

No. Lus/Admn/885/02/2022
High Commission of India
Lusaka

Dated : 14th March 2022

Notice Inviting Tender

The High Commission of India, Lusaka invites sealed and separate tenders under two bid systems (Technical and Financial Bid) from interested entities (referred to as Vendor hereafter) for providing maintenance in relation to 22 Desktops PCs, 2 Laptops & attached peripherals (Printer, Monitor etc.), 3 photocopiers and one Video Conferencing System on an annual basis. *(Kindly note that one desktop system is installed at the residence of High Commissioner, No. 33, Twin Palm Road, Kabulonga, Lusaka and rest of items are installed at High Commission, 1, Pandit Nehru Road, Longacres, Lusaka).* The initial contract will be for one year extendable by another year with mutual consent and under same terms and conditions and price. Annual Maintenance Contract (AMC) should include the following services:

- (i) Service and maintenance of all the hardware with **exclusion of the cost of any equipment/parts which shall be borne by the High Commission**
- (ii) Software support including installation of Operating System [Windows/ Linux (Viman/ Fedora/MAC)) Device Drivers and other similar support services. **The cost of software shall be borne by the High Commission.**
- (iii) Support services in relation to Internet and LAN
- (iv) Up-gradation of systems with the use of the available resources in order to enhance their effectiveness
- (v) Regular diagnosis and monitoring of all the IT equipment
- (vi) Support internal security policy in relation of the network
- (vii) Configuration of the e-mail clients such as Thunderbird/outlook etc. for access to official mail
- (viii) Repair of the server and fault diagnosis with recommendations for repair
- (ix) Support for backup of critical data of the High Commission
- (x) Support for network virus protection and updating databases
- (xi) Support services in relation to firmware updates

(xii) Updating the IT equipment in compliance with guidelines issued by the Mission

(xiii) Advice on the implementation of new software/hardware and various related equipment

(xiv) Support for Linux based operating systems, its peripherals and related technical issues

(xv) Technical support for IT Network of High Commission

(xvi) Technical support during the video conferences being organized by the High Commission from time to time.

Note:

a) The Vendor will render its services at the Mission's site. In case, the repair can't be done at the Mission's site the Vendor will have to take prior permission from the Mission for taking particular equipment to the service center. The cost of shifting the equipment to and from the Service Center shall be borne by the Vendor.

b) The Vendor shall 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 from the High Commission. The Vendor shall not be allowed remote access to any of the systems without permission of the High Commission. The vendor will not be allowed to carry any storage device, tool or software inside the Mission's premises.

c) The Vendor's technician/engineer will make one compulsory visit to High Commission once in a week from 10.00 am to 12.00 pm and remain on call on all days of the week. The technician/engineer will have to attend High Commission for any problem if called and provide emergency visits on need basis without any additional cost. It is also required that a representative of the vendor is available on phone (vendor will provide a mobile number for this purpose) at all the time.

d) The vendor will have to strictly follow the cyber security guidelines/policies while performing any task on the office PCs. The vendor and the assisting staff will not contact to PC users directly and assist them without prior permission of the concerned officer of this Mission, The vendor will not change any existing IT guidelines/policies on user's request.

2. Pre-qualification/Evaluation/Exclusion criteria:

S.N.	Particulars	Details
2.1	Experience	(a) The vendor should have minimum three years' experience in the field of maintenance of IT software and hardware. Documentary proof from

		<p>the client may be attached.</p> <p>(b) Preference will be given to those vendors who have experience in working with Diplomatic Mission/Govt. Departments/reputed Hotels/Corporates etc. Proof of the experience from that organization needs to be attached.</p> <p>(c) The engineers/technicians to be deployed by the agency shall have minimum 2 years' experience in maintenance/repair of IT equipment, software troubleshooting and internet cabling etc.</p>
2.2	The bid of any vendor who has not complied with one or more of the conditions of eligibility criteria and/or fail to submit the required documents as required/or mentioned in tender document are liable to be summarily rejected.	
2.3	The High Commission reserves the right to reject any or all tenders, wholly or partly or close the tender at any stage prior to the award of contract without assigning any reason whatsoever.	

NOTE: Unprecedented situation: If after opening of financial bids it is found that there are more than one lowest bidders, in that case preference will be given to these contractors which scores more evaluation marks in the technical bids.

3. Two Bid System:

3.1 Tender should be submitted in two parts, Part-I (Technical Bid) & Part-II (Financial Bid).

Envelope of Part-I should be superscribed as "Tender for Annual Maintenance Contract for repair, servicing and maintenance of 22 Desktops PCs, 2 Laptops & attached peripherals (Printer, Monitor etc.), 3 photocopiers and one Video Conferencing System installed at High Commission of India, Lusaka, Part-I Technical Bid". **All relevant documents along with signed and stamped copy of this tender document shall be enclosed with the Technical Bid only.**

Envelope of Part- II should be superscribed as "Tender for Annual Maintenance Contract for repair, servicing and maintenance of 22 Desktops PCs, 2 Laptops & attached peripherals (Printer, Monitor etc.), 3 photocopiers and one Video Conferencing System installed at High Commission of India, Lusaka, **Part-II Financial Bid**" and in this envelope, there should be **only financial quote.**

3.2 Bids should reach before due date of submission of bids. Telex/Facsimile, late or incomplete/conditional bids shall not be accepted.

3.3 Bids having financial quotes in the Technical Bid shall stand rejected.

3.4 The bids shall be valid for a minimum period of 120 days from the date of opening of technical bids. A bid for a shorter period shall stand rejected.

3.5 The technical bids shall be opened on the appointed date and time. After scrutiny of technical bids, the High Commission shall shortlist the eligible bidders and inform them of the date and time of the opening of the Financial Bids.

3.6 The High Commission reserves the right to reduce or increase the number of equipment offered for maintenance contract during the currency of AMC.

3.7 All documents submitted shall be numbered and self-attested with the seal of the bidder.

3.8 The rate quoted shall be net (including all taxes/duties) and no discount, free services/offers quotes shall be considered.

3.9 The tender is not transferable.

3.10 Consortium, Joint Venture, subletting, sub-contracting or hiring services of other entity for execution of the Services under this tender is not allowed.

3.11 Mere quoting the lowest rate shall not amount to commitment on the part of High Commission for award of contract.

3.12 The High Commission reserves the right to reject one or all of the bids without assigning any reason.

4. The payment shall be done on monthly basis subsequent to the satisfactory performance of the duties under the contract. The interested parties may visit the site for ascertaining the exact requirement of this High Commission from 15.03.2022 to 11.04.2022. This would help the interested entities to formulate their quotation. A prior appointment should be made with High Commission at mobile no +260 777193904 for this purpose.

5. The sealed envelope (Both Technical & Financial) should be submitted to the attention of the Head of Chancery, High Commission of India, Lusaka latest by **11th April 2022 (1600 hrs)**.

6. Representatives of all the bidding parties can be present at the time of the opening of the bids. The bids shall be opened on **12th April 2022 at 1000 hrs** at the High Commission of India, No. 1, Pandit Nehru Road, Longacres, Lusaka.

7. The work shall be offered to the lowest bidding party.

(Sudipta Roy)
Head of Chancery

Technical bid proforma

To
Head of Chancery
High Commission of India
Lusaka

Subject : Annual Maintenance Contract (AMC) for 22 Desktops PCs, 2 Laptops & attached peripherals (Printer, Monitor etc.), 3 photocopiers and one Video Conferencing System installed in the High Commission of India, Lusaka

Dear Sir,

In response to your tender notice no. No. Lus/Admn/885/02/2022 dated 14th March 2022 for the above mentioned contract, I/We, a Private/Public Ltd Company/Partnership/Sole Proprietor submit the bids with the following particulars :

S.No.	Description	Particulars
1.	Name of the firm	
2.	Year of establishment	
3.	Registration no. with a copy of registration certificate	
4.	Registered postal address	
5.	(a) Telephone no. (office) (b) email (c) Mobile no. (d) Website address, if any	
6.	Address of branches, if any	
7.	Name and address of proprietor executive director of the company (a) Mobile no. (b) email	

8.	(a) Name & Designation of authorized signatory (b) Address for communication (c) Contact details (Mobile, email etc)	
9.	Annual Turnover for the last three financial years (i) (ii) (iii)	
10.	List of major clients with satisfaction certificate (i) (ii) (iii)	
11.	Any other information or document which may help in assessing bidder's abilities	

Having acquired the requisite information related to the subject work after the inspection and examining the form of contract, nature, quantum of work as affecting the tender invited by on behalf of the High Commission of India, Lusaka; I/We, the undersigned hereby offer for the above work in the High Commission of India, Lusaka, strictly in accordance with the terms and conditions as indicated by you in the said document. I/We have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them. Our company meets all qualifications as mentioned in the tender document.

Further we also certify that I/We have not been debarred and blacklisted by any government agency or organization in Zambia/or any other country.

Thanking You,

Yours faithfully

(Bidder's name & signature with stamp)

Financial Bid Proforma

To
Head of Chancery
High Commission of India
Lusaka

Subject : Annual Maintenance Contract (AMC) for 22 Desktops PCs, 2 Laptops & attached peripherals (Printer, Monitor etc.), 3 photocopiers and one Video Conferencing System installed at High Commission of India, Lusaka

Dear Sir,

In response to your tender notice no. No. Lus/Admn/885/02/2022 dated 14th March 2022 for the above mentioned contract, I/We, a Private/Public Ltd Company/Partnership/Sole Proprietor submit the bids with the following particulars :

Name of The firm : _____

S. No.	Description	Monthly charges (in Kwacha)
1.	Annual Maintenance Contract for IT equipment at High Commission of India, Lusaka	
2	Taxes	
	Total	

Further we also certify that I/We have read all the conditions in the tender document and shall abide by the conditions mentioned therein.

Thanking you,

Yours faithfully

(Bidder's name & signature with stamp)