



Consulate General of India
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No. HON/ADM/885/1/2017

November 21, 2023

Subject: Computer Maintenance Contract

The Consulate General of India, Hong Kong invites quotations for Annual Maintenance Contract for two years for its 41 computers and its peripherals.

2. The bidding firm will have to provide annual maintenance of the 41 computers and its peripherals used by this Consulate.
3. The details may be seen at Consulate's website www.cgihk.gov.in. For any clarification Mr. Ram Kumar (Tel: +852-39709929, E-mail: information.hongkong@mea.gov.in) may be contacted.
4. The tenders are invited under two bids system viz. Technical Bid and Financial Bid with a minimum validity of 180 days from the last date of submission. The quotations may be sent to the Consulate in two separate envelopes containing;
 - i). A technical proposal
 - ii). A financial proposal
5. The bidders are required to deposit Earnest Money Deposit (EMD) of HKD 3000/- in the form of Demand Draft/Banks Cheque or Bank Guarantee from any commercial bank in Hong Kong in favour of "Consulate General of India, Hong Kong", failing which the bids will not be considered.
6. The envelop may be submitted by post or by hand at the reception of the Consulate, at 16-A, B & D, United Centre, 95 Queensway, Admiralty, Hong Kong
7. The last date to submit the quotation is 05th December, 2023.

(Himanshu Gupta)
Head of Chancery

Section-I

Introduction and Credentials of Bidder/Technical Information
(Proforma to be submitted with Technical Bid by the Bidder)

1. Name of Company:
2. Address of the Registered Officer :
3. Correspondence address:
4. Contact details:

Telephone No. :

Fax No. :

E-mail:

S. No.	Requirements	Response (with necessary proofs, if any)
1.	a) Brief introduction of the company	
	b) Previous experience in the field (minimum three years)	
	c) Total number of regular employees with the company	
	d) Annual turnover of the company for the last two years.	
	e) Registration certificate and license for the services	
2.	List of other companies where the company is providing similar services.	

Supporting documents are to be attached

(Documents about the bidders, experience, name of other offices/establishments where the bidder is working/has worked earlier, etc. and any other information about bidder – these documents can be supplied and attached by the bidders).

Signature of bidder_____

Stamp of bidder/Company_____

Date_____

Section-II

Financial Bid document - Form of Tender

(To be submitted by the Bidder)

To: Consulate General of India

We have examined and read the tender conditions for Two-years Contract for Repair and Maintenance of computers and its peripherals of Consulate General of India, Hong Kong. We offer to execute and complete the services, in conformity with this tender, which includes all these documents for the payment of **HKD** (Quote lumpsum for the year and for two years)

For One year :

For Two years:

-----exclusive of VAT.

If this offer is accepted, we will commence the services immediately on receipt of work order and signing of Service Agreement.

We understand that you are not bound to accept the lowest or any tender you may receive.

Signature_____

In the capacity of:

Duly authorized to sign tender for and on behalf of:

Address:

Date & Place:

Section-III

General Scope of work

The Annual Maintenance Contract (AMC) for two years shall cover the maintenance of the IT hardware, software infrastructure and internet connection. The IT set up of Consulate include the following;

- i) 41 Computers
 - ii) 30 Printers
 - iii) 05 Scanners
 - iv) 02 - Manageable Switch (24 ports & 48 port)
 - v) 02 - Router
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- a) To install operating system, utility software and antivirus in the systems & fix any part installation issues.
 - b) To replace the parts of hardware when required.
 - c) To help in other IT related maintenance issue like back up etc.
 - (d) Any other maintenance work to be undertaken related to the Computers/peripherals
 - (e) The necessary support for maintaining malware free computer environment in the Consulate and help in upgrading the software /virus Detection Mechanism shall be provided by the Consulate.

Signature of bidder_____

Stamp of bidder/Company_____

Date_____

Section IV
Terms and Conditions

1. The contract shall be valid for a period of two years from the date of its award. The rate quoted shall remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period.
2. The payment for services shall be made on quarterly basis, at the end of each quarter.
3. The contractor shall not change the engineers/technicians without prior written clearance from the Consulate. Further that the contractor shall provide a substitute for a deployed engineer. Failure to do so may lead to termination of the contract.
4. If any damage/loss of equipment is caused by the contractor or any of its representatives, an amount equivalent to the loss, so caused, shall be recovered from the quarterly payment made to the contractor.
5. The malfunctioning/defective hard disk (HDD)/SDD of any computer during warranty period should be changed with new one without old one being returned. In no case, hard disk will be taken out of Consulate's premise.
6. The contractor shall not further sub-contract, the whole or any part of the contract, under any circumstances to a third party.
7. The contractor shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disk/USB drive of any computer system and related peripheral under this maintenance contract. The contractor shall keep, in ready stock, appropriate software for the recovery of the data.
8. The engineers/technicians shall not change the setting of any computer and related peripherals and shall not install any unauthorized software without seeking the prior permission of the Consulate.
9. The selected bidder shall be required to sign an AMC Agreement with the Consulate. The agreement shall be signed within a week from the date of award of the contract by the Consulate.
10. The selected bidder shall submit following undertaking:-
 - (i) A Non-Disclosure Agreement (NDA) to the effect that the bidder and the personnel deployed by the bidder shall not disclose any information/data which they may obtain/acquire while providing services to the Consulate.
 - (ii) Contractor shall restrict his request for entry passes/identity cards and ask for only that many number of its employees as would be actually and reasonably required.
 - (iii) Contractor shall not change its employees frequently.

11. The period of Annual Maintenance Contract can be extended by a further period of 2 years, one year at a time, at the same rate, terms and conditions after completion of AMC period based on the performance of the service provider and on mutual consent by both parties.
12. Successful bidder shall deposit a "Performance Bank Guarantee" @ 10% of the total bid value in favour of "Consulate General of India, Hong Kong" within a period of two weeks from the date of award of contract and valid upto six months after expiry of the contract.
13. If successful Tenderer fails to furnish the required "Bank Guarantee" within the specified period, its Earnest Money Deposit shall be forfeited.
14. The Consulate may call the company in case of any problem during normal days and normal office hours (9.00 am to 5.30 pm). Rep. of company shall visit within 06 hrs for the service and within 3 hrs in urgency. However, extension of 24 hrs can be given by the concerned officers.
15. All the complaints will be attended on site. A representative of the Consulate will be present during the period of servicing at the site.
16. The maintenance and repair shall include replacement of parts wherever necessary up to a value of HKD 200/- in each case.
17. Rep. of company will not be bound to attend the queries of the users or train the users regarding software applications and other software related problems.
18. Both parties shall have the right to terminate the contract/agreement at an earlier date by giving no less than 30 days' notice in writing to the other party. Delivered e-mail will also be considered as notice.
19. Company will provide report of the action/work done, if sought by Consulate. It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Consulate General of India, Hong Kong.
20. The technicians should be English speaking and have good technical skills with previous experience of repair and maintenance of computers and its peripherals.
21. The Consulate reserves the right to reject one or all of the bids without assigning any reason.

Signature of bidder _____

Stamp of bidder/Company _____

Date _____