

No. BRA/CH/881/01/2020
भारत का राजदूतावास/Embassy of India
ब्रासीलिया/Brasilia

**NOTICE INVITING TENDER FOR SELECTION OF COMPANY FOR
MAINTENANCE OF COMPUTERS AND COMPUTER RELATED PERIPHERALS
IN THE EMBASSY OF INDIA, BRASILIA**

SCOPE OF WORK

The scope of work to be undertaken under the contract is detailed below:

(a) **List of computers and peripherals:** The bidder shall be required to keep the computer and related peripherals and networking system as listed below in a condition to give proper and smooth function:-

1. No. of Computers	: Linux/Fedora/Viman 4.0 based OS	08
	Windows OS	31
	MAC/iOS	02
2. No. of Printers	: Colour Deskjet Printers	02
	Colour Laser Printers	02
	Monochrome Laser Printers	11
	All-in-One Printing device	15
3. UPSs	: Connected with PCs/Printers	32
4. Network system	: No. of Switches/Hub/leased lines	05
	Computers on LAN	29
	Standalone PCs	12
	Firewall Switches	02

(b) The bidders shall be required to undertake repair, maintenance and troubleshooting of computers, related peripherals and networking system as and when required.

(c) The bidder shall be required to apprise itself with the networking diagram of the LAN system in the Embassy and carry out repair & maintenance of the same on its own, whenever required.

(d) The Bidder shall provide a list of people who would be deployed to work in the Embassy on repair and maintenance of the computer and related peripherals and the networking system, along with their CVs, police clearance certificate, contact particulars. **An English speaking technician should be identified by the company who will attend to the repairs at the Embassy.**

(e) The company will designate, and provide the contact details of the same, who would be available for contact on 24x7 basis in case the need arises.

- (f) Whenever any call is given to the company, the representative or technician shall visit the Embassy for rendering requisite service within a reasonable but shortest time available. The response time should not exceed more than two hours.
- (g) In case any repair and maintenance service requires change of parts or material, the company shall supply the same and will include the cost of part or material so supplied in its special bill or monthly bill, as the case may be, along with a copy of bill for purchase of the part/material.
- (h) The company will ensure that spare parts or material procured in the process of repair and maintenance of computers are procured at the best possible rates prevailing in the market.
- (i) In case of any event being organized by the Embassy at outside locations, the company technician may be required for assisting in giving installation/uninstallation of computers, related peripherals and networking services.
- (j) The company will provide to the Embassy, whenever sought or required, the detailed information on the latest updates launched, and suitable products available in the market, so as to assist Embassy in procuring best suited computer products for use in the Embassy.
- (k) The company will assist Embassy in collecting information on usage of computer and internet in office, to fulfil cyber audit requirements and suggest measures to strengthen the cyber security infrastructure in the Embassy.
- (l) All works undertaken by the company shall be performed or executed in a professional manner to the satisfaction of the user/Cyber Security Officer of the Embassy. The work which is not certified as 'Completed Satisfactorily' shall not qualify for payment.
- (m) The company representative to make 2 (Two) scheduled visit per month to the Embassy to physically check the anti-virus update and OS updates of all the computers. In addition trouble shooting task would also be carried out during there visits as requested basis.
