

Embassy of India
Cairo

No. CAI/CHA/885/01/2020

26th December, 2024

Notice Inviting Tenders

The Embassy of India, Cairo invites sealed tenders (Technical and Financial Bid) from interested entities (referred to as 'Vendor' hereafter) for providing maintenance services in relation to 72 Desktop PCs including laptops & peripherals (UPS, Printer, Scanner, Monitor etc.) and servers installed at the Embassy of India, Cairo on an annual basis. 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 Mission;
- (ii) Software support including installation of Operating System [Windows/Linux (Viman/Fedora/MAC)], Device Drivers and other similar support services;
- (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) Performing monthly periodical preventive and remedial maintenance to test the hardware and software programs and operating systems. Regular diagnosis and monitoring of all the IT equipment;
- (vi) Support internal security policy in relation of the network;
- (vii) Repair of the server and fault diagnosis with recommendations for repair;
- (viii) Support for backup of critical data of the Mission;
- (ix) Support for network virus protection and updating databases;
- (x) Support services in relation to firmware updates;
- (xi) Updating the IT equipment in compliance with guidelines issued by the Mission;
- (xii) Advice on the implementation of new software/hardware and various related equipment;
- (xiii) Support for Linux based operating systems, its peripherals and related technical issues;
- (xiv) Technical support and customer help for IT Network of Mission;
- (xv) Committing to install and upgrade Firewall, Spyware and Antivirus protection systems to ensure virus and problem free computers.

Note:

- a) The Vendor will render its services at the Mission's premises. 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. Only licensed version of OS and software should be installed and used. Third party unlicensed or free version of software should not be used.
- 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 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) The Vendor's technician/engineer will make three compulsory visits to Embassy (Sunday, Tuesday and Thursday) from 1000 hrs to 1300 hrs and remain on call on all days of the week. The technician/engineer will have to attend Embassy for any problem within a reasonable response time (48 hours or 72 hours depending on the nature of the complaint) 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 No.	Particulars	Details
2.1	Experience	<p>(a) The vendor should have minimum three years' experience in the field of maintenance of IT software and hardware. Documentary proof form the client may be attached.</p> <p>(b) Preference will be given to those vendors who have experience in working with Diplomatic Missions/Govt. Departments/reputed Hotels / Corporate 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 Embassy 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 those 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).
- (a) Envelope of Part-I should be superscribed as "**Tender for Annual Maintenance Contract for servicing and maintenance of Desktop PCs including laptops & peripherals (UPS, Printer, Scanner, Monitor etc.) and servers installed at Embassy of India, Cairo, 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 servicing and maintenance of Desktop PCs including & peripherals (UPS, Printer, Scanner, Monitor etc.) and servers installed at Embassy of India, Cairo, Part-II Financial Bid**" and in this envelope, there should be only financial quote.
- (b) Bids are to be deposited to Embassy of India, Cairo at **No. 5, Aziz Abaza St, Zamalek, Cairo**, in sealed envelopes. Both the technical bid and financial bid envelopes should be sealed separately and both the sealed envelopes should be placed in a third larger envelope clearly mentioning "**Technical and Financial Bid for Annual Maintenance Contract for servicing and maintenance of Desktop PCs including laptops & peripherals (UPS, Printer, Scanner, Monitor etc.) and servers installed at Embassy of India, Cairo**" and addressed to "Head of Chancery" Embassy of India, Cairo, Egypt, **latest by 15th January, 2025 up to 1730 hrs**. The bids will be opened at **1100 hrs on 16th January, 2025** in the O/o Head of Chancery, Embassy of India, Cairo.
- 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 Embassy shall shortlist the eligible bidders and inform them of the date and time of opening of the Financial Bids.
- 3.6 The Embassy 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 This 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 Embassy for award of contract.

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

4. The payment shall be done on quarterly basis subsequent to the satisfactory performance of the duties under the contract.

5. The sealed envelope (Both Technical and Financial) should be submitted to the attention of the Head of Chancery, Embassy of India, Cairo **latest by 15th January, 2024 up to 1730 hrs.**

6. The price quoted shall be considered firm and no price escalation will be permitted.

7. Tender documents are available on Mission's website <https://www.eoicairo.gov.in/> and www.eprocure.gov.in. Details can also be collected from Attache' (Property & Accts), Tel: +202-27356257 or attadmn.cairo@mea.gov.in.

8. 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.

9. Representatives of all the bidding parties can be present at the time of the opening of the bids. The bids shall be opened at **1100 hrs on 16th January, 2025** at the Embassy of India, **5, Aziz Abaza St, Zamalek, Cairo.**

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



(John M. Kerketta)
Head of Chancery

(JOHN M. KERKETTA)
HEAD OF CHANCERY
EMBASSY OF INDIA
CAIRO

Technical bid proforma

To,
Head of Chancery,
Embassy of India, Cairo

Subject: Tender for Annual Maintenance Contract for servicing and maintenance of 72 Desktop PCs including laptops & peripherals (UPS, Printer, Scanner, Monitor etc.) and servers installed at Embassy of India, Cairo

Dear Sir,

In response to your Tender Notice No. dated..... 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 last three financial years (i) (ii) (iii)	
10	List of major clients with satisfaction certificate (i) (ii) (iii)	

	(iv)	
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 site inspection and examining the form of contract, nature, quantum of work as affecting the tender invited by on behalf of the Embassy of India, Cairo;

I/We, the undersigned hereby offer for the above work in the Embassy of India, Cairo, 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 Myanmar / or any other country.

Thanking you,

Yours faithfully

(Bidder's name & signature with stamp)

Financial bid proforma

To,
Head of Chancery,
Embassy of India, Cairo

Subject: Tender for Annual Maintenance Contract for servicing and maintenance of 72 Desktop PCs including laptops & peripherals (UPS, Printer, Scanner, Monitor etc.) and servers installed at Embassy of India, Cairo

Dear Sir,

In response to your Tender Notice No.datedfor the above mentioned contract, I/We, a Private/Public Ltd Company/Partnership/Sole Proprietor submit the financial bids with the following particulars:

S. No.	Description	Annual fee (in US \$)
1	Name of the Firm	
2	Annual fee in US \$ (inclusive of all taxes) for AMC of 72 Desktop PCs including laptops & peripherals (UPS, Printer, Scanner, Monitor etc.) and servers, installed at Embassy of India, Cairo	

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)