



**Representative Office of India  
Ramallah**

**NOTICE INVITING E-TENDER**

for

Annual Maintenance Contract for computers and peripherals, servers and network equipment and internet cabling in ROI, Ramallah

Tender No: 2/ 2023	
Critical Dates:	
Date of Publishing	19.10.23
Bid Document Download Start Date	20.10.23
Bid Submission Start Date	20.10.23
Bid Submission End Date	10.11.23

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**SECTION –I**  
**INVITATION FOR ONLINE BIDS (IFB)**

1. Notice Inviting E-Tender:- Online bids are invited from reputed Firms/Companies engaged in providing maintenance services for the following:
  - i. Annual Maintenance Contract for Computers/Laptop/Printers/Servers/ UPS and other IT related peripherals installed in various offices located at Representative Office of India, Ramallah.
2. General Scope of Work:-

- i. The Annual Maintenance Contract (AMC) shall cover the maintenance of the IT hardware and software infrastructure and internet cabling work of the Representative Office of India, Ramallah. This will include maintenance and troubleshooting of Linux /Windows/Mac based computers, maintenance of switches, Unified Threat Management (UTMs) Devices, Servers, Firewall Managers (FMs) and also coordination with OEM/Firms for support of IT devices and also coordination with OEM/Firms for support of IT devices which are under warranty. An indicative list of IT equipments in ROI, Ramallah is attached at "Annexure-I". The number of equipments may vary during the contract period since older/dysfunctional equipment continue to be disposed-off and new equipment purchased by the Embassy;
- ii. The contract includes maintenance of hardware and software The software maintenance includes, but is not limited to, troubleshooting, re-configuration, re-formatting and re-installation of operating systems (Windows, Linux, Mac, etc.); servers; browsers; email clients; office software; virtual machines; antivirus; data retrieval and installation / configuration / removal of any other software approved by the Embassy. It also includes identification and removal of malware, that are not detected by anti-virus software from the computer system;
- iii. A complaint shall be attended as soon as possible. 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 authorisation of the Head of Chancery. Hard-Disks shall not be taken out of the Office building under any circumstances;
- iv. The contract shall include rectification of all Hardware and Software problems. The engineers shall have to ensure that all calls are attended within 1 (one) Hour and the maximum time for repair of any system shall be up to two working days.
- v. Any other maintenance work to be undertaken related to the Computers/peripherals;
- vi. The contractor shall carry out preventive maintenance of each machine once in every three months, 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 after opening of the system/unit); system cleaning; software updates and system hardening as directed by the coordinator.

### 3. Important Dates :

Date of Publishing	19.10.23
Bid Document Download Start Date	20.10.23
Bid Submission Start Date	20.10.23
Bid Submission End Date	10.11.23

- i. All prospective bidders / authorized representative of the bidders who have downloaded the Tender document may send their queries, if any, in writing to [hoc.ramallah@mea.gov.in](mailto:hoc.ramallah@mea.gov.in) through email.



Brief profile of the company indicating their experience in the field of computer maintenance work may be provided along with the quotation and draft AMC proposed to be signed for vetting. The last date of submission of quotation is 31 October 2023.

For visit date for survey of computer systems by the company, Ms Elizabeth Rodrigues, HOC (02290203034/36) may be contacted well in advance on any working day during 9.30 to 1700 hr. The quotation should include detailed break up of other charges and VAT, if any for above mentioned contract.

The quotation along with draft AMC in sealed cover with subscription "Quotation of AMC" may be delivered/ sent to the following address:

Representative Office of India  
Villa Jamal Shalsh, Ain Arik Crossing  
Beitunia, P.O. Box 1344  
Ramallah

## **SECTION -II**

### **GENERAL CONDITIONS OF CONTRACT (GCC)**

#### **5. The other terms and conditions:**

- i. 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;
- ii. The awardee has to provide services in Representative Office of India, Ramallah.
- iii. The payment for services shall be made on quarterly basis, at the end of each quarter, on the basis of satisfactory report from the HOC. The quality of service shall be evaluated on the basis of excellent service feedback from the users.
- iv. The contractor shall not change the engineers/technicians without prior written clearance from the Mission.
- v. 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 quarterly payment made to the contractor. The decision of the Head of Chancery shall be final and binding in this regard;
- vi. At the time of completion of contract, it shall be duty of contractor to hand over all related software/drivers/maintenance records/register/inventories etc. to the office.
- vii. The contractor shall not further sub-contract, the whole or any part of the contract, under any circumstances to a third party;

- viii. The contractor shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disk/ of any computer system and related peripheral under this maintenance contract. The contractor shall keep, in ready stock, appropriate software for the recovery of the data;
- ix. 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 HOC;
- x. If any dispute(s) arises with reference to any provision of the contract, the decision of the Head of Chancery shall be final and binding;
- xi. The Representative Office of India, Ramallah reserves the right to terminate the contract in case, the contractor consistently fails to provide service upto satisfactory level or on security ground;
- xii. The selected bidder shall be required to sign an AMC Agreement (Annexure-IV). The agreement shall be signed within a week from the date of award of the contract by the Embassy;

**6. Non-Disclosure Agreement and Security Clearance:**

- i. The selected bidder shall submit a Non-Disclosure Agreement (NDA) to the effect that the bidder and the personnel deployed by the bidder shall not disclose any information/data which they may obtain/acquire while providing services to the Mission;
- ii. All engineers/technicians deployed by the bidder shall require prior security clearance of the Mission which shall have the right to reject any employee proposed to be deployed by service provider without assigning any reasons. The service provider shall furnish full details of these personnel as may be required to facilitate background checks;

**7. Validity of Contract:**

The initial period of contract shall be for one year from the date of award of contract. The rate quoted shall remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The period of Annual Maintenance Contract can be extended by a further period of 2 years, one year at a time, at the same rate, terms and conditions after completion of AMC period based on the performance of the service provider and if mutually agreed by both the parties in writing;

**10. Amendment of Bidding Document**



- i. At any time prior to the deadline for submission of bids, the Mission may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document;
- ii. Mission at its discretion may extend the deadline for the submission of bids if the bid document undergoes changes during the bidding period, in order to give prospective bidders time to take into the consideration the amendments while preparing their bids;

**11. Corrupt or Fraudulent Practices**

- i. It is expected that the bidders who wish to bid for this tender have highest standards of ethics;
- ii. Mission shall reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;
- iii. Mission may declare a bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract;
- iv. The AMC shall include rectification of all Hardware and Software problems. The engineers shall have to ensure that all calls are attended within 1 (one) Hour and the maximum time for repair of any system shall be up to two working days.
- v. The quality of service shall be evaluated on the basis of service feedback from the users.
- vi. The contractor shall not change the engineers/technicians without prior clearance from the coordinator.
- Vii. The Mission reserves the right to terminate the contract in case the contractor consistently fails to provide services upto satisfactory level or on security ground;

**12. Force Majeure :**

- i. Mission may consider relaxing the penalty and delivery / service requirements, as specified in this Tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of a 'Force Majeure'.
- ii. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidders premises, etc.

(Elizabeth Rodrigues)  
Second Secretary (HOC)  
Representative Office of India  
Ramallah

## **ANNEXURE I**

**Table No. 1 Indicative list of IT Equipments in Representative Office of India, Ramallah**

Sl. No.	Item	Qty*
1.	Desktop Computers	12
2.	Laser Printers & Scanners	12
3.	Fax Machine	1
4.	Photocopier on hire/purchase basis	1
5.	Service of Internet Network HUB with all wireless access points, troubleshooting for internet access, ADSL Router, leased lines, CPN, Firewall, Sockets, Cables etc for smooth and swift internet functions	
Total		26

## **ANNEXURE-IV**

**ANNUAL MAINTENANCE CONTRACT BETWEEN REPRESENTATIVE OFFICE OF INDIA, RAMALLAH AND M/S ----- FOR THE MAINTENANCE OF COMPUTERS, LAPTOP, PRINTERS, SCANNERS, UPS, SERVERS, NETWORK EQUIPMENT ETC. AND INTERNET CABLING WORK IN REPRESENTATIVE OFFICE OF INDIA, RAMALLAH.**

### **SCOPE OF THE AGREEMENT**

1. The Annual Maintenance Contract (AMC), signed between Representative Office of India, Ramallah (represented by Head of Chancery (hereinafter referred to as "The Customer") and M/S ..... (hereinafter referred to as "The Contractor") covers the maintenance of the IT hardware and software infrastructure and internet cabling work of ROI,



Ramallah. An indicative list of IT equipment in the Ministry is attached at "Annexure-I". The number of equipments may vary during the contract period since older/dysfunctional equipment continue to be disposed-off and new equipment purchased by the Mission;

2. The contract includes maintenance of hardware and software. The software maintenance includes, but not is limited to, troubleshooting, re-configuration, re-formatting and re-installation of operating systems (Windows, Linux, Mac, etc.); browsers; email clients; office software; virtual machines; antivirus; data retrieval and installation / configuration / removal of any other software approved by the Mission. It also includes identification and removal of malware that are not detected by anti-virus software from the computer system;
3. The contractor shall provide sufficient engineers/technicians on all working days from 0930 hrs to 1700 hrs. The Engineers should be with B.E./B.Tech with minimum two years of relevant experience and have at least certified diploma in Network/System administration.
4. A complaint shall be attended to within one hour and in exceptional cases within two hours. 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 authorisation of the coordinator. Hard-Disks shall not be taken out of the Mission building under any circumstance;
5. The contract shall include rectification of all Hardware and Software problems. The engineers shall have to ensure that all calls are attended within 1 (one) Hour and the maximum time for repair of any system shall be up to two working days.
6. The contractor shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disk/ of any computer system and related peripheral under this maintenance contract. For this the contractor shall keep, in ready stock, appropriate software for the recovery of the data;
7. 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;
8. The contractor shall not change the engineers/technicians without prior written clearance from the customer.
9. The payment for services shall be made on quarterly basis, at the end of each quarter, 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.

10. 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;
11. It is the responsibility of the contractor to ensure that all local laws and regulations are followed particularly with respect to payment of wages to its employees;
12. The contractor shall not further sub-contract, the whole or any part of the contract, under any circumstances to a third party;
13. If any dispute(s) arises with reference to any provision of the contract, the decision of the Head of Chancery in ROI, Ramallah shall be final and binding.
14. The Mission reserves the right to terminate the contract in case the contractor consistently fails to provide services upto the satisfactory level or on security ground.

**DURATION OF AGREEMENT:**

This maintenance contract shall be valid for a period of **ONE YEAR**. The AMC may be extended after expiry for up to two years, one year at a time, on the same rates, terms and conditions, if agreed to by both the parties.

**PAYMENT:**

The total annual maintenance charges shall be USD. ....../-  
(..... only) inclusive of all taxes.

The charges shall be payable on quarterly basis in arrears after satisfactory certification by the coordinators or person authorized by the customer.

**For Customer:**

Signature:

Name:

Designation: Head of Chancery

Seal of the Officer

**For Contractor:**

Signature:

Name:

Designation:



Seal of the Company:

Signed on

**Witness:**

1.

2.