



**High Commission of India  
London**

....

**NOTICE INVITING TENDER**

**Bids are invited from reputed Firms/Companies based in UK for providing repair and maintenance services as follows: -**

1. Annual Maintenance Contract (AMC), between the High Commission of India in London (“**HCI**”) and the Contractor, shall cover the services and maintenance of the IT hardware & software infrastructure including cyber security of the properties of HCI. IT hardware includes but not limited to Computers, Laptops, Printers, Scanners, Servers, Video Conferencing system, Network Equipment or other IT equipment including networking cables and communication support.

**A. GENERAL SCOPE OF WORK**

2. The Contractor shall allocate a qualified engineer to be resident at HCI for full day between 0900 hours and 1800 hours from Monday to Friday except holidays observed in HCI. In case of urgency or functional needs, the engineer may be required beyond normal working hours/weekends/holidays. If required, the engineer may be deployed at any other place outside HCI.
3. General Scope of Works for the IT engineer is as under: -
  - (i) Overall maintenance of IT infrastructure of India House and residences of High Commissioner (HC) and Deputy High Commissioner (DHC).
  - (ii) Maintenance of hardware and software including Internet and network cables and IP based telephone support system. Software maintenance includes, but not limited to, troubleshooting, re-configuration, re-formatting, updation of OS, and re-installation of operating systems (Fedora, Linux, Windows, Mac, etc.); browsers; HCI’s emails; office software; antivirus; data retrieval and installation/configuration/ removal of any other software.
  - (iii) Identification and removal of malware that are not detected by anti-virus software from the computer system, updation of security parameters regarding

network and PC systems including installation/configuration of new or existing devices/equipment.

- (iv) Configuration of all office equipment.
- (v) Assistance in procurement of IT related peripherals.
- (vi) Making arrangements for virtual meetings.
- (vii) Any other works in relation to above.

An indicative list of IT equipment is as below: -

<b>Sl. No.</b>	<b>Description of items</b>	<b>Approximated quantity *</b>
1.	Desktop & Laptops	180 - 200
2.	Printers, Scanners, Photocopiers, Projectors and Video Conferencing System	150 - 200
3.	Servers	5-7
4.	Telephone system	5
5.	Networking Switches/Ports	8-10
6.	Other systems / equipment	10-20

\*The number of equipment may vary during the contract period since older/dysfunctional equipment continue to be disposed-off and new equipment purchased by the HCI. All tools required for the maintenance shall be made available by the Contractor.

## **B. TERMS & CONDITIONS**

- 4. The Contractor shall provide, in advance, the credentials including educational background of the engineer to be deployed at HCI. The engineer shall not be changed without prior written clearance from the coordinator. A substitute shall be provided by the Contractor during absence of the regular engineer. Credentials including educational background of the substitute shall also be provided by the Contractor before his deployment. HCI reserves right to accept or deny the deployment of an engineer.
- 5. The engineer should be well qualified having B.E./B.Tech. or equivalent degree with minimum two years of relevant experience. He / she must have thorough knowledge of Linux Operating Systems.
- 6. Payment for services shall be made on monthly basis, at the end of each month, on the basis of satisfactory report. The quality of services shall be evaluated on the basis of feedback from the users.
- 7. The contract shall be valid for a period of one year 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. The contract may be extended for further period of one year at the same rates subject to satisfactory services provided by the Contractor.

8. HCI reserves right to reject any quotation or scrap the entire process without assigning any reason. No claim, whatsoever, in this regard shall be entertained.
9. This tender is not transferable. Consortium, joint venture, subletting, sub-contracting or hiring of services of other entity for executive of the services under this tender is not allowed.

### C. SUBMISSION OF BIDS

10. Bids may be submitted in two different envelopes as per details given below: -

**I. TECHNICAL BID** - The first sealed envelope (marked as Envelope “A” and superscripted as Technical Bid) should contain following documents regarding technical specifications of the company.

Sr. No.	Company's eligibility criteria	YES / NO	Remarks
1	Company House registration	YES / NO	Proof of registration may be submitted
2	VAT registration	YES / NO	VAT No. may be submitted
3	The company should have experience of minimum 5 years in the IT field	YES / NO	Documentary proof may be submitted
4	Financial turnover for the last 2 years should not be less than £1 million	YES / NO	Documentary proof may be submitted
5	The company should have minimum 10 employees working at present	YES / NO	Documentary proof may be submitted (wherever possible)
6	The company should be providing similar IT services to minimum 10 customers	YES / NO	Documentary proof may be submitted (wherever possible)
7	An undertaking that IT engineer to be deployed would have minimum experience of 2 years	YES / NO	Signed undertaking may be submitted.
8	An undertaking that the company agrees to the terms and conditions of the Tender documents.	YES / NO	Signed undertaking may be submitted.

- II. **FINANCIAL BID** - The second envelope (marked as Envelope “B” and superscripted as Financial Bid) should provide the charges, in GBP, in the following format:

<b>Hourly charges</b> for normal working hours on weekdays between 0900 – 1800 hours	<b>Overtime charges</b> for weekends, holidays and beyond regular working hours, i.e. 0900 – 1800 hours*	<b>Any other charges</b> including taxes (if any) may be indicated separately

\* Overtime charges will be paid only in case services of engineers are specifically required beyond normal working hours or on weekends and not for jobs assigned during normal working hours.

- III. Both the sealed envelopes, should be placed in the main sealed envelope superscripted "**Tender for AMC for IT Services of HCI**" addressed to the First Secretary (Project & Maintenance), High Commission of India, India House, Aldwych, London WC2B 4NA and must reach HCI before last date of submission of bids.

11. Important schedules and dates are as under:

<b>S. No.</b>	<b>Key Events</b>	<b>Dates</b>
1	Date of publication of bids	7 April 2021
2	Last date for submission of bids	7 May 2021
3	Date of opening of Bids ( <i>Participant bidders may wish to be present</i> )	11 May 2021
4	Venue for opening of bids	High Commission of India, India House, Aldwych, London, WC2B 4NA

12. Any clarification/information regarding this tender notice may be obtained by email at [pnm1.london@mea.gov.in](mailto:pnm1.london@mea.gov.in).

(Shitanshu Chaurasiya)  
First Secretary (Project and Maintenance)