

Embassy of India
Moscow
Notice Inviting Bids

The Embassy of India, Moscow (Mission) invites bids from interested entities (referred to as Vendor hereafter) for providing maintenance services in relation to Desktop PCs (91 in number) and Servers (4 in number) on an annual basis. The Annual Maintenance Contract (AMC) should include the following services:

- Service and maintenance of all the hardware with exclusion of the cost of any equipment/parts which shall be borne by the Mission
- Software support including installation of Operating System, Device Drivers and other similar support services
- Support services in relation to Internet and LAN
- Up-gradation of systems with the use of the available resources in order to enhance their effectiveness
- Regular diagnosis and monitoring of all the IT equipment
- Support internal security policy in relation of the network
- Configuration of the e-mail clients such as Thunderbird/Outlook etc for access to official mail
- Repair of the server and fault diagnosis with recommendations for repair
- Support for backup of critical data of the Mission
- Support for network virus protection and updating databases
- Support services in relation to firmware updates
- Updating the IT equipment in compliance with guidelines issued by the Mission
- Advice on the implementation of new software/hardware and various related upgrades
- Support for Linux based operating systems, its peripherals and related technical issues.
- Technical support for IT network of the Mission.

Note:

- a) The Vendor will render its services at the Mission's site. In case, the repair cant be done at the Mission's site, the Vendor will have to take prior permission from the Mission for taking a 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 performance of its duties under this contract and shall not disclose or cause to be disclosed, such data or information to any third party or use itself without express permission from the Mission. The Vendor shall not be allowed remote access to any of the systems without permission of the Mission. The vendor will not be allowed to carry any storage device, tool or software inside the Mission's premises.
- c) It is desired that the Vendor will arrange at least one visit per week of an expert for addressing Mission's concerns and provide emergency visits on need basis without any additional cost. It is further desired that a representative of the vendor is available on phone 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 Cyber Security Officer of this Mission. The vendor will not change any existing IT guidelines/policies on user's request.


2. The payment shall be done on quarterly 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 Mission from 22.11.2019 to 12.12.2019. This would help the interested entities to formulate their quotation. A prior appointment should be made with Establishment Section of the Embassy of India (Tel. No. 495-7837535 /Extn. 243) for this purpose.

3. Entities are required to submit their bids in a sealed envelope describing in detail the services that they are expected to render in relation to this tender. The bids should be valid for a period of three months from the date of the opening of bids.

4. The sealed envelope should be submitted to the attention of the Head of Chancery, Embassy of India, Moscow latest by 12.12.2019 accompanied with the proof of payment of Rbls. 50,000/- to the Embassy of India, Moscow vide bank transfer (Bank details can be obtained from the Embassy while visiting the site for inspection). The amount of Rbls. 50,000/- will be treated as earnest money deposit/bid security and would be returned to all the unsuccessful bidders within 30 days after finalization of the contract with the successful bidder.

5. The successful bidder shall be obliged to deposit an amount equivalent to 5% of the value of the contract to be awarded as performance security. The performance security shall remain valid for a period of 60 days beyond the completion of all contractual obligations of the bidder. The bid security shall be refunded to the successful bidder on the receipt of the performance security.

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 13.12.2019 at 1030 hrs. at the Embassy of India, Moscow, Vorontsovo Pole, 6-8. The work shall be offered to the lowest bidding party.


(Aseem Vohra)
Head of Chancery
20.11.2019