

High Commission of India, Kuala Lumpur, Malaysia.

TENDER NOTICE

Sub: Annual Maintenance of Computers and its peripherals.

High Commission of India, Kuala Lumpur, Malaysia intends to enter into a Contract for maintenance of Computers/peripherals listed in the Annexure II for a period of two years. The appointed vendor/agency shall also be responsible for first level trouble shooting on such equipment. The list and particulars of items as well as general terms and conditions of the 'Tender' can be downloaded from this Mission's website: www.indianhighcommission.com.my

Terms and conditions of the contract are detailed in Annexure I. Interested parties may kindly send their quotations to the Email id: ssproj@indianhighcommission.com.my or to the address by post: **“The Head Of Chancery, High Commission of India, Level 28, Menara 1 Mont Kiara, No.1, Jalan Mont Kiara, 50480, Kuala Lumpur” complete in all respects with by 1700 hours, April 24, 2014.**

Annexure I

Terms and Conditions

1) **PERIOD:** The period of contract for maintenance will be two (2) year commencing from the date of execution of agreement.

2) **SCOPE OF SERVICE:** The Annual Maintenance Contract (AMC) service provider will provide the following services under the agreement to keep the system in good working order:

A. Equipment under AMC:

- i) The AMC service provider shall provide on call service engineer who will look after day to day upkeep of the machines as per Annexure II. He will carry out remedial maintenance services to set right the reported malfunctions/problems of the system and replacement of unserviceable parts.
- ii) Installation of New PCs and other peripherals including installation of Anti-Virus and taking data back up
- iii) Maintenance of Passport and visa printing software & peripherals by interacting with NIC in India.
- iv) Unserviceable parts and new replace parts of acceptable quality need to be reported to Admin wing and they will provide the required parts.
- v) Resolution time for remedial of problems shall be 2 working days from the time of logged call to the site engineer.
- vi) The AMC is for hardware support as well as Operating System/Software and Email configuration.
- vii) The Service will be for 24X 7 days.
- viii) The site engineer shall assist and help in removal of viruses from PCs.
- ix) The site engineer shall assist and help in recovery of lost data.

- x) The vendor/agency shall arrange to carry out preventive maintenance at least once in a quarter. Preventive maintenance shall include defragmentation of disk, system performance optimization and general servicing of equipment. A sign off sheet shall be submitted along with the claim for quarterly payment.

B. Maintenance of Equipment under warranty:

- i) The site engineer shall attend to service complaint received on any other Computer under warranty installed in this office.
 - ii) In case the engineer is not able to resolve the first level troubleshooting, he shall be responsible for coordination and resolution through the respective manufacturer/supplier.
- 3) **PAYMENT:** No advance Payment will be made. Payment shall be made on monthly basis. Payment shall be made within two weeks from the date of receipt of pre-receipted bill.
 - 4) **PERIOD FOR MAINTENANCE SERVICE AVAILABILITY:** Normally maintenance services shall be rendered on all working days during normal working hours (09.00 to 17.30 hours) Monday to Friday. In case of exigencies, the site engineer will also provide the maintenance service on Saturday/Sunday or as directed by the Admin wing, High Commission of India, Kuala Lumpur.
 - 5) **EXPERIENCE:** Contractors should have previous experience in servicing embassies or high commissions. Service engineer should have experience in handling passport and visa systems (Software and printing system).
 - 6) **PENALTY:** In the eventuality of the AMC service provider not being in a position to rectify the fault within 2 working days for equipment enlisted in Annexure-II, a standby machine of acceptable similar configuration shall be provided. On failure to provide a standby machine, a penalty of 0.5% per day of the total contract value will be levied. Delay beyond 7 working days in rectifying the reported problem will entitle this office to exercise the option of getting the work done from another agency and recover the cost in addition to penalty from the AMC vendor.
 - 7) The office reserves the right to terminate the contract at any time without assigning any reason therefore. If the services of the vendor/agency are not found satisfactory on any account, the AMC is liable to be terminated. The decision of the office will be final and binding on the contractor.

- 8) The scope of the work (no. of the equipment) of the proposed AMC (Annexure II) can be changed as per the requirement.

Annexure II

S.No	System	No. of Units	Rate per Unit	Total Amount
1	No. of Desktop Computers Laptops	62		
2	No. of Printers	52		
Total				