



भा.कृ.अनु.प.-भारतीय सोयाबीन अनुसंधान संस्थान

(आई.एस.ओ : 9001:2015 प्रमाणित संस्थान)

ICAR-Indian Institute of Soybean Research

(ISO 9001:2015 Certified Organization)

खंडवा रोड, इंदौर 452001 (म.प्र.), भारत

Khandwa Road, Indore 452 001 (M.P.) India



F.No: I(21)/20-21/Adm.

Date: 23 September, 2022

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 प्रदाताओं से ई-प्रोक्योरमेंट के द्वारा ऑनलाइन निविदा आमंत्रित की जाती हैं। ऑनलाइन निविदा जमा करने की अंतिम तिथि 17 अक्टूबर, 2022 को 01:00 बजे अपराह्न तक है। ऑनलाइन निविदा, समिति द्वारा 18 अक्टूबर, 2022 को 02:30 बजे अपराह्न खोली जाएंगी। मूल ईएमडी के साथ ऑनलाइन निविदा की एक प्रति वरिष्ठ प्रशासनिक अधिकारी, भा.कृ.अनु.प.- भारतीय सोयाबीन अनुसंधान संस्थान, खंडवा रोड, इंदौर -452001 को निविदा जमा करने की अंतिम तिथि तक प्रस्तुत की जानी चाहिए।

On-line tenders are invited from authorized service providers through e-procurement under two-bid system (Technical & Financial bid) for the 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 **17 October, 2022** up to 01:00 PM. The bid will be opened on dated **18 October, 2022** at 02:30 P.M by the Committee. Original EMD should be submitted along with a printed copy of online bid to the Senior Administrative Officer, ICAR-Indian Institute of Soybean Research, Khandwa Road, Indore- 452001 till the last date of submission of bid.

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 सूचि के अनुसार/ As per enclosed list	Rs 10000/- (Rupees Ten Thousand only)	एक वर्ष (अनुबंध पत्र पर हस्ताक्षर तिथि से)	संलग्नक A के अनुसार/ 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 जमा करने के लिए www.eprocure.gov.in/eprocure/app लिंक पर लॉग-ऑन करें। For detailed terms and conditions, please visit to <https://iisrindore.icar.gov.in> and for online tender submission log on to www.eprocure.gov.in/eprocure/app.

[Handwritten Signature]
23/9/22

वरिष्ठ प्रशासनिक अधिकारी /Senior Administrative Officer

आवश्यक कार्य हेतु प्रतिलिपि/ Copy for necessary action to:

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

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

F.No: I(22)/20-21/Adm.

Date: 23 September, 2022

To,

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Sub: Open E-tender inviting bids for Comprehensive Annual Maintenance Contract (CAMC) of Computers, Printers, Scanners, Laptops, Servers, LAN and 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 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. All the documents submitted with the online bid should be readable. Original EMD must be submitted to the , ICAR-Indian Institute of Soybean Research, Khandwa Road, Indore- 452001 till the last date of submission of bid.
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 of same/ 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 etc.
4. GST Tax and other taxes leviable should be indicated in clear terms separately. The quoted rates are inclusive of 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 over writing. Any cutting/ amendment should be attested. Unattested cutting / amendment and overwriting 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". 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 Tender will not be considered if earnest money exemption certificate is not uploaded with the tender. The EMD shall be refunded to unsuccessful firms without paying any interest by the ICAR-IISR, Indore.
7. **PERFORMANCE SECURITY:** The successful bidder is required to submit performance security amount of Rs 20,000.00 (Rupees Twenty Thousand only) in the form of Demand Draft (D.D.) of any Nationalised Bank in favour of "ICAR UNIT-IISR INDORE". 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, he should be replaced by qualified engineer within two days. If the resident engineer is absent, equally Competent Engineer agreed by our office should be provided. If the Resident Engineer is

absent or replaced engineer is not qualified and technically sound, a penalty of Rs. 500/- per day will be levied and the total penalty will be deducted from the bill.

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's 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.
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 date.
11. **PAYMENT:** Payment of bill along with GST with HSN/SAC Code will be made within reasonable time (approx 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 satisfactory services report certified by concerned Incharge of the Institute.**
12. Income Tax will be deducted as per Income Tax Act, 1961.
13. The firm/ agency must comply with the minimum wages Act, Govt. of India (for highly skilled manpower) including EPF, ESI (if applicable) GST etc. as per Govt. norms for payment of Resident/Service engineer (applicable for highly skilled employee under Agriculture). 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 uploaded with the Tender Form which will form necessary part of the terms and conditions of the Tenders document :
 - a) Attested copy of EMD or proof of EMD exemption.
 - b) Registration certificate of the firm under the work contract of the Central/ State Govt.
 - c) Minimum turnover of the firm/ Agency should not be less than Rs 1.00 Crore including Rs. 2.00 Lakhs of AMC or CAMC in any three of the last five financial years (i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) in book of accounts for such works/services in Centre/State Departments/Autonomous bodies/ PSUs/ PSES/ Banks/Insurance Companies only.
 - d) Certified balance sheet by the Chartered Accountant of the-firm for any three financial years out of last five years (i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22).
 - e) GSTIN & PAN certificate issued by concerned organizations.
 - f) Undertaking whether EPF & ESI Act is applicable or not (Supporting Documents)
 - g) The certificate of an Authorized Service provider or Authorized Dealer/ Distributor of any reputed brand of Computer and peripherals.
 - 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. recognized Institute or from renowned Hardware and Networking Institute.
 - i) 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. Certificates for necessary supporting evidence must be furnished.
 - j) Certificate of Undertaking on firms letter head duly signed and sealed as per format given below that the firm has not been blacklisted/ debarred from providing AMC services by any Central/ State Government / Government Undertaking /PSU :
 - k) Experience in the field of similar Comprehensive AMC/AMC during any three of the last five financial years (i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) in Govt.(Centre/State Departments/Autonomous bodies/ PSUs/ PSES/ Banks/Insurance Companies).
 - l) Signed and sealed self Certificate by the bidder on its letterhead that it has not been debarred and blacklisted by any government organization in India on the date of applying for the tender.

"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 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 the deployed personnel 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 signing of contract. The CAMC period can be extended/ decreased for six months each time, if so desired by the IISR, Indore 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. Any change in the minimum wages, EPF & ESI rates, etc. (except change in GST rates) will be borne by the firm. The rates should be quoted in Indian Rupees.
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 Director, ICAR- IISR, Indore reserves the right to change the quantity of listed items within the validity of the contract period.
21. Documentary evidence for the authority is to be provided in case of partnership firm. All partners have to sign all documents.
22. Stipulation of any additional terms & condition would result in rejection of bid.
23. No deviation from the conditions of the tender shall be accepted.
24. 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.
25. The contractor should physically verify all the equipments before quoting. No deviations from the intended specification will be entertained afterwards.
26. 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.
27. All disputes subject to Indore Jurisdiction only.
28. 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, should be 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.

3. The vendor should have a service centre in Madhya Pradesh or should agree to open a service centre in Madhya Pradesh within one month of signing of contract. 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. Resident engineer so employed by the firm will be working under the firm and IISR will not be under any kind of obligation to provide him any kind of service, job etc. and IISR will not be responsible for any kind of loss by action of resident engineer.
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. recognized 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 software's as per the need of the office; Applying Operating System Patches and Antivirus Updates, Routine 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; Management of Online meetings/ programs on Virtual platform.
 - (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, drum** 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, Teflon**) **excluding drum and toner cartridge**. 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) Complaints regarding SERVER and LAN including hardware and software should be attended on the same day on priority.
 - (v) 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.

[Signature]
23/9/22

वरिष्ठ प्रशासनिक अधिकारी /Senior Administrative Officer

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			
7.	GSTIN			
8.	Names of Resident/ Service engineer			
9.	Qualification of Resident/ Service engineer			
10.	INFORMATION REGARDING EXPERIENCE :			
Sl. No.	Name of Organization	Duration	Address & Contact No. of Client (s)	Contract Value
(i)				
(ii)				
(iii)				
11.	Name, Address and Phone No. of the firm's representative			
12.	Whether paying the PF on behalf of employees	YES	NO	
	If Yes, PF Code Number			
13.	Whether including employees under ESI	YES	NO	
	If so, ESI Code Number			
14.	Details of Income-tax assessed	YES	NO	
15.	If yes, Income Tax assessed as per the latest order [Please enclose copy of income tax return]			
		Rs.		

Date:

Signature and seal of authorized signatory

Place:

FINANCIAL/ PRICE BID
[Only Online submission]

To,
The Senior 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 (in Rupees)
1.	Comprehensive Annual Maintenance Contract of Computers, Printers, Scanners, Laptops, Servers, LAN and other Peripherals.	(As per enclosed Annexure-A).		
2.	One full time Resident/ Service Engineer.(For highly skilled rates)*	1		
3.	Support services for Fortinet Fortigate 90D Firewall and Fortinet Forti Analyzer 100c	1		
4.	GST at applicable rate **			
	Total price (In words):			

* As per minimum wages Act, Govt. of India including EPF, ESI, GST etc. as per Govt. norms (Applicable for Highly skilled employee).

** As on date Institute does not have DSIR certificate.

Place:
Date:

Signature with Seal of bidder
Mobile No. _____
Name & Address with E-mail:
Fax No. & Mob. no.:

CHECK LIST

Note: Please upload relevant supporting documents in readable form in the sequence of check list.

Sl. No.	Particulars	Yes/ No	Page number
1.	Details of Demand Draft towards EMD: DD No. _____ dtd. _____ Amount _____		
2.	Certificate of Firm registration		
3.	GSTIN		
4.	PAN		
5.	Undertaking whether EPF & ESI Act is applicable or not (Supporting Documents)		
6.	Experience in the field of similar Comprehensive AMC/AMC during any three of the last five financial years (i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) in Govt.(Centre/State Departments/Autonomous bodies/ PSUs/ PSES/ Banks/Insurance Companies).		
7.	Certified balance sheet of the firm for any three financial years out of last five years (i.e.2017-18, 2018-19, 2019-20, 2020-21 and 2021-22) for annual turnover (not be less than Rs 1.00 Crore including Rs. 2.00 lakhs of CAMC) by the Chartered Accountant.		
8.	Certificate of an Authorized Service provider or Authorized Dealer/ Distributor of any reputed brand of Computer and peripherals		
9.	Certificates of Academic Qualifications & Experience of resident engineer		
10.	Documentary evidence for team of MCSA, RHCSA, CCNA and NSE4 (Fortinet Certifications) etc. certified personnel. Necessary certificates must be furnished.		
11.	Signed and sealed self Certificate by the bidder on its letterhead that it has not been debarred and blacklisted by any government organization in India on the date of applying for the tender.		
12.	The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to submit undertaking to this effect with bid.		
13.	The rates quoted for resident/service engineer are as per minimum wages Act (for highly skilled manpower)		
14.	Submission of Financial Bid		
15.	Agreeing for all terms & condition of tender documents		

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

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

Annexure-A

S.No.	Description of IT Device-Model, RAM, Processor Type, HDD, Operating System		Quantity
1.	Desktop	Lenovo V520 Gen7 B250 Chipset, core i3 7100, 4 GB RAM, 1TB HDD, 19.5" LED monitor with Windows 10 Prof	04
2.	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	24
3.	Desktop	Dell 3060 wifi and Bluetooth, core i5 8 th gen, 4GB RAM, 1TB HDD, 19.5" LED Monitor with Windows 10 Pro	11
4.	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	15
5.	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	15
6.	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
7.	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	2
8.	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
9.	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
10.	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
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	1

		H520(ES13615853) 2GB Intel(R) Core(TM) i3-3240T CPU @ 2.9GHz, LED monitor 500GB Windows 8.1 Pro	
16.	Desktop	BioChemistry Lab(Attached with Gel documentation Bioimaging system) Zebtronc 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
20.	Desktop	HP Pavilion All-In-One (S.No = 8CC6250CJK) 16 GB RAM i-7 Processor, HP Cordless mouse and keyboard 2TB HDD Window 10 Home Basic	1
Total			91
21.	Laptop	Hp Probook 4420 S (CNF1103202), 2 GB DDR3, Intel core i5 @ 2.40 GHz, 320 GB, Windows 7 Professional	2
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			5
25.	Printer	Hp Laserjet P 1007	18
26.	Printer	Hp Laserjet P 1008	7
27.	Printer	HP Laserjet 1020 plus	3
28.	Printer	Hp color Laserjet CP 1025	2
29.	Printer	HP Laserjet P1606dn	4
30.	Printer	Hp Laserjet M 1218 MFP	1
31.	Printer	HP Laserjet M 1005 MFP	1
32.	Printer	HP LaserJet 1136MFP	1
Total			37
33.	Network Switch	D-Link 16 Port Managed	4
34.	Network Switch	D-Link 8 Port Managed	1
35.	Network Switch	Cisco 24 Port Managed	1
Total			6

Facility Management Services :

1. Biometric Devices (**Two**).
2. Hp all-in-one Desktop -24-cb0xxx -Intel (R) core(TM)i5-10600 CPU@3.00GHz,2.10 GHz,16 GB RAM,1TB SSD HDD (**Three**)
3. Dell-Inspiron 5400 AIO (Touch screen)-Intel 11th Gen Intel(R) core(TM)i5-1135G7@2.40GHz,2.42 GHz,16 GB RAM,500GB SSD HDD (**Three**)
4. HP Laptop 11th Gen Intel(R) Core(TM) i5-1135G7 @ 2.40GHz 2.42 GHz , 8 GB Ram , 1tb HDD , WINDOWS 11 OP-(**one**)
5. One qualified resident/service engineer (Full time).

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

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 i.e. one year from .../.../2022 to .../.../2023.

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 of 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 (approx 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 Number 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 at Indore 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 should have a service centre in Madhya Pradesh or should agree to open a service centre in Madhya Pradesh within one month of signing of contract. The details of the service centers in Madhya Pradesh, with full addresses, Telephone numbers, details of equipment and staff, etc. should be enclosed.
- 5) 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.
- 6) 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.
- 7) 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.
- 8) 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.
- 9) Stipulation of any additional terms & condition would result in rejection of bid. No deviation from the conditions of the tender shall be accepted.
- 10) The resident engineer once appointed as agreed by our office, should not be changed. If the office feels that the Resident engineer is not technically sound, he/she should be replaced by qualified engineer within two days. If the resident engineer is absent, equally Competent Engineer agreed by our office should be provided. If the Resident Engineer is absent or replaced engineer is not qualified and technically sound, a penalty of Rs. 500/- per day will be levied and the total penalty will be deducted from the bill.

- 11) The resident engineer should have a good IT educational qualification i.e, Graduate or polytechnic Diploma holder or possess Hardware and Networking certificate from Govt. recognized 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.
- 12) **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 software's as per the need of the office; Applying Operating System Patches and Antivirus Updates, Routine 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; Liasoning with Internet Service Provider (ISP) for Resolution of Problems related to Bandwidth. Hardware & Software Asset Management Services; Server and Database Management Services I) Local Area Network (LAN), Firewall & Security Management; Management of Online meetings/ programs on Virtual platform.
 - b) 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.)
 - c) All hardware parts of the list of IT items given in ANNEXURE 'A' **except printer head/ matrix, printer ribbon, toner/ink cartridge, drum** 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, Teflon**) **excluding drum and toner cartridge**. 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.
 - d) 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.
 - e) Ccomplaints regarding server and LAN including hardware and software should be attended on the same day on priority.
- 13) **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.
- 14) The firm/ agency must comply with the minimum wages Act, Govt. of India (for highly skilled manpower) including EPF, ESI, GST etc. as per Govt. norms for payment of Resident/Service engineer. Any change in the minimum wages, EPF & ESI rates, etc. (except change in GST rates) will be borne by the firm. The payment will be done after submitting proof of RTGS/NEFT of the paid salary, EPF & ESI (if applicable).
- 15) TDS/Income tax will be deducted as per Income Tax Act, 1961.
- 16) GST/TDS tax will be deducted as per relevant GST rule of that time.

- 17) **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) _____