shall submit its offer in an envelope, superscripted as "Tender Quotation for repair and maintenance of computers and peripherals."

- a. The sealed bid shall be submitted to the Head of Chancery, Consulate General of India, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban, South Africa by 6 June 2022.
- b. Contact Person Mrs Kajari Biswas, Head of Chancery, Phone: 0313350300 and email id : hoc.durban@mea.gov.in
- c. The bid may be submitted by hand in person or by courier. Bid submitted by Fax or Email will not be accepted.
- d. Technical bids will be opened in this office on 7 June 2022 at 11 AM and the qualified bidders will be invited to participate in the financial bidding round. The financial bid will

be opened on 9 June 2022 at 11 AM in this office. Bids received after closing date and time as prescribed in the tender notice, shall not be accepted under any circumstances.

- e. Period of bid validity should be 120 days minimum.
- f. Bid shall be opened on the date and time as given in tender notice at Consulate General of India, Durban, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban-4001, South Africa, in presence of authorized representatives of the companies, who may wish to attend.
- g. The bid has to be submitted as per the format mentioned in Annexure 1 and Annexure 2. The technical bid is to be submitted along with the attachments in the format at Annexure 1. Those bids who qualify the technical bidding round will be eligible to become part of financial bidding round. Therefore, only those financial bids will be opened which will qualify technical bidding round. 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.
- h. 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.

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Annexure 1

Proforma for submission of technical bid

S.No	Criteria	Document attached
1	Registration Number	YES / NO
2	Detailed company profile	YES / NO
3	Client details	YES / NO
4	Company in operation for more than 5 years	YES / NO
5	Company experience	YES / NO

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Annexure 2

Proforma for submission of financial bid

S.No	Description	Details
1	Name of the bidder agency/company	
2	Address of the bidder agency/company	
3	Contact details of the bidding agency/company	
4	Undertaking to submit Performance security deposit if awarded the contract	
5	Period of bid validity	
6	Undertaking to accept AMC rates fixed for 5 years without any escalation	

Format for submission of quotation of financial bid

S.No	Description	Qty	Rate (ex. VAT)	Total/month (ex. VAT)
1	AMC of the network/month	1		
2	AMC of the computers and peripherals/month	32		
Total				
VAT (if any)				
Total (including VAT)				