

TENDER NOTICE

23rd March 2022

Sub: Notice for inviting tenders for repair and maintenance of computer and related peripherals.

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The High Commission of India, Ottawa invites bids from interested vendors for the Annual Maintenance Contract for repair and maintenance of computers/hardware and networks in the High Commission of India, Ottawa for a period of one year (from 01st June 2022 to 31st May 2023).

2. Interested firms may send their representatives to ascertain actual scope of work by prior appointment (contact person: Mr. Sanjay Kumar, Attaché (A&E), Tel: 613-7443751/52/53) before submitting sealed bids. The bids may be sent in sealed envelope clearly mentioning on the envelope –**Quotation for Repair and Maintenance of Computers and related peripherals**. The quotations may be addressed to:

Mr. Prabhat K. Jain
Head of Chancery
High Commission of India
10 Springfield Road
Ottawa, Ontario-K1M 1C9.

3. Last date of receipt of bids will be 14th April 2022 at 1200 hrs. Bid opening date will be 15th April 2022 at 1100 hours.

(Prabhat K. Jain)

Head of Chancery

High Commission of India

Ottawa.

Tel: 613-7443751

Email: hoc.ottawa@mea.gov.in

Invitation for Bids

High Commission of India, Ottawa invites Bids / Quotations from reputed agencies based in Canada with experience in repairing and maintenance of computer, internet and related peripherals.

1. Notice Inviting Tender:- Sealed bids are hereby invited for hiring of an agency/company for maintenance of computer, internet and related peripherals

2. Eligibility criteria for bidders:

1. The Company should have valid permit/registration from a competent local authority for maintenance of computer, internet and related peripherals (I.T) in Ottawa.
2. The Company should be in operation for more than 5 (five) years.
3. The Company should have experience in providing maintenance of computer, internet and related peripherals (I.T) service for a minimum of 5 years.
4. The Company should have sufficient number of well qualified engineer/technical staff for the proper and timely execution of the contract.
5. The technical staff of the company who will be working at High Commission of India, Ottawa's computers shall have technical qualifications for working on WINDOWS and FEDORA LINUX based systems.

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3. Scope of Work:

The Indian High Commission has 48 Desktop/Laptops in the office and residence of High Commissioner, Deputy High Commissioner and entitled officers. The IT Manager will be required to undertake the following:

Sl. No.	Description of Work	Unit
1.	(a) Attending day-to-day to complaints in operation of Desktop computer/Laptop and peripherals including printers, scanners, CD/DVD drives, mouse, keyboard etc. (b) Updating firewall (c) Scanning of systems for removal of virus (d) Restoring Data (e) Formatting and re-installation of software as required, checking system software, web browser setting & Internet connection compatibility on system etc. (f) Retrieval and restoration of computer and related data in the event of computer crashing (h) Installation of software provided	48 Desktop computer/Laptop
2.	Installation and update of anti-virus system. The Anti-virus will be provided by the High Commission. IT Manager has to maintain an anti-virus update schedule and computer to be routinely updated with anti-virus	Installation of anti-virus provided by the High Commission for the first time and monthly scan update

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3.	Attending day to day complaints in operation of scanners, Printer (Deskjet/LaserJet colour) including periodic cleaning of printer heads and other peripherals as and when required.	All devices
4.	Maintenance of internet router, network, LAN, Internet Protocol related hardware requirements and connectivity troubleshooting.	As per requirements.
5.	<p>Technical ability and requirement of persons employed the contractor:</p> <p>The technician should be certified windows and Fedora Linux professional and must have solid working knowledge and ability to work on LINUX command lines, installation of LINUX in Computer Systems etc.</p>	
6.	<p>Installation of Linux on a new system. The Linux software CD and Anti-virus and other software will be provided by the High Commission. The resource person will also be provided with contact of the IT support from India where troubleshooting related to LINUX could be handled backend.</p>	

4. General Conditions:

1. **Payment Term :** Payment will be made on monthly basis after completion of the month subject to the satisfactory performance;
2. **Replacement of Parts:** Maintenance of the computer, printer & UPS and related equipment's does not include the cost of hardware parts. However the Service Provider may provide hardware components and the price may be fixed at the time of maintenance with prior approval of the Customer.

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3. **Additional Charges:** The AMC cost will include the traveling cost for rendering service throughout the year for one or all locations & for one or all computer systems.
4. **Working Hours:** The maintenance work shall normally be done during working hours of the Customer. However, in case of emergency maintenance may have to be done beyond office hours and even on holidays, prior arrangement through proper communication should be worked out in all cases by the service provider.
5. **Response Time:** Normal response time for repair will be 24-hours from the actual time of reporting the problem to the Service Provider.
6. **Termination & Dispute:** The Customer, however, be at liberty to terminate the agreement on any earlier date, should the Government of India decide for any reasons. In that event, the customer shall give the Contractor 15 days' notice in writing about the termination of this agreement. However, in the event that service provider wishes to terminate the agreement prior to the completion of one year agreement period, the contractor will be required to provide 90 days written notice to the customer (High Commissioner of India, Ottawa).
