

**High Commission of India, Dar es Salaam
INVITATION TO TENDER**

1.0 High Commission of India, Dar es Salaam, for and on behalf of the President of India invites tender for the following work

Name of Work
ANNUAL MAINTENANCE CONTRACT FOR THE MAINTENANCE OF IT'S SERVERS/DESKTOPS/ PRINTERS/ UPS/ LAPTOPS INSTALLED IN THE BUILDING OF THE HIGH COMMISSION OF INDIA AT SHAABAN ROBERT STREET, PLOT NO 213/51, GARDEN AVENUE, DAR ES SALAAM.

2.0 Detailed Scope of Work (BOQ) is attached at Annexure -1.

2.1 Tender document supported with prescribed annexure should be submitted in sealed envelope duly subscribed with the name of work etc to the undersigned.

2.2 The tender document can be obtained from **Head of Chancery, The High Commission of India, 213/51 Shabaan Robert Street, P.O.Box 2684, Dar es Salaam, Tel. +255 22 2113094 Email: hoc.desalaam@mea.gov.in**

2.3 Tender Document shall be available for collection by applicants from **26.10.2020 to 15.11.2020 up to 1500 hrs. Tender can also be downloaded from www.eprocure.gov.in and Mission's website: www.hcindiatz.gov.in.**

3.0 Tender documents should be submitted in sealed envelope duly super scribed with the name of work etc. The document will be received up to **1500hrs on 15.11.2020 and will be opened on 16.11.2020 at 1100 hrs.**

4.0 If any information furnished by the applicant is found incorrect at a later stage, he/she shall be liable to be debarred from the tendering process. The High Commission of India reserves the right to verify the particulars furnished by the applicant independently.

5.0 The High Commission of India, Dar es Salaam reserves the right to reject any tender and to annul the tendering process and reject all tenders at any time prior to Contract award, without thereby incurring any liability to tenderers.



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High Commission of India,
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High Commission of India
Dar es Salaam

Scope of Service (BOO)

The maintenance services are for the computer system and associated peripherals, Printers, UPS, Work station, scanners, LAN components like NIC, routers, switches, hubs and LAN cabling installed at High Commission of India, Dar es Salaam.

1. Periodic Preventive Maintenance (Monthly)

- a) Monthly checks and reporting of all the computers in the Mission.
- b) Cleaning of all computer and accessories.
- c) Defragmentation of disk to speed up the computer.
- d) Clean up all the temporary files in the system for speeding up the computer.
- e) Checking and updating all important computer applications like windows updates, antivirus and more.

2. Regular Maintenance Services

- a) On call maintenance services such as hardware and peripheral repairs, software updates and upgrades.
- b) Network cabling and maintenance.

3. Scope of Work

- a) Fault diagnosis and resolution as and when required.
- b) Resolution of Hardware Problems by Repair or Replacement of spoilt part where the costs will be provided by the HCI.
- c) Resolution of Software problems, Repair of installation files or installation procedure.
- d) Installation of Licensed Software; Where purchase of such license is borne by the HCI
- e) Detection and removal of Viruses.
- f) Recommendation of Systems and Protection Systems to use.
- g) Control access to sensitive areas reserved for ICT.
- h) Upgrade and Downgrade as seem fit of Software's and Security Applications.
- I) Installation Configuration and Support of Mailing systems and its management.