



भा. कृ. अनु. प.- भारतीय सोयाबीन अनुसंधान संस्थान
ICAR-INDIAN INSTITUTE OF SOYBEAN RESEARCH
खंडवा रोड, इंदौर 452001(म.प्र.)
KHANDWA ROAD, INDORE 452001 (M.P.)
(आई.एस.ओ. ९००१:२००८ प्रमाणित संस्थान)
(An ISO 9001:2008 Certified Institute)

F.No: I(21)/2020-21/Adm.

Date: 06th October, 2020

ई-निविदा सूचना/ E-TENDER NOTICE

निदेशक, भा.कृ.अनु.प.- भारतीय सोयाबीन अनुसंधान संस्थान, खंडवा रोड, इंदौर की ओर से निम्नलिखित सेवाओं के लिए द्वि-निविदा प्रणाली (तकनीकी एवं वित्तीय निविदा) में अधिकृत सेवा प्रदाता से ऑनलाइन निविदा आमंत्रित की जाती हैं। ऑनलाइन निविदा जमा करने की अंतिम तिथि 28 अक्टूबर, 2020 को 01:00 बजे अपराह्न तक है। ऑनलाइन निविदा समिति द्वारा 29 अक्टूबर 2020 को 02:30 बजे अपराह्न खोली जाएगी। ऑनलाइन निविदा की एक प्रति मूल ईएमडी के साथ प्रशासनिक अधिकारी, भा.कृ.अनु.प.- भारतीय सोयाबीन अनुसंधान संस्थान, खंडवा रोड, इंदौर -452001 को भी प्रस्तुत की जानी चाहिए। / On-line tenders are invited from Authorised Service provider under two-bid system (Technical & Financial bid) for following services on behalf of the Director, ICAR-Indian Institute of Soybean Research, Khandwa Road, Indore. The last date for submission of On-line bid is 28 October, 2020 up to 01:00 PM. The bid will be opened on dated 29 October, 2020 at 02:30 P.M by the Committee. A printed copy of the online bid along with original EMD must be submitted to the Administrative Officer, ICAR-Indian Institute of Soybean Research, Khandwa Road, Indore- 452001.

क्र.सं./ S. No.	कार्य का विवरण /Description of Service	संख्या/ Qty.	ई.एम.डी/- EMD	अनुबंध अवधि	विनिर्देश /Specification
1.	संगणक, प्रिंटर, सर्वर एवं पेरिफेरल्स के वार्षिक रखरखाव Comprehensive AMC of Computers/Printers/ Scanners/ Laptops/ Servers/LAN and other Peripherals.	संलग्न सूची के अनुसार/ As per enclosed list	Rs 10000/- (Rupees Ten Thousand only)	एक वर्ष (अनुबंध पत्र पर हस्ताक्षर तिथि से)	As enclosed Annexure 'A'

इस सम्बन्ध में विस्तृत नियम एवं शर्तों को भा.कृ.अनु.प.- भारतीय सोयाबीन अनुसंधान संस्थान, खंडवा रोड, इंदौर की वेबसाइट <https://iisrindore.icar.gov.in> पर देखें एवं ऑन-लाइन निविदा www.eprocure.gov.in/eprocure/app लिंक पर जाकर भरी जा सकती हैं। For details regarding Rules and Regulation, please visit and log on to <https://iisrindore.icar.gov.in> and www.eprocure.gov.in/eprocure/app for online tender submission.

सुनील श्रीवास्तव
06/10/2020
कार्यालय प्रमुख /Head of Office

आवश्यक कार्य हेतु प्रतिलिपि/ Copy for necessary action to:

- Dr. Savita Kolhe, Pr. Scientist for uploading on IISR website.
- Ms Priyanka Sawan, Assistant for uploading on www.eprocure.gov.in/eprocure/app.
- राजभाषा प्रकोष्ठ, भा.कृ.अनु.प.- भारतीय सोयाबीन अनुसंधान संस्थान, खंडवा रोड, इंदौर

सुनील श्रीवास्तव
06/10/2020
कार्यालय प्रमुख /Head of Office

ICAR-INDIAN INSTITUTE OF SOYBEAN RESEARCH, KHANDWA ROAD, INDORE (M.P)

F.No: I(21)/2020-21/Adm.

Date: 06th October, 2020

To,

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Sub: Open E-tender inviting bids for Comprehensive Annual Maintenance Contract (CAMC) of Computers/Printers/ scanners/Laptops/ Servers/LAN/ other peripherals etc. for **one year** -reg.

Dear Sir/ Madam,

On behalf of the Director, ICAR-IISR, bids are invited in two bids system (Technical Bids and Financial Bids) for service of Comprehensive Annual Maintenance Contract (C.A.M.C) of Computers/ Printers/ Scanners/Laptops/ Servers/LAN and other peripherals etc for one year for items as per list enclosed in Annexure-A.

(A) Instructions to the bidder along with Terms and Conditions of the tender:

1. The rates quoted shall be valid for a minimum period of 90 days from the last date fixed for the submission of bid.
2. Only the online bids through www.eprocure.gov.in/eprocure/app will be accepted for the submission of tenders. A printed copy of the online bid along with original EMD must be submitted to the Administrative Officer, ICAR-Indian Institute of Soybean Research, Khandwa Road, Indore-452001.
3. The Financial Bid should contain the rate for all the items as indicated in the list enclosed. The rate should be quoted on comprehensive basis inclusive of repairs and replacement of spare parts(equivalent brand) without extra payment. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/ removal of virus, configuration of internet.
4. GST Tax and other taxes livable should be indicated in clear terms separately. The quoted rates are inclusive of all taxes/ levies and free delivery/services at our office. All statutory taxes shall be deducted/ reimbursed as per Govt. norms. The Institute doesn't issue "C" or "D" form.
5. There should be no cutting. Unattested/amended/ overwriting /overwritten figures will not be considered.
6. **EMD:** Bid security (EMD) amount of Rs 10,000.00 (Rupees Ten Thousand only) must be submitted along with the bid in the form of Demand Draft drawn in favour of "ICAR UNIT-IISR INDORE" along with the quotation. A scan copy of DD along with other documents should be uploaded on CPPP portal. **The agencies which are exempted from submission of EMD, should enclose a valid exemption certificate to this effect.** The Tenders will not be considered if earnest money exemption certificate is not deposited with the Tenders. The EMD shall be refunded to unsuccessful firms without paying any interest by the ICAR-IISR.
7. **PERFORMANCE SECURITY:** The successful bidder is required to submit performance security amount of Rs 50,000.00 (Rupees Fifty Thousand only) in form of Demand Draft (D.D.) in favour of "ICAR UNIT-IISR INDORE" of Nationalised Bank. Without performance security and signing of contract, The AMC order will not be valid.
8. **PENALTY CLAUSE:** Under no circumstances, the resident engineer once appointed as agreed by our office, should be changed. If the office feels that the Resident engineer is not technically sound then, he should be replaced by qualified engineer within two days. If the resident engineer is absent

then equally Competent Engineer agreed by our office should be provided. In the absence of an engineer or If Resident engineer is not qualified and technically sound and is not replaced within two days then penalty of Rs. 500/- per day will be levied and the total penalty will be deducted from the final payment.

9. **SIGNING OF CONTRACT:** Within fifteen (15) days of issue of the contract order, the contract agreement will be signed between service provider/ contractor and Institute' representative on non-judicial stamp paper of Rs. 500.00 (Rupees Five Hundred only) before commencement of work. The stamp paper will be provided by the successful tenderer. Whenever supply order will be placed, the sample copy of the same would be provided also.
10. **Bill:** Pre-receipted bill (in triplicate) on quarterly basis in proper format may be sent to the office. The bill along with GST with HSN/SAC Code against services will be forwarded for payment strictly in accordance with our office order and clearly indicating the details of our office order No. and details.
11. **PAYMENT:** Payment of bill along with GST with HSN/SAC Code will be made within reasonable time (within 30 days) from the date of receipt of bill on quarterly basis after submitting the proof of payment in RTGS mode with all statutory charges of Resident/ Service engineer. Since the mode of payment will be E-payment system, hence Bank account No and IFSC code No. and Name of Bank with address may be intimated along with the Bill. **Payment will be made on quarterly basis i.e. at the end of each quarter after deduction of penalty (if any) after receiving satisfactorily services certified by concerned Incharge of the Institute.**
12. Income Tax will be deducted as per Income Tax Act, 1961.
13. The firm/ agency must compliance with the minimum wages act such as wages including ESI and EPF for payment of Resident/Service engineer. The payment will be done after submitting proof of RTGS/NEFT of the paid salary.
14. The following documents **duly attested** with seal are required to be enclosed with the Tender Form which will form necessary part of the terms and conditions of the Tenders document :
 - a) Registration certificate of the firm under the work contract of the Central/ State Govt.
 - b) Minimum turnover of the firm/ Agency should not be less than Rs 1.00 Crore including Rs. 2.00 Lakhs of AMC during the last three financial years in book of account for such works/services in Centre/State Departments/Autonomous bodies/ PSUs/ PSES/ Banks/Insurance Companies only.
 - c) Certified balance sheet by the Chartered Accountant of the last three financial years.
 - d) GSTIN certificate issued by concerned organizations.
 - e) The certificate of an Authorized Service provider or Authorized Dealer/ Distributor of any reputed brand of Computer and peripherals.
 - f) Firm should be in the field of Providing AMC Services for at least three years in Govt.(Centre/State Departments/Autonomous bodies/ PSUs/ PSES/ Banks/Insurance Companies) or other equivalent organizations of high repute. Documentary proof of the same must be attached with the tender document.
 - g) Successful Tenderer will have to enter into a detailed contract agreement with the Institute.
 - h) Certificate of service engineer should be attached related to Computer/ IT education qualification i.e, Graduate/ Diploma holder or possess Hardware and Networking certificate from Govt. recognised institute or from renowned Hardware and Networking Institute.
 - i) Certificate of Undertaking as per format given below on Non judicial stamp paper of Rs 20/-that the firm has not been blacklisted/ debarred from providing AMC services by any.Central/ State Government / Government Undertaking /PSU :

"It is certified that our firm M/s -----has not been blacklisted/debarred from providing AMC services by any of the Central/ State Government / Government Undertaking /PSU etc. It is further certified that this statement is true and based on facts. If it is found false at any stage, I/we shall be liable responsible for the same and action as deemed fit may be taken against me/our agency/ firm."

Note: Submit photocopy of all above self attested documents as stated at (a) to (i) in a sequence with page number. Without above evidence or proof, quotation will be technically rejected.

15. The firm/agency shall disburse the wages to its personnel deployed under this contract every month through NEFT/RTGS.
16. The Contractor/Agency shall be responsible for all injury/ accident to persons employed by him while on duty. It is desirable that all employees are covered under an Insurance cover.
17. **DUTY HOURS:** The duty hours of the staff deployed will be 8 hrs per day on all official working days of ICAR-IISR, Indore. Working hours will be between 09:30 AM to 05.30 PM including 30 (Thirty) Minutes lunch break. However, the duty of the deployed staff will commence from such time as may be directed by Officer-In-Charge, IISR, Indore. The personnel may be called on and after beyond working/ office hours as required by Officer-In-Charge, IISR, Indore.
18. **CONTRACT PERIOD:** The period of contract will be initially for one year from the date of award of contract. The AMC period can be extended/ decreased, if so desired by the IISR, based on the performance of the service provider. The rates quoted will remain unchanged for the full period of contract including the period of extension of contract, if any. No demand for revision of rate on any account shall be entertained during the contract period. The rates should be quoted in Indian Rupees and inclusive of all taxes.
19. The vendor and their personnel shall not either during implementation or after completion of the contract period, disclose any proprietary or confidential information relating to the services, agreement or the competent Authority business or operations without the prior consent of Competent Authority.
20. The prices quoted for the items/services shall be firm throughout the period of agreement and this agreement will be valid up to the date of final payment to the supplier and shall not be subject to any upward modification whatsoever. The prices quoted shall be inclusive of all applicable taxes. The rates should be quoted in Indian Rupees.
21. The Director, ICAR- IISR Indore reserves the right to change the quantity of listed items within the validity of the contract period.
22. Documentary evidence for the authority is to be provided in case of partnership firm. All partners have to sign all documents.
23. Stipulation of any additional terms & condition would result in rejection of bid.
24. No deviation from the conditions of the tender shall be accepted.
25. In case of any dispute regarding the technical acceptability of any offer, the tender opening committee will refer the case to the Director whose decision shall be final and binding on all.
26. The contractor should physically verify all the equipments before quoting. No deviations from the intended specification will be entertained afterwards.
27. The Director, ICAR-IISR reserves the right to reject any or all the quotation(s) received without assigning any reason thereof. In all matters of disputes, the decision of the Director, ICAR-IISR will be final and binding to the tenderer.
28. All disputes subject to Indore Jurisdiction only.
29. All communications must be addressed to the undersigned by DESIGNATION ONLY and not by name.

(B) Technical Terms and Conditions:

1. All the items covered under contract shall be thoroughly inspected by the firm within 7 days of the award of the contract and estimates for pre-maintenance / repairs, if any, submitted within 7 days of the award of the contract. This Institute shall not bear any cost on repairs of equipments after the contract has been awarded.
2. The tenderer must have adequate set up/service center in Indore for delivery of efficient services through a team of MCSA, RHCSA, CCNA and NSE4 (Fortinet Certifications) certified personnel. Certificated for Necessary supporting evidence must be furnished.
3. The vendor should have a service centre in Madhya Pradesh. The details of the service centers in Madhya Pradesh, with full addresses, Telephone numbers, details of equipment and staff, etc. should be enclosed, failing which the tender will be rejected.

4. Rates for Resident Engineer for full day, 6 days a week (if required even on Holiday/beyond working hours) should be quoted separately.
5. The resident engineer should have a good IT education qualification i.e, Graduate or polytechnic Diploma holder or possess Hardware and Networking certificate from Govt. recognised institute or from renowned Hardware and Networking Institute Candidate having any other related certificates would be preferred. This should be supported by necessary evidence by the tenderer.
6. **Scope of Work:** The overall scope of work is mentioned below:
 - (a) It includes Installation and Configuration of new Hardware and Software and Biometric devices. Installation and Configuration of Windows Server, SQL server, Visual Studio, MS Office, Ubuntu, Android Studio and other softwares as per the need of the office. Applying Operating System Patches and Antivirus Updates, Data backup and data restoration etc. Coordinating with respective Vendor/ OEM to resolve the Hardware and Software Problem(s) as & when required. Data backup and data restoration in case of System Crash and Database Failure. Liaisoning with Internet Service Provider (ISP) for Resolution of Problems related to Bandwidth. Hardware & Software Asset Management Services. Server and Database Management Services 1) Local Area Network (LAN), Firewall & Security Management
 - (ii) The contractor shall provide preventive maintenance including but not limited to inspection testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior, fixing of any bugs. Data backup and data restoration services and necessary repair of the equipment, once every 30 days, preferably during the first week of every month. Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted. (Anti-Virus Software will be provided by office.)
 - (iii) All hardware parts of the list of IT items given in ANNEXURE 'A' **except printer head/ matrix, printer ribbon, toner/ink cartridge** shall be covered under the contract. Proper functioning of the Operating System and Networking System including switches, cables, internet, biometric device, Firewall are also covered under the contract. The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with original genuine part of same specification and brand and warranty. However Laser Printer maintenance charges include all parts **including Fuser Assemblies and drum excluding Teflon and toner cartridge only**. The parts damaged because of electric fluctuations/fire (for equipments that are not on UPS), physical damage, mouse Bite etc are not covered under the contract.
 - (iv) The contractor shall provide preventive maintenance including but not limited to inspection testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior, fixing of any bugs. Data backup and data restoration services and necessary repair of the equipment, once every 30 days, preferably during the first week of every month.
 - (v) Complaints regarding server and LAN including hardware and software should be attended on the same day on priority.
 - (vi) The contractor should attend the complaint on the same day or next day morning if the complaint booked in the forenoon by AKMU (ARIS CELL). Complaints booked during afternoon may be attended on the next day or within two days, failing which penalty of Rs.500.00 per day per machine will be levied. During the period of fault rectification, a suitable & justified alternate arrangement should be provided. In case of delay in rectification beyond 7 days, a penalty of Rs.1000/- per day per machine will be levied. In such an event, the IISR, Indore may get the faults rectified by a third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty.

मनोज शिवराय
06/10/2020
Head of Office

ICAR-INDIAN INSTITUTE OF SOYBEAN RESEARCH, KHANDWA ROAD, INDORE (M.P)

TECHNICAL BID/ DETAILS

1.	Name of the Firm/ Organisation			
2.	Status of the firm/ Organisation (Supported with documents)	Proprietary/Partnership/Pvt./Govt. /Joint Venture/Others		
3.	Postal Address			
	Mob./Telephone Nos.			
	FAX			
	E-mail			
4.	Year of Establishment			
5.	Name of the head of Organization			
6.	PAN No./ GSTIN			
7.	Names of Resident/ Service engineer			
8.	Qualification of Resident/ Service engineer			
9.	INFORMATION REGARDING EXPERIENCE :			
Sl. No.	Name of Organization	Duration	Address & Contact No. of Client (s)	Contract Value
(i)				
(ii)				
(iii)				
10	Name, Address and Phone No. of the firm's representative			
11	Whether paying the PF on behalf of employees	YES	NO	
	If Yes, PF Code Number			
12	Whether including employees under ESI	YES	NO	
	If so, ESI Code Number			
13	Details of Income-tax assessed	YES	NO	
14	If yes, Income Tax assessed as per the latest order [Please enclose copy of income tax return]			
		Rs.		

Date:

Place:

Signature and seal of authorized signatory

FINANCIAL/ PRICE BID
[Only Online submission]

To,
The Administrative Officer,
ICAR-IISR, INDORE

Sub: Financial Bid for Comprehensive Annual Maintenance Contract of Computers/ Printers/ Scanners/ Laptops/ Servers/ LAN and other peripherals for **one year -reg.**

S. No.	Name of Equipment	Qty.	Rate/ year	Total without taxes	Total with taxes
1.	Comprehensive Annual Maintenance Contract of Computers/ Printers/ Scanners/ Laptops/ Servers/ LAN/ other peripherals	(As per enclosed Annexure-A).			
2.	Resident/ Service Engineer				
3.	Support services for Fortinet Fortigate 90D Firewall and Fortinet Forti Analyzer 100c				
4.	Total price (In words):				

Note:

- a) I/We understand that the financial bid will be opened only if this institute is satisfied about my past experience as well as other criteria like number of persons deployed, compliance with EPF/ESI. The Director, ICAR-IISR, Indore has sole discretion to decide about my eligibility and will not be a subject matter of dispute.
- b) I/We also agree that Director, ICAR-IISR, Indore has absolute right to reject any or all tenders without assigning any reason and there is no obligation to award the contract to the bidders.
- c) I/We have read the terms of contract enclosed herewith and I/We agree to the terms and will execute the agreement before award of the contract.
- d) I/We agree to forfeit the earnest money if I/We fail to comply with any of the terms and conditions in whole or in part laid down in the Tender form. I/We have carefully read the terms and conditions of the Tender and agree to abide by these in letter and spirit. This financial bid to be enclosed in a separate envelope with seal.
- e) I submitted financial bid in separate only online through eprocurement portal.

Place:

Date:

No. _____

Signature with Seal of bidder
Mobile

Name & Address with E-mail:
Fax No. & Mob. no.:

CHECK LIST

Sl. No.	Particulars	Yes/ No	Page number
1.	Demand Draft towards EMD: DD No. dtd. Amount		
2.	Certificate of Firm registration		
3.	Rates quoted both in words and figures		
4.	Experience in the field of AMC for at least three financial years in Govt.(Centre/State Departments/Autonomous bodies/ PSUs/ PSES/ Banks/Insurance Companies) or other equivalent organizations of high repute.		
5.	Acceptance of Penalty Clause		
6.	Agreeing for payment terms		
7.	Profile of vendor & Client List		
8.	GSTIN		
9.	PAN		
10.	Agreed for any number of stand by units		
11.	Validity of Quotation		
12.	Items covered under CAMC mentioned		
13.	Qualified Service Engineer will be deputed at ICAR-IISR, Indore		
14.	Certificates of Qualification & Experience of resident engineer		
15.	Documentary evidence of team of MCSA, RHCSA, CCNA and NSE4 (Fortinet Certifications) etc. certified personnel. Necessary certificates must be furnished.		
16.	Compliance of Minimum wages for Service Engineer		
17.	Certified balance sheet of the firm for last three financial years for annual turnover and services by the Chartered Accountant.		
18.	Certificate for debarring or blacklisting		
19.	Submission of Financial Bid		
20.	Agreeing for all terms & condition of tender documents		

S.NO	Description of IT Device-Model, RAM, Processor Type, HDD, Operating System		Quantity
1.	Desktop	Lenovo Edge 72 , 4 GB DDR3 RAM , Intel core i5 CPU @ 2.90 GHz processor, DVD Writer, Key Board , optical mouse, 19" LED Monitor, 500 GB HDD, Windows 7 Professional	25
2.	Desktop	Hp Compaq dx 6120 MT, 2GB/1GB/256MB DDR2 RAM, Intel Pentium CPU @ 3.00GHz, HP keyboard, Optical Mouse, DVD writer, 17" CRT Monitor, 80+160GB/500GB HDD, Windows xp Professional	21
3.	Desktop	Hp Compaq 8100, 2 GB DDR3 RAM, Intel core i5 @ 3.20 GHz, HP keyboard, Optical Mouse, DVD writer, 18.5" LED Monitor, 320 GB HDD, Windows 7 Professional	16
4.	Desktop	Hp Compaq 8300, 2 GB DDR3, Intel core i5 @ 3.20 GHz, HP keyboard, Optical Mouse, DVD Writer, 19" LED Monitor, 500 GB, Windows 7 Professional	7
5.	Desktop	Compaq Presario 6000, 2 GB/1GB+256 MB DDR1 RAM, Intel Pentium CPU @ 2.40 GHz, HP keyboard, Optical Mouse, DVD writer, 17" CRT Monitor, 160+80GB HDD, Windows XP Professional	4
6.	Desktop	HP Compaq SG3650IL (INA84604YK), 2 GB DDR2 RAM, Intel core 2 Duo @ 2.67 GHz, keyboard, Optical Mouse, DVD Writer, 18.5" LCD Monitor, 250 GB HDD, Windows 7	1
7.	Desktop	LG XT9 (PSY601NLBU000189IN), 1+128 GB DDR1 RAM, Intel Pentium III CPU @ 2.66 GHz, 15" CRT Monitor, DVD Writer, Keyboard, Optical Mouse, 80 GB HDD, Windows xp Professional	1
8.	Desktop	HCL (4107AC140750), 2 GB DDR2 RAM, Intel core 2 Duo @ 2.70 GHz, 18.5" LCD Monitor, DVD writer, Keyboard, Optical Mouse, 320 GB HDD, Windows xp Professional	1
9.	Desktop	HCL (CO4PAZ1639671), 1+128 GB DDR2 RAM, Intel Pentium IV CPU @ 3.00 GHz, 17" CRT Monitor, DVD Writer, Keyboard, Optical Mouse, 40+160 GB HDD, Windows xp Professional	1
10.	Desktop	Compaq Presario 6140 (INA93404JZ), 3 GB DDR2, Intel core 2 Duo @ 2.80 GHz, 18.5" LCD Monitor, DVD Writer, Keyboard, Optical Mouse, 500 GB, Windows xp Professional	1
11.	Desktop	Hp Omni 220 pc (All-in-one)(3CR13717ZY), 4 GB DDR3, Intel Core i5 @ 2.50 GHz, Wireless keyboard, Mouse, DVD writer , 22" LED Monitor, 1000 GB, Windows 7 Professional	1
12.	Desktop	Compaq Q 3277IN (INA0150H22) 2 GB DDR2, Intel core 2 Duo CPU @ 2.93 GHz, 18.5" LCD Monitor, DVD Writer, Keyboard, Optical Mouse, 320 GB, Windows 7 Home basic	1
13.	Desktop	HCL EC2 , 4 GB DDR2, Intel core 2 Duo CPU @ 2.30 GHz, 18.5" LCD Monitor, DVD Writer, Key Board , optical mouse, 160 GB HDD, Windows vista	1
14.	Desktop	BioChemistry Lab(Attached with HPLC based AA analyser), Lenovo IdeaCentre K-series D08BLM442C, 512MB Intel(R) Core(TM) 2 Duo @ 2.2GHz, CPU, LCD monitor 250 GB Windows XP Prof	1
15.	Desktop	BioChemistry Lab(Attached with Densitometer) Lenovo H520(ES13615853) 2GB Intel(R) Core(TM) i3-3240T CPU @ 2.9GHz , LED monitor 500GB Windows 8.1 Pro	1

16.	Desktop	BioChemistry Lab(Attached with Gel documentation Bioimaging system) Zebronic 1.87 GB Celeron(P) CPU @ 2.66 GHz, 250 GB Windows XP Pro	1
17.	Desktop	BioChemistry Lab(Attached with Shimadzu HPLC) HP 110 Desktop 4CE5060DWZ 2GB Intel(R) Pentium(R) CPU J2900 @2.41 GHZ, LED Monitor 500GB Windows 7 Pro	1
18.	Desktop	BioChemistry Lab(Attached with Gas Chromatograph)-NW HP Compaq 6000 Pro INA20BP9V0 2GB Intel Pentium with LED Monitor 500GB Windows XP Pro	1
19.	Desktop	BioChemistry Lab(NIR) HP Pro 3090 MT (INA0285D7) 2 GB Intel(R) Core(TM) 2 Duo @ 2.93GHz,CPU, LED Monitor 320 GB Windows 7 Pro	1
Total			87
20.	Laptop	Hp Probook 4420 S (CNF1103202), 2 GB DDR3, Intel core i5 @ 2.40 GHz, 320 GB, Windows 7 Professional	2
21.	Laptop	Hp Probook 4410 S (CNU0232FWZ), 2 GB DDR2, Intel Core 2 Duo @ 2.93 GHz, 320 GB, Windows 7 Professional	1
22.	Laptop	Hp pavilion dv6 1152 tx, CNF91807PK, 3 GB DDR2, Intel Core 2 Duo @ 2.93 GHz, 500 GB, Windows xp Professional	1
23.	Laptop	Hp pavilion dv6 6165 TX, 5CH1360ARK, 4 GB DDR3, Intel core i7 @ 2.20 GHz, 720 GB, Windows 7 Home basic	1
24.	Laptop	Hp pavilion dv6 1152 tx, 4 GB DDR2, Intel core 2 Duo @ 2.00 GHz, 500 GB, Windows vista home premium	1
Total			6
25.	Printer	Hp Laserjet P 1007	18
26.	Printer	Hp Laserjet P 1008	7
27.	Printer	Hp color Laserjet CP 1515 N	1
28.	Printer	Hp color Laserjet CP 1215 N	1
29.	Printer	HP Laserjet 1020 plus	3
30.	Printer	Hp color Laserjet CP 1025	2
31.	Printer	HP Laserjet P1606dn	3
32.	Printer	Hp Laserjet M 1218 MFP	1
33.	Printer	Hp Officejet All in one L 7380	1
34.	Printer	HP Laserjet M 1005 MFP	1
Total			38
35.	SERVER	HP Proliant ML 350 G6 Tower, Intel Xeon CPU @ 2.00 GHz , 2 GB, HP keyboard, Optical Mouse, DVD Reader, 18.5" LED Monitor, 600 GB, Windows 2003 Server	2
36.	Ntwk Switch	D-Link 16 Port Managed	4
37.	Ntwrk Switch	D-Link 8 Port Managed	1
38.	Ntwrk Switch	Cisco 24 Port Managed	1

Support services for Fortinet Fortigate 90D Firewall and Fortinet Forti Analyzer 100c is also to be quoted separately for inclusion in AMC.

Facility Management Services :

- 1. HP Pavillion All-in-one, i-7 Processor, 16 GB RAM, 2TB HDD, HP Cordless mouse and keyboard, Window 10 Home Basic(One)**
- 2. Biometric Devices (Three).**
- 3. Lenovo V520 Gen7 B250 Chipset, core i3 7100, 4 GM RAM, 1TB HDD, 19.5" LED monitor with Windows 10 Prof (Four)**
- 4. Dell 3060 wifi and Bluetooth, core i5 8th gen, 4GB RAM, 1TB HDD, 19.5" LED Monitor with Windows 10 Pro (Eleven)- User Dr Rajkumar Ramteke, Dr Neha Pandey, Dr Viraj kamble, Dr Shubhash Chandra, Dr V Nataraj, Dr Shiv Kumar, Dr Poonam kuchlan, Dr Laxman singh, Dr VPS Bundela, Mr Ajay Shrivatava, Store**

Signature & Seal of Vendor/Bidder
Mob. No.
Email:

करारनामा का प्रारूप / FORMAT OF AGREEMENT

An agreement is signed between the Director, **ICAR- Indian Institute of Soybean Research, Khandwa Road, Indore** and M/s.(Name of Firm) as the service provider to Comprehensive Annual Maintenance Contract for Computers/ Printers/ Scanners/ Laptops/ Servers/ LAN and other peripherals as per the following terms and conditions of ICAR-IISR, Indore for Twelve months i.e. one year from .../.../2020 to .../.../2021.

TERMS AND CONDITIONS:

- 1) All the items covered under contract shall be thoroughly inspected by the firm within 7 days of the award of the contract and estimates for pre-maintenance / repairs, if any, submitted within 7 days of the award of the contract. This Institute shall not bear any cost on repairs of equipments after the contract has been awarded.
- 2) **Payment terms:** Payment of bill along with GST with HSN/SAC Code will be made in RTGS mode within reasonable time (within 30 days) from the date of receipt of bill on quarterly basis after submitting the proof of payment of all statutory charges of Resident/ Service engineer. Since the mode of payment will be E-payment system, hence Bank account No and IFSC code No. and Name of Bank with address may be intimated along with the Bill. **Payment will be made on quarterly basis** i.e. at the end of each quarter after deduction of applicable taxes and penalty (if any) after receiving satisfactorily services certified by concerned Incharge of the Institute.
- 3) The tenderer must have adequate set up for delivery of efficient services through a team of MCSA, RHCSA, CCNA and NSE4 (Fortinet Certifications) certified personnel, for which necessary supporting evidence has been submitted.
- 4) The vendor shall employ and provide such qualified and experienced personnel as are required to perform the services under the agreement. The Contractor/Agency shall be responsible for all injury/ accident to persons employed by him while on duty. It is desirable that all employees are covered under an Insurance cover.
- 5) The vendor and their personnel shall not either during implementation or after completion of the Contract period, disclose any proprietary or confidential information relating to the services, agreement or the competent Authority business or operations without the prior consent of Competent Authority.
- 6) The Director, ICAR-IISR, Indore reserves the right to change the service period within the validity of the contract period without any change in price or other terms & conditions with commensurate increase decrease or cancelled in service period.
- 7) Documentary evidence for the authority is to be provided in case of partnership firm. All partners have to sign all documents. The competent authority must sign all the enclosed papers/annexure.
- 8) Stipulation of any additional terms & condition would result in rejection of bid. No deviation from the conditions of the tender shall be accepted.
- 9) The Director, ICAR-IISR, Indore reserves the right to accept/reject any/all part of the tender without assigning any reason.
- 10) In case of any dispute regarding the technical acceptability of any offer, the tender opening committee will refer the case to the Director ICAR-IISR, Indore whose decision shall be final and binding on all.
- 11) The Contractor should physically verify all the equipments before quoting. No deviations from the intended specification will be entertained afterwards.
- 12) Rates for Resident Engineer for full day, 6 days a week should be quoted separately. If the resident engineer is absent then equally Competent Engineer should be provided. In the absence of an engineer, penalty of Rs. 500/- per day will be levied and the total penalty will be deducted from the final payment.
- 13) The resident engineer should have a good IT education qualification i.e, Graduate or polytechnic Diploma holder or possess Hardware and Networking certificate from Govt. recognised institute or from renowned Hardware and Networking Institute. Candidate having any other related certificates would be preferred. This should be supported by necessary evidence by the tenderer.
- 14) **Scope of Work:** The overall scope of work is mentioned below:

It includes Installation and Configuration of new Hardware and Software and Biometric devices. Installation and Configuration of Windows Server, SQL server, Visual Studio, MS Office, Ubuntu, Android Studio and other softwares as per the need of the office. Applying Operating System Patches and Antivirus Updates etc. Co-ordinating with respective Vendor/ OEM to resolve the Hardware and Software Problem(s) as & when required. Data backup and data restoration in case of System Crash and Database Failure. Liasoning with Internet Service Provider (ISP) for Resolution of Problems related to Bandwidth. Hardware & Software Asset Management Services. Server and Database Management Services 1) Local Area Network (LAN), Firewall & Security Management.

- a) The contractor shall provide preventive maintenance including but not limited to inspection testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior, fixing of any bugs. Data backup and data restoration services and necessary repair of the equipment, once every 30 days, preferably during the first week of every month. Support for users, troubleshooting of software, removal of virus and re-installation of software, if corrupted. (Anti-Virus Software will be provided by office.)
- b) All hardware parts of the list of IT items given in ANNEXURE-1, except printer head/ matrix, printer ribbon, toner/ink cartridge shall be covered under the contract. Proper functioning of the Operating System and Networking System including switches, cables, internet, biometric device, Firewall are also covered under the contract. The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with original genuine part of same specification and brand and warranty. However Laser Printer maintenance charges include all parts including Fuser Assemblies excluding Teflon and toner cartridge only. The parts damaged because of electric fluctuations/fire (for equipments that are not on UPS), physical damage, mouse Bite etc are not covered under the contract.
- c) The contractor should attend the complaint on the same day or next day morning if the complaint booked in the forenoon by AKMU (ARIS CELL). Complaints booked during afternoon may be attended on the next day or within two days, failing which penalty of Rs.500.00 per day per machine will be levied. During the period of fault rectification, a suitable & justified alternate arrangement should be provided free of cost. In case of delay in rectification beyond 7 days, a penalty of Rs.1000/- per day per machine will be levied. In such an event, the IISR, Indore may get the faults rectified by a third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty.
- d) Complaints regarding server and LAN including hardware and software should be attended on the same day on priority.
- 15) **DUTY HOURS:** The duty hours of the staff deployed will be 8 hrs per day on all official working days of ICAR-IISR, Indore. Working hours will be between 09:30 AM to 05:30 PM including 30 (Thirty) Minutes lunch break. However, the duty of the deployed staff will commence from such time as may be directed by Officer-In-Charge. The personnel may be called on and after beyond working/ office hours as required by Officer-In-Charge.
- 16) The firm/ agency must comply with the minimum wages act, GOI such as wages including ESI & EPF for payment of Resident/Service engineer. The payment will be done after submitting proof for payment of salary, EPF and ESI contributions.
- 17) TDS/Income tax will be deducted as per Income Tax Act, 1961.
- 18) **Risk Clause:** ICAR-IISR, Indore reserves the right to discontinue the service at any time, if the services are found unsatisfactory by giving a show cause to be replied within a week. Moreover, performance security shall stand forfeited in case of cancellation of the contract for any breach of contract or for any deficiency in the performance noticed during the currency of the contract.

Signed on Dated _____ at Indore, M.P.

Director,
ICAR-Indian Institute of Soybean Research,
Khandwa Road, Indore

M/s _____ (Name of the firm)
Address _____

Witness:

1) _____

2) _____

Witness:

1) _____

2) _____