

**Consulate General of India  
Shanghai  
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**Bid No.CGI/SHA/Computers/2019-1**

**Subject: Limited Tender Enquiry for Maintenance Contract of Computers and Peripherals (Validity 2 years from the date of signing of the Contract)**

The Consulate General of India, Shanghai (henceforth referred as 'CGI')located at 1008, Shanghai International Trade Centre, 2201, West Yan'an Road, Shanghai 200336 invites bids for maintenance for electronics/ computer equipments whose list is enclosed at Annexure – I.

The selected bidder is henceforth referred as 'Service Provider'.

**Timelines for Tender**

Date of Issue of Tender	:	18 December 2018
Date of Submission of Bids	:	09 January 2019
Award of Work	:	15 January 2019

**a) Eligibility:**

- i) Reputed firms/individuals having competence in troubleshooting and repair of computers peripherals and other equipments as mentioned at Annexure I;
- ii) The firm/individual should have highest moral ethical standards and should have not been blacklisted by any of its vendors or government;
- iii) Should have not been charged for any violation of data theft;

**b) Conditions of Contract and instructions to Bidders:**

- i) Service Provider should be in position to attend the requirements at shortest possible time but not later than 2 hours from the time of registering the complaint including on weekends and holidays;
- ii) The maintenance contract includes equipment falling within the warranty period and also those which are beyond the warranty period. In case of defect/deficiency of equipment is under warranty period, the Service Provider can make use of the supplier warranty for repairs;
- iii) For purpose of buying any items/materials for repairs the Service Provider may seek advance payment only if the cost of item is above RMB 400;
- iv) The Service Provider has option to submit individual bills on completion of the work or combined bills of various purchases of items/ materials made for repairs.

- v) Whenever the system cannot be repaired on site within the specified time limits, the Company will have the option to take the equipment to their workshop/premises with prior permission from Consulate;
- vi) The firm may be required to install anti-virus software (provided by the Consulate) in each of the computers and laptops every year and undertake regular virus scanning and virus removal jobs.
- vii) Four preventive maintenance checks of each system under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the Admin Section's representative. Preventive maintenance will include special cleaning of the monitor, printer, key board, mouse, telephone, EPABX, projectors, TV, telephone and internet switches & cables etc. from outside with liquid cleaner and inside will be carried out on quarterly basis.
- viii) The AMC includes formatting and maintenance of Computers, Laptops, LAN, Internet, Data recovery and re-installation including the Software used in the office. Also, to load and upgrade anti-virus software, if need arises.

**c) Payment Conditions:**

The payment will be processed in the form of monthly bills which is calculated on the basis of bid price divided by 12. The monthly bill will be paid before 15<sup>th</sup> day of every month;

**d) Performance Security:**

10% of the bid price of successful bidder will be kept as performance security. The selected bidder will have option to submit the performance security at the time of signing the contract or allow the CGI to deduct 10% of its Annual Contract value from the first two monthly bills.

**e) Penalty:**

Non-compliance to the conditions of contract or deficiency in service will attract a penalty of RMB 200 per day.

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**Bid Submission Form**

I/We \_\_\_\_\_ (name of the firm/individual), \_\_\_\_\_ (address) on \_\_\_\_\_ (date/time) do hereby confirm that I/we have read and understood the terms and conditions of the contract issued vide Bid No. CGI/SHA/Computers/2019-1.

I/We do hereby has the pleasure to quote RMB \_\_\_\_\_ as cost for Annual Maintenance Contract for computers and peripherals etc. as mentioned in Annexure-I. This quote is valid for 2 years from the date of signing of the contract.

I/We do hereby also confirm that our firm/individuals are not blacklisted or under investigation for any breach of contract on data theft by any of our service provider. I/We do hereby solemnly pledge to maintain highest ethical and profession standards while discharging our duties.

I/We do hereby agree to submit RMB \_\_\_\_\_ equivalent to 10% of the Annual Maintenance Contract as Performance Guarantee.

Or

I/We do hereby authorize the CGI to deduct RMB \_\_\_\_\_ equivalent to 10% of the Annual Maintenance Contract as Performance Guarantee from the first two monthly bills.

For the purpose of communication the nodal point will be as follows:

1. \_\_\_\_\_ (Name ) \_\_\_\_\_ (Mb.)

Signature & Seal

Date & Place: \_\_\_\_\_

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**Award of Work**

The Consulate General of India Shanghai represented through Head of Chancery has the pleasure to award the work for Maintenance Contract of Computers and Peripherals (Validity 2 years from the date of signing of the Contract) to \_\_\_\_\_ (Name of firm/individual with address) in accordance to the terms and conditions mentioned in Bid No. CGI/SHA/Computers/2019-1 and Bid Submission Form provided by \_\_\_\_\_ (name of firm/individual).

The validity of the contract starts from \_\_\_\_\_ (date) and ends on \_\_\_\_\_ (date). During this period the price will be fixed and non-negotiable.

Based on the preference for Performance Security given by you/your firm the CGI requests you to submit the Performance Security Amount before the start of the Contract Period.

For the purpose of communication the nodal point in CGI Shanghai are as follows:

- i. Shri Kailash C. Dariya, Mb. 133 0162 4119
- ii. Ms. Zhoujun Li, Mb. 137 6161 9010

**AparnaGanesan**  
**(Head of Chancery)**

**LIST OF COMPUTERS AND PERIPHERALS**

1.	Computers with internet	: 23
2.	Computers without internet	: 5
3.	Laptop	: 4
4.	Printer	: 23
5.	Printer with Scanner	: 4
6.	Scanner	: 4
7.	Fax Machine	: 2
8.	Photocopier	: 2
9.	Shredder	: 4
10.	TV	: 5
11.	Projector	: 2
12.	Sound System	: 1
13.	Telephone	: 26
14.	Internet Server	: 1
15.	Video Conferencing system	: 1
16.	Door locks System	: 3
17.	CCTV Camera	: 4
18.	Queuing System	: 1
19.	PABX System	: 1