

**BRU/885/2/16**  
**Embassy of India**  
**Brussels**

217, Chaussee de Vleurgat  
1050 Ixelles, Belgium  
Email: admn.brussels@mea.gov.in  
Tel: 02-6451854

## **Notice inviting tender**

1. Embassy of India, Brussels invites bids from professionally qualified companies for providing maintenance of 75 computers (desktops, laptops) and peripherals (UPS, printer etc). on an annual basis at the Chancery, Chaussee de Vleurgat 217, 1050 Ixelles.
2. Scope of work is detailed in Section I of this document.
3. The bids should be submitted in two sealed envelopes (Envelope A – Technical Bid Document and Envelope B – Financial Bid Document). The two envelopes containing “A” and “B” must be duly superscripted with above-mentioned titles and put in another sealed envelope superscripted with the title “Proposal for an annual contract for providing IT maintenance to computers & peripherals.
4. The bids must be valid for a minimum of 60 days and shall be submitted in a sealed envelope before 1700 hrs on 09.12.2021
5. Envelopes should indicate the name and address of the Tenderer to identify the bid and to enable the bid to be returned unopened in case it is declared “late” or “rejected”. Offers received through Fax/E-mail or through open letter shall be ignored.
6. Contract will be signed for an initial period of one year and it may be extended for a further period of two years on a year to year basis subject to satisfactory performance.
7. Bidding company must submit the followings along with their offer;  
**A. Technical Bid**  
Tender should demonstrate and explain the company's technical qualification as per the scope of work.  
**B. Financial Bid**  
Form of tender signed and attached to the bid along with annual tender offer price

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9. The schedule of submission, opening etc of the Tender /Bid is as follows:

Bid Submission Start date	13.11.2021
Bid Submission End date	09.12.2021
Bid Opening date	10.12.2021

10. Any further information or clarification which the Tenderer may require in order to complete the Tender may be obtained from Mr. Dharendra Kumar, Attache (Estt) by email at [admn.brussels@mea.gov.in](mailto:admn.brussels@mea.gov.in).

11. The Embassy of India, Brussels reserves the right to reject any or all bids without assigning any reasons.

12. Terms of payments are subject to negotiations, if the estimates are accepted.

Sd/-  
(Mr. Vipra Pandey)  
Head of Chancery  
Embassy of India, Brussels

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**Section I**

**Scope of work**

- 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 Systems (Windows / Linux), as well as device drivers and other similar supports
- III. Support for Linux based systems, its peripherals and related technical issues
- IV. Support for Windows based systems, its peripherals and related technical issues
- V. Support services in relation to Internet and LAN
- VI. Upgrading of systems with the use of available resources in order to enhance their effectiveness
- VII. Regular diagnosis and monitoring of all the IT equipment
- VIII. Support internal security policy in relation to the network
- IX. Support and backup of critical data of the Mission
- X. Support for network virus protection and updates of the anti virus
- XI. Updating the IT equipment in compliance with guidelines issued by the Mission
- XII. Advice on the implementation of new software/hardware
- XIII. Technical support for IT Network of Mission

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**Section II**

**Guidelines**

- I. The vendor will render its services at the Mission's location. In case the repair can't be done at the location, the Vendor will have to take prior permission from the Mission for taking a particular item to its service center. The cost of shifting the equipment to and from the service center shall be borne by the Vendor.
- II. The Vendor shall maintain strict confidentiality about 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 as data or information to a 3rd party or use it without express permission of the Mission. The vendor shall not be allowed remote access to any systems without express permission of the Mission. The Vendor will not be allowed to carry any storage devices, tools or software inside the premises without express permission of the Mission.
- III. The Vendor's technician / engineer will remain on call from Monday to Friday from 9am to 5pm. The technician / engineer will have to attend the Embassy for any emergency problems called for without any additional cost. It is also required that a representative Vendor is available on phone (to provide a phone number for calls) at times.
- IV. The Vendor will have to strictly follow cyber security guidelines / policies while performing tasks on the office PCs. The Vendor and assisting staff will not contact the PC users and assist them without prior permission of the administration of the Mission. The Vendor will not change any existing IT guidelines / policies on user's requests.