

**Consulate General of India
Atlanta**

Notice for Inviting Tender

Tenders are invited from reputed Firms/Companies based in Atlanta, USA for Annual Maintenance Contract for servicing, maintenance and upkeep of Computers, Voip telephone system etc. at Consulate General of India, Atlanta, 5549 Glenridge Drive NE, Atlanta, Georgia-30342.

2. **Scope of Work**: The following is proposed to be the scope of work for the maintenance contract for the Consulate and residence of Consul General:

Maintenance of Voip telephone system, CCTV Camera System, Access Control system, photocopier, all electronic/electrical equipments, Desktop computers, Laptop/I Pad, Printers/Scanners and cables

3. **Functions To Be Performed By The Vendor:**

(i) The Annual maintenance Contract (AMC) between the Consulate General of India, Atlanta (**The Client**) and the Vendor shall cover the maintenance of IT Hardware and software infrastructure, internet cabling work and network cabling work, telephone system, Door Frame Metal Detectors, CCTV camera system, Access Control System, video/TV systems, two Samsung photocopiers, all electronic/electrical equipment, Desktop computers (41), Laptop/I Pad, Diletta Printers/Three in one Printers/Scanners and cables are fully functional at all times. 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 Client.

(ii) The core services for 41 desktops, Laptop/I Pad support include :

checking all PC's, installation of new system/Printer/Scanner, installation and updates of E scan Antivirus, repair/updating software, removing Temp files, improve user profile and Registry performances, check Hard disk space & RUN DISK cleanup, protecting the systems from virus and removing of unnecessary software, unlimited visits to check systems health status on demand, Email configuration, Management of outlook mails, other on demand IT needs

(iii) Computing Devices: Hardware installation, software and hardware maintenance of existing systems, Network Security Maintenance and Configurations. The software maintenance includes, but is not limited to,

troubleshooting, re-configuration, re-formatting, updation of OS and re-installation of operating systems (Fedora, Linus, Windows, IOS etc); browsers; email clients; office software; virtual machines; data retrieval and installation/configuration/removal of any other software approved by the Ministry. It also includes 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 from time to time.

(iii) Security system with CCTV system, periodic backup of recordings at DVRs
Two door frame metal detectors, entrance access control system, IEL Irox-pad at the front of the building, security motion detector to open the door from inside with hardware.

(iv) Maintenance of vertical 12 port analog card, vertical PR1/T1 system card, VOIP phone system with 30 phones with 16 incoming lines, fax lines/vonage telephone equipment/lines. Recording of calls received/sent at Consular Section for monitoring

(v) It would be responsibility of vendor to work in coordination with all system vendors and sort out any problems and issues. No bills shall be produced for overseeing such projects.

(vi) The vendor would maintain all hardware & software that connects to the voice/video/data networks (both wired and wireless).

(vii) The vendor shall allocate an engineer who would undertake visits of half day duration (4 hrs) each week to check whether all the systems function well.

(viii) In addition, the company would undertake emergency visits whenever required to repair/rectify any problems with the computers, & all equipment under the scope of work by making a visit to Consulate premises. In case of urgent incidents or unresolved issues during weekday, the representative will work on holidays/weekends. No additional charges will be paid for this. The engineer should be well qualified having B.E/B.Tech with minimum two years of relevant experience. The engineer at times may be required to attend to work at the residence of the Consul General and CGI events in hotels for which no separate payment towards conveyance etc. shall be made. All tools required for the maintenance shall be made available by the Contractor.

(ix) The Engineer deployed shall preferably be an Indian Citizen. A Background check should be performed on engineers and report should be given to the Consulate. The engineer deployed by the Vendor shall be under the control and supervision of IT Security Officer and Head of Chancery of CGI Atlanta hereinafter referred to as the Coordinator or any other person authorized by the Client.

(x) The Engineer shall work under the instructions of the Coordinator or any other person authorized by the Client and shall submit complaint sheets to such person for each complaint attended by them. The complaint sheet shall clearly define the nature of complaint, location of office and time taken for rectification of complaint. The engineers are also enquired to get the complaint sheets signed by the respective end users who shall rate the quality and promptness of the service. The vendor shall provide a computerized network based system for logging monitoring of complaints within one month from the date of award of the contract.

(xi) The engineers/technicians shall be equipped with Mobile phones to ensure their availability. An amount of USD50/- per day shall be deducted for delay of each day in attending to the complaint and complaint register will be maintained by the engineer accordingly which will be countersigned by Vice Consul (Admn) of CGI Atlanta.

(xii) As far as possible, the repairs shall be carried out on-site itself. The equipment shall have to be repaired in-house and in no case shall it be taken out of the building without prior written authorization of the Coordinator. **Hard-Disks shall not be taken out the Consulate's building under any circumstance.**

(xiii) The maintenance and repair shall NOT include replacement of parts. In case of replacement of part is required like mouse, key board, power-supply unit, patch cable etc the defective equipment/item/part shall be replaced by the equipment/item/part of the same specification and in case, these are not available, the higher specification, acceptable to the Client shall have to be installed,. In no case, shall the defective equipment/item/part be replaced by old spares. The details of the defective equipment/item/part of those, which are replaced, will be specified in the maintenance record.

(xiv) The vendor shall carry out preventive maintenance of each machine once in every month. In order to forestall any major failure of the same, the preventive maintenance shall include physical cleaning of the equipment (both from outside and inside); system cleaning; software updates and system hardening as directed by the Coordinator. A preventive Maintenance Report shall be submitted to the Coordinator.

(xv) 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 payment made to the contractor. The decision of the Customer shall be final and binding in this regard.

(xvi) The procurement of parts shall be done by the Client and the Vendor shall assist in identifying the best made and quality of parts which includes but not limited to processor/motherboard, laser jet/inkjet printers, LCD/TFT monitors, CD Rom/DVD Rom, LA Cards, SVGA Cards, External Hard Disk, UPS etc.

(xvii) The Vendor 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 peripherals under this maintenance contract. For this the Contractor shall keep, in ready stock, appropriate software for recovery of the data.

(xviii) The engineers/technicians shall not change the setting of any computer and related peripherals and shall not install any unauthorised software without seeking the prior permission of the coordinator.

(xix) The Contractor shall maintain wing wise list all the hardware as per Proforma prescribed by the Ministry and update the same every quarter. Separate maintenance records of each of the hardware equipment shall also be maintained.

(xx) The Vendor shall coordinate with Original Equipment Manufacturer (OEMs) for the repair/maintenance of under-warranty items (existing or purchased after signing of the contract). The Contractor may be required to contact National Informatics Center in India or any other agency to sort out any issues relating to the IT matter.

(xxi) The Vendor shall ensure that the engineer is present in appropriate attire and possess valid ID cards on all working days and when required on a non-working day. In case of engineer going on leave, alternative arrangements shall be made well in advance under prior intimation to the Coordinator.

(xxii) The Vendor shall not change the engineer without prior written clearance from the Client. Further, the Vendor shall provide a substitute for a deployed engineer, during such absence.

(xxiii) The vendor would keep all the systems updated during their periodical visits, and wherever required, advise the Consulate on any purchase of new hardware/software in this regard.

(xxiv) The vendor would guide the staff members of the Post on the functionality of hardware & software systems covered under the scope of work.

(xxv) The vendor would be responsible for system-level security, through monitoring, threat avoidance and security counter measures.

(xxvi) In case the Vendor backs out midway without the explicit consent of the Consulate General of India, Atlanta, he shall be liable for recovery at higher rates, vis-vis those contracted with Vendor, which may have to be incurred by the Consulate General of India on maintenance of machines for the balance period

of Contract through the alternative means. And the above act of backing out shall automatically debar the Vendor from any further dealing with this Post and the Performance Bank Guarantee shall stand forfeited.

(xxvii) At the time of completion of contract, it shall be duty of the Vendor to handover all related software/drivers/maintenance record/register/inventories etc. to the Coordinator. The payment of the last month shall be released only after successful handing over, as specified above. The Contractor shall not further sub-contract the whole or any part of the Contract under any circumstances, to a third party.

Terms and Payment Conditions

a) The vendor agrees to maintain complete privacy, confidentiality and security of the data or material on CPU that its representative or engineers comes across during the process of service/maintenance. Under no circumstance, shall the data/information he comes across during the course of servicing/maintenance shall be divulged to any person/party. Any breach on this account shall not only result immediate termination of the contract and forfeiting of performance guaranty but the vendor shall also be liable for action by the Consulate General of India, Atlanta.

b) The Client reserves the right to terminate the contract in case the Vendor consistently fails to provide services upto the satisfactory level or on security grounds.

c) Should possess experience for at least 5 years in Computer Maintenance and supported by user satisfaction certificate and other documents like achievement of the company. Evidence of registration of the company under relevant statutory regulations.

d) The bidder should have trained Engineers who are well versed with the Fedora/Linux Operative systems and have a sound knowledge of recent developments in IT sector.

e) Undertaking: The bidder shall provide an undertaking in company letter head that (i) he agrees to terms and conditions (TNC) of Tender document (TD) (ii) the rate quoted are realistic keeping in view of the cost of scope of work given in NIT (TD) (iii) the company is neither black listed by any Government/department nor any criminal cases registered against the bidder/organisation or its partner in USA. The undertaking should be duly signed under Company seal.

f) The payment of services shall be made on monthly basis, in US Dollars, at the end of each month, on the basis of satisfactory report from the coordinator. The quality of service shall be evaluated on the basis of excellent service feedback from the users. In case of unsatisfactory services, penalty not more than 20% of monthly contract value may be imposed with the approval of Consul General.

g) Earnest Money Deposit/Bid Securing Declaration

The bidder shall submit a Demand draft or Banker's cheque or Bank Guarantee (as per attached proforma with this RFP) amounting to US \$ 200 or Bid Securing Declaration (**Annexure-I**). EMD of unsuccessful bidders shall be returned after finalization of the contract. No interest shall be paid on the EMD amount.

Failure to honour the Bid Securing Declaration shall render the bidder ineligible to participate in any tender on behalf of Government of India, for a period of two years from the date of publication of the Tender in which the default has happened.

h) Performance Bank Guarantee: The Vendor shall furnish Performance Guarantee in the name of Consulate General of India, Atlanta for 5% of total annual value of contract which shall be released to the Vendor on completion of the Contract. Bank Guarantee may be invoked for the breach of the Contract by the Vendor.

i) Disputes: Any dispute(s) raises with reference to the any provision of the Contract; the decision of the Consulate shall be final and binding.

j) Preference will be given to the companies having experience in working with reputed companies/diplomatic missions/government departments in USA.

k) In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the client shall have the right at any time to terminate the contract, with one month or shorter notice period, forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for blacklisting, etc. solely at the discretion of the competent authority in Consulate.

How to apply

The prospective bidder is accordingly advised to go through the scope of work before preparation of bid. The quotation amount should be quoted on monthly rates separately and any taxes/levies should be indicated separately. Unrealistic rates quoted by the bidders shall not be considered. Therefore, bidders are

required to quote realistic rates keeping in view the cost of scope of work given below while filling the quotation, the bidder is to adhere the guidelines of the Consulate in letter of spirit. The Consulate General of India reserves the right to reject any quotation solely for scrap the whole process without assigning any reason. No claim whatsoever in this regard shall not be entertained.

The premises may be inspected on a working day from 1000 hrs to 1600 hrs and please contact 404-549-8778 for fixing appointment for viewing the premises.

Any clarification on this tender may be obtained from “Head of Chancery, Consulate General of India, Atlanta” in person or by email : hoc.atlanta@mea.gov.in or adm.atlanta@mea.gov.in.

38. The bids (Technical and Financial bids) should be sent in two separate sealed envelopes to Mr. Asim Kumar, Consul & HOC, 5549 Glenridge Dr. Atlanta, GA. 30342. The Earned Money Deposit or Bid Security Declaration may be enclosed in the envelop of Technical bid. The Technical bids should include (1) Company profile, (2) details of work undertaken in the past or present including giving references, (3) to provide their price bids as per the scope of work mentioned in the tender document. For questions, they may contact Mr. Asim Kumar, Consul & HOC at email id: hoc.atlanta@mea.gov.in or MS. Sudha Subramanian at email id: adm.atlanta@mea.gov.in.

Asim Kumar
Head of Chancery

Consulate General of India

Atlanta

(This may be submitted by the bidder in lieu of EMD)

(i) Bids Securing Declaration

I/we accept that if I/we withdraw or modify Bids during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for the period of time specified in the request for bid document from being eligible to submit Bids for contracts with the Government of India.

Date:

Place:

Name:

Signature: