

DUR/885/08/2022

Consulate General of India

Durban

Notice seeking quotations for annual maintenance contract for repair and maintenance of computers, networks and other peripherals at Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001

The Consulate General of India, Durban invites bidders with experience in Annual Maintenance Contract for providing repair and maintenance services of computers, network and other peripherals at Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001.

2. The bid is for awarding the contract for a period of 1 year which may be extended for another 2 years at same rate, same terms and conditions.

3. Scope of Work

Consulate General of India, Durban has at present 34 desktops, 1 laptop and 23 printers. The service provider will be required to undertake the following tasks :

- i. Attending complaints in operation of Desktops computer/laptop and peripherals.
- ii. Service and maintenance of all hardware with exclusion of the cost of any equipment/parts which shall be borne by the Mission.
- iii. Updating firewall, scanning of systems, formatting and re-installation of software, retrieval of data in the event of computer crashing.
- iv. 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.
- v. Attending complaints in operation of devices such as scanners, printer and other peripherals as and when required.
- vi. Maintenance of server, 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.
- vii. The contractor should provide software support and 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.

- viii. Regular diagnosis and monitoring of all the IT equipment.
- ix. Updating IT equipment in compliance with guidelines issued by the Consulate.
- x. Advice on the implementation of new software/hardware and various related equipment.
- xi. Support internal security policy in relation of the network
- xii. Providing technical support for online meeting/video conference to be held via digital platform such as WebEx, Google Meet, Microsoft team on requirement basis.

4. The bidding will be held in two rounds. The first round will be technical bidding round and second round will be financial bidding round. The bidders who qualify the technical bidding round will be allowed to participate in the financial bidding round. The eligibility criteria for technical and financial bidding round is detailed below:

i. 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) References 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 five 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.

ii. 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 rates will be fixed during the contract period. There will be no change in rates and no escalation in rates will be acceptable during the contract period. The service provider must submit a declaration regarding acceptance of fixed rate during the contract period as per Annexure 2.
- b) The Bidder has to submit an undertaking to deposit a performance security deposit (PSD) amounting 5% 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) The financial quotes submitted should be based on the all parameters mentioned in the scope of work of the tender document. The bidder must submit undertaking that financial quote is covering all the parameters mentioned in the scope of work.
- f) 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. Other Terms and Conditions

- i. The bidder company shall submit its offer in an envelope, superscripted as “Notice seeking quotations for annual maintenance contract for repair and maintenance of computers, networks and other peripherals at Consulate General of India, Durban, 1 Kingsmead Boulevard, Kingsmead Office Park, Durban-4001.”
- ii. The sealed bid shall be submitted to the Consul General, Consulate General of India, 1 Kingsmead Boulevard, 2nd Floor, Kingsmead Office Park, Durban, South Africa.
- iii. The contact Person will be Mr. Prabhat Aggarwal, Vice Consul (Establishment), Phone: 0313350300 and email id: protocol.durban@mea.gov.in
- iv. The bid may be submitted by hand in person or by courier. Bid submitted by Fax or Email will not be accepted. The site can be inspected on any working day with prior appointment with the representative of Consulate General of India, Durban between 0900-1700 hrs to assess the scope of work.
- v. Bids received after closing date and time as prescribed in the tender notice, shall not be accepted under any circumstances.
- vi. Period of bid validity should be 120 days minimum.
- vii. 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.

- viii.** 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.
- ix.** The Consulate reserves the right to terminate the agreement by giving one month's advance notice to the contractor.
- x.** The decision of Consulate General of India, Durban in this regard will be final. All proposals shall be confidential and will remain with Consulate General of India, Durban. Consulate General of India, Durban reserves its right to reject any offer without assigning any reasons.
- xi.** The contract shall be valid for a period of 1 year from the date of award. However, it may be extended for further period of 2 years on year-to-year basis subject to the condition that the services have been found satisfactory. This extension shall be done on the same rates, same terms and conditions.

- xii.** The service provider shall provide only such staff who have been vetted by local government's security departments in terms of past record, character, and antecedent.
- xiii.** The service provider must obtain prior approval of Consulate General of India, Durban before replacing the staff.
- xiv.** The service provider should not pay wages lower than minimum wages of labor as fixed by the local authorities.
- xv.** The service provider is obliged to replace, without unreasonable delay and at no cost to Consulate General of India, Durban, any personnel whom this Consulate considers lacking necessary competence.
- xvi.** The Consulate will pay only for the monthly fee as quoted in financial bid document after receiving monthly invoice. No other charges will be paid to the service provider.
- xvii.** The working hours will be 0830 hours to 1700 hours from Monday to Friday. Saturday and Sunday and any other days as notified by Consulate General of India, Durban as scheduled holidays will be holidays.
- xviii.** Decision of Consulate General of India, Durban shall be final and binding on all the bidders. However, any dispute can be referred to an Arbitrator and will be settled according to the Government of India's rules and regulations and not according to the local laws of South Africa.

- xix.** The service provider will maintain strict confidentiality about any data or other information which may come to its knowledge while performing its duties under this contract and shall not disclose or cause to be disclosed, such data or information to a third party or use itself without express permission of this Consulate. The service provider shall not be allowed to remote access of any system of this Consulate without prior permission.
- xx.** The technician should be available on call during official working hours to solve day to day technical IT related issues.
- xxi.** The service provider will have to strictly follow the cyber security guidelines while performing any task on the office PCs.
- xxii.** The successful bidder has to deposit Performance Security which will be a sum equivalent to 5% of the accepted contract value in favour of Consulate General of India, Durban in form of Bank Guarantee/Fixed Deposit Receipt (FDR), within two weeks from the date of award of contract.
- xxiii.** Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly. No interest shall be paid on Performance Security.
- xxiv.** The Performance Security will be forfeited by order of the Competent Authority in the Consulate in the event of any breach or negligence or non-

observance of any terms & conditions of the contract or for unsatisfactory performance. On expiry of the contract, portion of the Performance Security, as may deemed fit by the Consulate sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained.

- xxv.** On due performance and completion of the contract in all respects, the Performance Security will be returned to the Service Provider without any interest on presentation of an absolute 'No Demand Certificate' from the Service Provider.

CRITICAL DATE SHEET

1	Date of publishing of tender	11 November 2022
2	Bid submission start date	11 November 2022
3	Bid submission end date	2 December 2022
4	Date of opening of technical bid	6 December 2022
5	Date of opening of financial bid	8 December 2022

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Consulate General of India

Durban

Annexure 1

Proforma for submission of technical bid

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

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Annexure 2

Proforma for submission of financial bid

.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	Attach undertaking
5	Period of bid validity	
6	Undertaking to accept AMC rates fixed during contract period without any escalation	Attach undertaking

Format for submission of quotation of financial bid

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