



भाकृअनुप - राष्ट्रीय अंगूर अनुसंधान केन्द्र

डाक पेटी नं .3412307 – पुणे ,सोलापूर रोड ,मांजरी फार्म डाकघर ,, भारत

ICAR- NATIONAL RESEARCH CENTRE FOR GRAPES

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F.No. NRCG/5(124) / 2013- Stores

dated: 20.03.2015

To,

Sub:- Annual Maintenance Contract for Computer and Accessories – Reg.

Dear Sir,

We have a requirement of the goods & services as indicated at Annexure-I , tender for which will be opened at _____ hrs on **20.04.2015** (date) and you are invited to submit your most competitive quotation for the same. All the relevant details are given below:

Description of the goods required and the required quantity:

As enclosed in annexure – 1.

1. Guiding specification and other technical details :

As enclosed in annexure – 2.

2. Terms of delivery :

Delivery at site, viz. **National Research Centre for Grapes, Pune.**

3. Delivery period for goods :

Within **1 (One)** months from the date of the purchase's signing the contract.

4. Erection / Installation and commissioning (if required, depending on the goods ordered) are to be completed with **7 days** of delivery of the goods at site.

5. Terms of Inspection by the purchaser's representative :

6. Training of purchaser's operator(s) for operating the goods ordered, as and if necessary:

_____ Operator(s) is / are to be trained for a period of _____ weeks at

purchaser's premises / supplier's premises for successfully operating the goods

purchased. The training shall be completed by.....

Price structure:

- The tenderer shall quote for the complete requirement of goods & services and for the full quantity as shown against a serial number in the List of Requirements in Annexure – 1. Unless otherwise specified in Annexure – 1, the tenderers are, however, free not to quote against all the serial numbers mentioned in the List of

Requirements (in case there are more than one serial number in the List of Requirements.).

- b. The rates and Prices quoted shall be in Indian Rupees only.
- c. All duties, taxes and levies payable by the supplier under the contract shall be included in the quoted price. The purchaser will not pay any such duties, taxes and levies separately.
- d. The rates and prices quoted by the supplier shall remain firm and fixed during the currency of the contract and shall not be subject to variation on any account, whatsoever, including statutory variations, if any.

7. Receipts of goods & Terms of payment :

- a. Payment term for supply of goods, including erection / installation and commissioning (as and if applicable).

Immediately on receiving the goods at site, the purchaser will verify the quantities of the items supplied as specified in the delivery challan of the supplier and also check for any superficial damage etc. in the goods so supplied and issue a provisional receipt accordingly. If the goods supplied do not require erection / installation and commissioning at site, the purchaser, within three working days of issue of the provisional receipt, will issue acceptance certificate (of the goods) to the supplier, provided the goods supplied also need erection / installation and commissioning, the purchaser will issue acceptance certificate within two working days, after successful erection / installation and commissioning. The supplier will then send its invoice along with the purchaser's acceptance certificate and other accompanying documents to the paying authority for payment.

The paying authority will release the full payment to the supplier as due in terms of the contract, within seven working days of receipt of supplier's invoice, purchaser's receipt certificate and other accompanying documents, provided the same are in order.

- b. Payment for training of purchaser's operator(s), if applicable.

After release of payment to the supplier as per sub – para (a) above and after successful completion of training of the operator(s) in terms of the contract, the purchaser will immediately issue a certificate to the effect to the supplier. The supplier will be thereafter send its invoice for training charges, along with the above certificate to the paying authority. The paying authority will release the payment to the supplier in terms of the contract within seven working days of receipt of supplier's invoice provided the invoice and the accompanying documents are in order.

8. Paying Authority :

9. Liquidated Damage Clause :

If any time during the performance of the contract, the supplier encounters conditions hindering timely delivery of the goods, the supplier shall promptly inform the purchaser in writing the fact of the delay and the likely duration of the same. After receipt of supplier's communications, the purchaser shall decide as to whether to cancel the contract for the un – supplied portion after the existing delivery period, or

to extend the delivery period suitably by issuing an amendment to the contract. If the supplier fails to deliver the goods and / or perform the services within the contractual delivery period for reasons other than circumstances beyond supplier's control (which will be determined by the purchaser) and the purchaser extends the delivery period, the purchaser will also deduct from the contact price, as liquidated damages, a sum equivalent to 0.5 % (half percent) of the delivered price of the delayed goods or unperformed services for each week delay or part thereof until actual delivery or performance. The maximum limit of such deduction will, however, be 10% (10 percent) of the contract price of the delayed goods or services.

Further, during such delayed period of supply and / or performance, the supplier shall not be entitled to any increase in price and cost, whatsoever, on any ground. However, the purchaser shall be entitled to the benefit of any decrease in price and cost on any ground, whatsoever, of the goods & services, supplied during the period of delay.

The purchaser's letter (to the supplier, with copies endorsed to others concerned) extending the delivery period will be subject to the above conditions.

10. Warranty Clause :

11. Dispute Resolution Mechanism :

If any dispute or difference arises between the purchaser and the supplier relating to any matter connected with the contract, the parties shall make every effort to resolve the same amicably by mutual discussions. However, if the parties fail to resolve the dispute or difference by such mutual discussion within 30 days, either the purchaser or the supplier may give notice to the other party of its intension to refer the same to arbitration. The arbitration shall commence thereafter. The arbitration shall be conducted by a sole arbitrator, who will be appointed by the Secretary, ICAR and the procedure to be followed in this respect will be as per the Indian Arbitration and Conciliation Act, 1996. The venue of the arbitration shall be the place from where the contract is issued.

12. You are also required to fulfill the following conditions and furnish the details as indicated in subsequent paragraphs.

- a. At the time of awarding the contract, the purchaser reserves the right to increase or decrease by up to 25%, the quantity of goods & services as specified in the List of Requirements, without any change in the unit price or other terms & conditions.
- b. Please furnish a certified copy of your latest ITCC (Income Tax Clearance Certificate).
- c. Please indicate if you are currently registered with any Govt. organization and if registered, furnish all relevant details.
- d. Please state whether business dealings with you presently stand banned by any Government organization and if, so, furnish relevant details.
- e. A supplier shall not submit more than one quotation for the same set of goods.

- f. The supplier shall at all times indemnify the purchaser, at no cost to the purchaser, against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the goods or any part thereof, with respect to the goods quoted by the supplier in its offer.
 - g. The quotation(s) as well as the contract shall be written in English language. All correspondence and other documents pertaining to the quotation(s) and the contract, which the parties exchange, shall also be written in English.
The quotations and all correspondence and documents relating to the quotation exchanged between the bidder and the purchaser may also be written in Hindi language provided that the same is accompanied by an English translation, in which case, for the purpose of interpretation of the quotation, the English translation shall govern.
 - h. The contract shall be governed by the laws of India and interpreted in accordance with such laws.
1. The quotations shall be sealed in an envelope. The envelope shall be addressed to the purchaser and it should also bear the tender enquiry No. and the words “**DO NOT OPEN BEFORE 20.04.2015*** (* The time and date of opening of the tenders). This envelope should then be put inside another envelope, which will also be duly sealed. The outer envelope will bear the full address of the purchaser. The supplier must ensure that its tender (i.e. quotation), duly sealed as above, reaches the purchaser at least one hour before the time and date of opening of tenders. The supplier may, all its choice, send the tender by registered Post or by speed post. Alternatively, the supplier may also hand deliver the tender to the purchaser in which case the purchaser shall give the supplier a receipt, indicating the time & date of receipt of the tender.
 2. The tenders, which are received late by the purchaser will be ignored. Further, the purchaser does not accept any liability and responsibility for the tenders in case the same are not properly sealed & marked and / or sent as above.
 3. The tenders, which are received on time (as per Para 3 above), will be opened at purchaser’s office at _____ hours on _____ (date). The purchaser will open the tenders in the presence of the tenderers duly authorized representatives, who choose to attend the tender opening.
 4. The purchaser will evaluate and compare the quotations which are substantially responsive i.e. which are properly prepared & signed and meet the required terms, conditions, specifications etc. The purchaser will award the contract to the supplier whose quotation will be determined to be responsive and offering the best evaluated price.
 5. Notwithstanding the above, the purchaser reserves the right to accept or reject any quotation or annul the tendering process and reject all quotations at any time prior to award of the contract, without assigning any reason, whatsoever, and without incurring any liability or obligation, whatsoever, to the affected tenderer or tenderers.
 6. Please submit your quotation accordingly. You shall sign all the pages of your quotation. Your price quotation may be furnished in the format enclosed as Annexure – 3. You are also required to return this original tender enquiry (all the pages), as it is, duly signed by you on every page, for our record. You may retain a photocopy of this tender enquiry for your record.

Enclosure: Annexure 1, 2 & 3.

.....
Administrative Officer

(Signature of the Purchaser)

Address: National Research Centre for Grapes, Pune.

Tel: +91-20-26956000 (EPABX), Fax: +91-20-26956099

LIST OF REQUIRMENTS**Details of IT infrastructure at NRCG****List of hardware**

The Vendor should physically verify all the equipments before quoting. No deviations from the intended specification will be entertained afterwards.

1. Details of desktops / laptops having Windows vista/7/8, MS-Office and other software applications.

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
1. Dr. Indu S. Sawant	Laptop Sl. No./Service Tag No. CXTCGT1 Dell XPS13 L321X, Intel Core i5-2467M @ 1.60 GHz, 4 GB, 220 GB	
2. Dr. Indu S. Sawant	Laptop Sl. No./Service Tag No. FM3J8BS Dell Studio XPS 1640, Intel Core2Duo P8700 @ 2.53 GHz, 4 GB, 300 GB	
3. Dr. Indu S. Sawant	Desktop Sl. No./Service Tag No. 7087AZ016469 HCL Ezeebee 1JP Z991 C2, Intel Pentium Dual CPU E2160 @ 1.80 GHz, 1 GB, 250 GB	
4. Dr. Indu S. Sawant	Desktop Sl. No./Service Tag No. DSRIII32-01 Assembled, Intel Core i5 @ 3.20 GHz, 4 GB, 500 GB	
5. Dr. Indu S. Sawant	Desktop Sl. No./Service Tag No. J8VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
6. Dr. Indu S. Sawant	Desktop Sl. No./Service Tag No. 5J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
7. Dr. S.D. Sawant	Desktop Sl. No./Service Tag No. DSRIII08two_a Assembled, AMD Athlon X2 250, 3013 Mhz, 2 Core processor, 2 GB, 300 GB	
8. Dr. S.D. Sawant	Desktop Sl. No./Service Tag No. DSRIII08two_b Assembled, AMD Athlon X2 250, 3013 Mhz, 2 Core processor, 2 GB, 300 GB	
9. Dr. S.D. Sawant	Desktop Sl. No./Service Tag No. B8VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
10. Dr. S.D. Sawant	Desktop Sl. No./Service Tag No. 2J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
11. Dr. R.G. Somkuwar	Desktop Sl. No./Service Tag No. 79VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
12. Dr. R.G. Somkuwar	Laptop Sl. No./Service Tag No. C904EKM7 Sony Vaio SVT131A11W, Intel Core I 3317 U @1.70 GHz, 4 GB, 500 GB	
13. Dr. R.G. Somkuwar	Laptop Sl. No./Service Tag No. C90565GV Sony Vaio SVT13135PNS, Intel Core i5 3337U @ 1.80 GHz, 4 GB, 441 GB	
14. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. 4093A1345318 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
15. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. DSR1169 Assembled, Pentium D 3.4 GHz, 1 GB, 250 GB	
16. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. 99VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
17. Dr. Anuradha Upadhyay	Laptop Sl. No./Service Tag No. B2HG3BS Dell Inspiron 1545, Intel Core2Duo 2GHz, 3 GB, 250 GB	
18. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. 7PTY2BS Dell nSeries, Intel Core2Duo E7400 @ 2.8 GHz, 1 GB, 300 GB	
19. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. 3RG5DB1 Dell Optiplex GX620, Pentium IV @ 3.00 GHz, 1.5 GB, 300 GB	
20. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. DSR11274 Assembled, Core 2 E7400 @ 2.8 GHz, 3 GB, 300 GB	
21. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. INA133ST5N HP Elite 7100 MT, Intel Core i3 @3.20 GHz, 3.2 GB, 300 GB	
22. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. 4WPB6Q1 Dell Inspiron, n series, Intel i5 @3.10 GHz,, 2 GB, 500 GB	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
23. Dr. Anuradha Upadhyay	Desktop Sl. No./Service Tag No. C8VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
24. Dr. A.K. Upadhyay	Desktop Sl. No./Service Tag No. 18XR32J Dell Optiplex GX520, Intel Pentium IV 3.20 GHz, 3.5 GB, 150 GB	
25. Dr. A.K. Upadhyay	Laptop Sl. No./Service Tag No. 6C110138H Toshiba, Intel Core i5, 4 GB, 500 GB	
26. Dr. A.K. Upadhyay	Desktop Sl. No./Service Tag No. P310LDWZ0359 Compaq EVO, P-IV @ 2.40 GHz, 1 GB, 40 GB	
27. Dr. A.K. Upadhyay	Desktop Sl. No./Service Tag No. DSRI115 Assembled, P-IV, 2.8 GHz, 512 MB, 80 GB	
28. Dr. A.K. Upadhyay	Desktop Sl. No./Service Tag No. D8VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
29. Dr. A.K. Upadhyay	Desktop Sl. No./Service Tag No. L9CF978 Lenovo Think Center, Intel Core2Duo @ 2.20 GHz, 1.5 GB, 150 GB	
30. Dr. A. K. Upadhyay	Desktop Sl. No./Service Tag No. 61W2NV1 Dell Optiplex 790, Intel Core i5-2310 @ 2.90 GHz, 4 GB, 300 GB	
31. Dr. A. K. Upadhyay	Laptop Sl. No./Service Tag No. C904PN4R Sony Vaio, Intel Core i5, 4 GB, 500 GB	
32. Dr. A. K. Upadhyay	Desktop Sl. No./Service Tag No. 39VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
33. Dr. A. K. Upadhyay	Laptop Sl. No./Service Tag No. YC018211H Toshiba, Intel Core i5, 4 GB, 500 GB	
34. Dr. A. K. Upadhyay	Desktop Sl. No./Service Tag No. HTPLVS1 Dell Vostro, Intel Core i5-2400 @ 3.10 GHz, 4 GB, 500 GB	
35. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. INA335W80G HP 3330 microtower, Intel Core i3-3220 @ 3.30 GHz, 4 GB, 500 GB	
36. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. 8XCCW21 Dell Precision 340, Pentium IV, ,	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
37. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. AMD Processor Sony Iball, Intel Pentium IV @ 2.0 GHz, 504 MB, 150 GB	
38. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. 19VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
39. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. 70X4RL1 Dell Optiplex 960, Intel Core2Duo E8400 @ 3.00 GHz, 3.21 GB, 500 GB	
40. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. CHX5JL1 Dell Precision T3400, Intel Core2Duo E8400 @ 3.00 GHz, 3.25 GB, 1000 GB	
41. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. 59VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
42. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. CZC0104Y44 HP xw4600 Workstation, Intel Core2Duo E8500 @ 3.16 GHz, 2 GB, 250 GB	
43. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. CBXPTL1 Dell Optiplex 960, Intel Core2Duo E8400 @ 3.00 GHz, 2 GB, 250 GB	
44. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. 9S5GPH1 Dell Precision T3400, Intel Core2Duo E6750 @2.66GHz, 2 GB, 300 GB	
45. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. HPLC Dionex Sony, Intel Pentium IV @ 2.8 GHz, 512 MB, 80 GB	
46. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. KKKFP4A IBM Corporation, Intel Pentium IV @ 3.00 GHz, 1 GB, 150 GB	
47. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. 7635852LMGVENZ Lenovo Think Centre, Intel Core2Duo @ 3.0 GHz, 1.83 GB, 250 GB	
48. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. 3839B71 Dell Precision 370, Intel Corei5 @3.10 GHz, 512 MB, 200 GB	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
49. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. F2BB8R1 F2BB8R1 Dell Optiplex 790, Intel Core i5 @ 3.10 GHz, 4 GB, 500 GB	
50. Dr. Kaushik Banerjee	Laptop Sl. No./Service Tag No. GG1P2BS Dell Latitude E6400, Intel Core2Duo @ 2.26 GHz, 2 GB, 100 GB	
51. Dr. Kaushik Banerjee	Laptop Sl. No./Service Tag No. CNF8315HX8 HP Pavillion dv 6000, Intel Core2Duo @ 3.00 GHz, 3 GB, 300 GB	
52. Dr. Kaushik Banerjee	Laptop Sl. No./Service Tag No. C609W2R8 Sony Vaio PCG41216W, Intel Corei5 2520M @ 2.50 GHz, 4 GB, 500 GB	
53. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. INA025002G HP Pro 3090 MT, Intel Core2Duo E7500 @ 2.93 GHz, 896 MB, 400 GB	
54. Dr. Kaushik Banerjee	Desktop Sl. No./Service Tag No. L956868 Lenovo Think Centre, Intel Core2Duo @ 2.4 GHz, 1 GB, 150 GB	
55. Dr. S.D. Ramteke	Desktop Sl. No./Service Tag No. 89VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
56. Dr A.K. Sharma	Desktop Sl. No./Service Tag No. C074AZ258424 HCL Ezeebee Max Z991 C2D, , ,	
57. Dr A.K. Sharma	Desktop Sl. No./Service Tag No. 2TV5W41 Dell Optiplex GX270, Intel Pentium IV @ 2.80 GHz, 256 MB, 40 GB	
58. Dr A.K. Sharma	Laptop Sl. No./Service Tag No. G3TZ6P1 Dell Vostro 1015, Intel Core2Duo @2.20 GHz, 2 GB, 300 GB	
59. Mrs. Kavita Y. Mundankar	Desktop Sl. No./Service Tag No. 4093A1345319 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
60. Mrs. Kavita Y. Mundankar	Desktop Sl. No./Service Tag No. INA9450B2T Compaq Presario CQ31501X, Intel Core2Duo @2.93 GHz, 2 GB, 320 GB	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
61. Mrs. Kavita Y. Mundankar	Desktop Sl. No./Service Tag No. 9J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
62. Mrs. Kavita Y. Mundankar	Laptop Sl. No./Service Tag No. XXX Dell Studio 15, Core2Duo, ,	
63. Mrs. Kavita Y. Mundankar	Desktop Sl. No./Service Tag No. DSR11269/01 Assembled, Intel Core2Quad Q6600 @2.40 GHz, 4 GB, 700 GB	
64. Mrs. Kavita Y. Mundankar	Desktop Sl. No./Service Tag No. F8VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
65. Mrs. Kavita Y. Mundankar	Desktop Sl. No./Service Tag No. 4093A1345320 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
66. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 4093A1345313 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
67. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 4093A1345314 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
68. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 4093A1345311 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
69. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. FW678BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
70. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 4093A1345317 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
71. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 8D11ZR1 Dell XPS 8300, Intel Core i5-2320 @3.00 GHz, 4 GB, 500 GB	
72. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. INA207P0L5 HP Compaq 600 Pro SFF, Intel Pentium DualCore E6600 @3.06 GHz, 2 GB, 500 GB	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
73. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 4093A1345315 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
74. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 4093A1345310 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
75. Dr. D.S. Yadav	Desktop Sl. No./Service Tag No. 4093A1345321 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
76. Dr. Roshni Ramdas Samarth	Desktop Sl. No./Service Tag No. DW678BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
77. Mrs. Amala U.	Desktop Sl. No./Service Tag No. H8VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
78. Dr. Ahammed Shabeer T.P.	Desktop Sl. No./Service Tag No. BNB98R1 Dell Optiplex 790, Intel Core i5 @ 3.10 GHz, 4 GB, 500 GB	
79. Dr. Ahammed Shabeer T.P.	Laptop Sl. No./Service Tag No. CNF3361C42 HP Compaq NX9005, mobile AMD Athlon XP2400+ @518MHz, 448 MB, 120 GB	
80. Dr. Ahammed Shabeer T.P.	Laptop Sl. No./Service Tag No. 5HQ7VQ1 Dell Latitude E6420, Intel Core i7-2620M @2.70GHz, 4 GB, 500 GB	
81. Ms. Anupa T.	Desktop Sl. No./Service Tag No. 69VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
82. Mr. S.N. Salve	Desktop Sl. No./Service Tag No. 3J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
83. Mr. Munish N. Gunti	Desktop Sl. No./Service Tag No. 1J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
84. Mr. O. Babu	Desktop Sl. No./Service Tag No. G8VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
85. Mr. B.M. Chavan	Desktop Sl. No./Service Tag No. 29VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
86. Mr. K. Ali	Desktop Sl. No./Service Tag No. CW678BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
87. Mr. N.S. Pathan	Desktop Sl. No./Service Tag No. 6J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
88. Mr. N.S. Pathan	Desktop Sl. No./Service Tag No. 4093A1345316 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
89. Mrs. Anita Mathew	Desktop Sl. No./Service Tag No. JH81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
90. Mrs. Anita Mathew	Desktop Sl. No./Service Tag No. B093A1185967 HCL Infiniti Pro BL 1295, Intel Core2Duo E8400 @3.00 GHz, 2 GB, 250 GB	
91. Mrs. Pallavi K. Tated	Desktop Sl. No./Service Tag No. GJ81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
92. Mr. P.P. Kalbhor	Desktop Sl. No./Service Tag No. 4093A1345312 HCL Infiniti Pro BL 1295, Intel Core2Duo @3.00 GHz, 2 GB, 300 GB	
93. Mr. P.P. Kalbhor	Desktop Sl. No./Service Tag No. CJ81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
94. Mr. V.D. Gaikwad	Desktop Sl. No./Service Tag No. 8J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
95. Mr. U.N. Borse	Desktop Sl. No./Service Tag No. 7J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
96. Mr. U.N. Borse	Desktop Sl. No./Service Tag No. 4J81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
97. Mr. U.N. Borse	Desktop Sl. No./Service Tag No. DSR Assembled, PIV 2.9 GHz, 512 MB, 80 GB	
98. Mr. U.N. Borse	Desktop Sl. No./Service Tag No. DSRIII Assembled, Intel Core i7 @3.40 GHz, 4 GB, 500 GB	

Name of the user	Configuration (Sl.No. / Service Tag No., Make, Processor, RAM, HDD)	Remarks
99. Mr. B.B. Khade	Desktop Sl. No./Service Tag No. FJ81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016
100. Ms. Shailaja V. Satam	Desktop Sl. No./Service Tag No. DJ81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	No. Under warranty up to 30.12.2016
101. Ms. Shailaja V. Satam	Desktop Sl. No./Service Tag No. 98VF7BS Dell Optiplex 980, Intel Core i5 670 @3.47 GHz, 4 GB, 500 GB	
102. Mr. B.J. Phalke	Desktop Sl. No./Service Tag No. BJ81HZ1 Dell Optiplex 9020, Intel Corei5-4570 @3.20 GHz, 8 GB, 1000 GB	Under warranty up to 30.12.2016

2. Details of Printers

Name of the user	Make and model of printer	Remarks
1. Dr. Indu S. Sawant	Laser, HP laserjet 1022	
2. Dr. Indu S. Sawant	Dotmatrix, Epson LX300+II	
3. Dr. S.D. Sawant	Inkjet, HP Deskjet Photosmart 7760	
4. Dr. R.G. Somkuwar	Laser Colour, HP Laserjet Pro 200 color M251n	
5. Dr. Anuradha Upadhyay	Inkjet, HP Deskjet 5550	
6. Dr. Anuradha Upadhyay	Laser, HP Laserjet 1300	
7. Dr. Anuradha Upadhyay	Laser, HP Laserjet P3005d	
8. Dr. Anuradha Upadhyay	Laser, HP Laserjet 1300	
9. Dr. A.K. Upadhyay	Laser, HP Laserjet 1300	
10. Dr. A.K. Upadhyay	Laser, HP Laserjet 1320	
11. Dr. A.K. Upadhyay	Laser, HP Laserjet P1606 dn	
12. Dr. S.D. Ramteke	Laser, Laserjet Samsung SCX 4300	
13. Dr. S.D. Ramteke	Inkjet, Deskjet Epson Stylus C43SX	
14. Mrs. Kavita Y.Mundankar	Laser, Samsung Laserjet ML 2150	
15. Mrs. Kavita Y. Mundankar	Inkjet, Hp Deskjet 9600	
16. Dr. D.S. Yadav	Laser, HP Laserjet 1300	
17. Dr. Roshni R. Samarth	Laser Colour, HP CP1515	
18. Mr. O. Babu	Laser, Samsung Laserjet ML 2150	
19. Mr. U.N. Borse	Laser, HP Laserjet P2015D	
20. Mr. U.N. Borse	Laser, HP Laserjet 1300	
21. Mr. N.S. Pathan	Dotmatrix, TVS MSP Dotmatrix 245	

Name of the user	Make and model of printer	Remarks
22. Mr. N.S. Pathan	Laser, Brother MFC J6710DW	
23. Mrs. Anita Mathew	Laser, Samsung Laserjet ML 2150	
24. Mrs. Anita Mathew	Laser, Canon ImageClass MF4380dn	

Details of Server and LAN infrastructure: The two DELL PowerEdge R510, rack mounted servers installed with Windows Server 2008 R2 Standard are presently configured and used as domain controller and backup domain controller. All buildings are in the same premises and LAN is presently connecting main building and NRL building using fibre optic cable, in addition to it establishment of LAN to connect new Biotech and NRL building, Bio-control lab, farm office, guest house, entomology lab in type V quarter using fibre optic cable is under process. All LAN hardware (existing and new installation) and its maintenance will be part of this contract. Internet services, 10 mbps through LL are provided from M/s Railtel Corporation of India Ltd. Watch guard XTM 505 from Watch Guard Technologies Inc. is installed with Watchguard live security bundle for router level security. All the computers are installed with Quick heal total security antivirus for desktop level security.

Name of the user	Make and model of server	Remarks
Mrs. Kavita Y. Mundankar	DELL PowerEdge R510, rack mounted, Date of Purchase/Year: 27.01.2012 Serial Number: 9C207R1, OS: Windows Server 2008 R2 Standard, configured as domain controller	
Mrs. Kavita Y. Mundankar	DELL PowerEdge R510, rack mounted, Date of Purchase/Year: 27.01.2012 Serial Number: BB2P7R1, OS: Windows Server 2008 R2 Standard, configured as backup domain controller	
Mrs. Kavita Y. Mundankar	Compaq Proliant ML 350 G3 Server with NIC Giga Card having Linux Enterprise Server software	

4. LAN hardware presently in-position

Sr. No.	Item name	Quantity (nos.)
1	24 ports Managed Switch	4 Nos.
2	8 port switches	2
5	Hardware Firewall: Watch guard XTM 5 series, Watch Guard Technologies Inc.	1
6	LAN nodes, Cat5/6 cable, RJ45 connectors, media converter, etc. all miscellaneous LAN hardware	All

Specifications / Terms and conditions for Annual Maintenance Contract (AMC) via Facility Management Services (FMS)

- 1.1.** The AMC includes up-keeping of all kind of information technology (IT Hardware (Computers, Laptops, Computers Peripherals, Printers, Scanners, Servers, LAN and its all associated hardware including Switches, Routers, firewall, racks, I/O Boxes, media converters, LAN Cables, RJ-45 Connecters etc.) along with its all associated Software at NRCG.
- 1.2.** Details of IT infrastructure at NRCG is given in Appendix-I
- 1.3.** The vendor has to ensure an up time of more than 95% during the contracted period
- 1.4.** The corrective / preventive maintenance will cover all sort of hardware, software and virus related problems, troubleshooting service (identification of faults and its resolution) as & when required by the users. It will include the installation of operating systems, other application software, and installation of patches/service packs/upgrades and updates, data recovery, and preventive actions against virus spread, detection/removal of virus using the organization's anti-virus solution, configuration of hardware and software for their proper operation. It also includes coordination for resolving the problem for all hardware items that are under warranty period with the respective vendor of the faulty hardware under warranty.
- 1.5.** The services will include resolving server operations problems, creation / modification / deletion of users and groups. It will include all tasks related to asset management, network management, server configuration management and OS administration, backup and restore services. It will include identification of LAN faults and its resolution; crimping of Ethernet CAT5/CAT6 cables and setting up of additional nodes in network as and when required and updating of documentation of the LAN setup; configuration of network printers for sharing and print management; helping users to use the systems properly by occasionally guiding them with hands-on training.
- 1.6.** The vendor will provide (with required assistance from NRCG or its representative) services for planning, developing and establishing of an adequate data backup policy, security policy, resource and access control plan, IP addressing schema, network policy for management of users and IT resource, upgrade plan for all IT hardware and setup.
- 1.7.** AMC is **non-comprehensive** and will cover all kind of Computer and networking hardware parts of the machine/system for their up keeping. The firm will identify the fault and rectify it while NRCG will bear the cost of hardware part. The Vendor will be responsible to provide cost estimate and specifications of parts required for repair /replacement. Vendor may also be asked for the supply if approved from the competent authority.
- 1.8.** The AMC will cover repair and replacement of all defective parts including all configurational assemblies, internal / external with the machine such as: Mother board, RAM, Hard Disk, Floppy Disk Drive, CD/Combo/DVD Drive, Modems, Inlay Cards (Network, VGA, Sound), all Ports, (COM,LPT,USB etc.), Keyboard, Mouse, Monitor, Cables & Connectors, Power Adaptors, SMPS or any other existing component / card in any machine (Computer / Laptops) etc. required to make equipment operational on non-comprehensive basis. The part/components/sub-assemblies suggested for repair/replacement by the Vendor will be of the same/equivalent or higher make and having functional capacity as available originally in the system.

- 1.9. All the repairs and servicing of the equipments shall be carried out on site at the place where it is located. No component(s) / equipment(s) shall be removed from their respective place(s) / from the Office premises without informing the authorized officials of the Organization. A written consent letter from the Organization is necessary for moving out of any parts, for which the Service Engineer shall also maintain a log book showing the movement of any component(s)/equipment(s).
- 1.10. In exceptional circumstances where the equipment is to be taken to the Vendor's premises/service centre for repairs, the stand-by arrangement from the Vendor shall be provided. The equipment taken to the Vendor's premises would be at Vendors own risk and expense.
- 1.11. The Vendor shall be responsible for taking data back up before attending the fault and shall also be responsible for restoring the same.
- 1.12. Preventive maintenance will be carried out during the last month of each quarter. This will include inspection of each system, checking of power supply source for proper grounding and safety of equipments, scanning for Virus, scanning hard disk for any defects/problems there in and thorough cleaning of the whole system with vacuum cleaner, dry vacuum air, brush and soft muslin clothes. After performing these tasks the Vendor will obtain a satisfactory working certificate from the users for making the necessary payments at the end of each quarter.
- 1.13. The Vendor will provide maintenance and repair services on holidays in case of emergency or as per the requirement of the Organization at no extra cost.
- 1.14. The complaints shall be considered as registered after they have been intimated to the contracting firm or its Resident engineer.
- 1.15. A *Complaint* (central call registration) and *Preventive Maintenance Register* shall be maintained by the vendor, which shall be signed by the NRCG Official.
- 1.16. Complaints regarding server and LAN including hardware and software should be attended on priority.
- 1.17. **Response Time:** Response time is the time taken by the Vendor to attend the call after lodging of the call for service. The contracting vendor should attend to rectify the fault booked by NRCG on the same day or at the most it shall be attended by next day before 1.00 PM, failing which penalty of Rs. 500/- per day will be levied. **Resolution time will be maximum of 2 days, in case of any part replacement.** During the period of fault rectification, a suitable & justified alternate arrangement, if asked for, should be provided.
In case of delay in rectification beyond 6 days without proper grounds, a penalty of Rs. 500/- per day per machine will be levied. In such an event, the ICAR-NRCG will 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. This cost will be deducted either from the Bank Guarantee or quarterly bill of the vendor.
- 1.18. Only 25% of one year's AMC amount will be paid quarterly, i.e. at the end of each quarter after deduction of penalty, if any.
- 1.19. The Vendor will coordinate for resolving the problem for all hardware items which are under warranty period with the respective vendor of the faulty hardware.
- 1.20. The Computers (desktops, laptops, servers) , Printers, Networking equipments which are under warranty at the time of awarding this AMC, shall be included immediately and automatically on expiry of the warranty period and at the rates quoted by the Vendor for

respective items. However, the period up to which the Maintenance contract is awarded with respect to these items will be the same as that of all other items.

- 1.21.** The computers, printers and other hardware that will be upgraded by replacement with new machines during the period of AMC shall be excluded automatically from the AMC till the expiry of their warranty period and the AMC rate quoted by the vendor for respective items will be reduced proportionately from the AMC bill.
- 1.22.** For AMC of Laptop, the vendor should have authorized service provider of reputed brand/make of laptops / notebooks
- 1.23.** The Vendor must have adequate set up/service center in Pune for delivery of efficient services through a team of MCSE/CNE/CCNA/Red Hat etc. certified personnel. Necessary supporting evidence may be furnished. The vendor shall employ and provide such qualified and experienced personnel as are required to perform the services under the agreement.
- 1.24.** The resident engineer shall possess Degree/Diploma/certified course in computer hardware & software maintenance and shall be able to handle all the IT infrastructure. He must have at least 2 years of experience in maintenance of LAN infrastructure of at least 100 nodes. This should be supported by necessary evidence by the Vendor. Engineer deputed shall be changed with the prior permission of the In-charge, from NRCG. Frequent changes of the engineer shall not be allowed. NRCG may request, at any stage during FMS, for a change of Engineer, if he does not meet the NRCG requirements properly or does not perform to satisfaction of NRCG. And if the vendor is not able to provide the qualified Engineer within one week after such request, the NRCG shall impose a penalty of Rs. 500 per complaint and decision of NRCG in this regard shall be final and binding on the contracting Vendor.
- 1.25.** The resident engineer should be equipped with maintenance kits comprising of toolbox, diagnostic software & hardware, one external hard disk drive, one pen drive and any other tools. The engineer will report to designated NRCG officials on working days from 10.00 a.m. to 6.00 p.m. If the resident engineer is absent then penalty of Rs. 500/- per day will be levied and the total penalty will be deducted from the final payment.
- 1.26.** The resident engineer may have to report even on holidays and after normal working hours during emergencies for which no extra charges would be paid. The vendor and their personnel shall not either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or the business or operations of NRCG without prior consent of Competent Authority (the Director).
- 1.27.** The Vendor shall be required to hand over all the equipment in working condition at the time of end/ termination of the contract, otherwise the equipment found faulty, shall be made good at his risk and cost, by arranging its repair from external agencies. The accrued cost on such repairs, if any, shall be deducted from the liable payments/performance guarantee as applicable.
- 1.28.**
- 1.29.** Vendor should be an Authorized Service provider having its full-fledge Service Centre in Pune with own repairing lab. Necessary supporting evidence may be furnished.
- 1.30.** The Vendor should have ISO certification of minimum one year old for IT services.
- 1.31.** The vendor shall have successfully completed at least 3 contracts of FMS/AMC of Computer Hardware & Networking for organization (Govt./Undertaking/PSUs/corporate

clients) with at least 100+ computers. Also provide the list of clients along with details like number of PCs under contract, contact person, contact number and email ID of the client. (Performance certificate required)

- 1.32.** The Vendor should be manufacturer/dealer/authorized agent and must have turnover more than Rs. 80 lakhs for preceding two financial years of which Rs.10 lakhs should be exclusively from service contract. Necessary evidence may be furnished.
- 1.33.** Sub-contracting by the vendor is not allowed.
- 1.34.** The vendor shall have an office at Pune and wherever necessary, the office at Pune will be treated as branch office of the vendor for legal and taxation purposes. The details of the service centers in Pune, with full addresses, Telephone numbers, details of equipment and staff, etc. should be enclosed, failing which the tender will be rejected.
- 1.35.** The Vendor must have Service Tax/VAT Registration Certificate, ESIC/EPF registration, TAN & PAN number, supporting documents on these should be enclosed, failing which the tender will be rejected.
- 1.36.** The Vendor should physically verify all the equipments before quoting. No deviations from the intended specification will be entertained afterwards
- 1.37.** Rates for Resident Engineer for full day, 6 days a week and full day 3 days in a week should be quoted separately. If the resident engineer is absent then penalty of Rs. 500/- per day will be levied and the total penalty will be deducted from the final payment.
- 1.38.** The prices quoted for the items/services shall be firm throughout the period of agreement. The prices quoted shall be inclusive of all taxes. The rates should be quoted in Indian Rupees.
- 1.39.** In the event, the Vendor's company is taken over/bought over by another Firm/Company, all the obligations under the agreement with vendor, should be passed on for compliance by the new Company in the negotiation for their transfer.
- 1.40.** The Vendor shall furnish, before signing the Contract, a Performance Guarantee issued by a Nationalized Bank, having validity of 60 days beyond the date of expiry of the Contract, for an amount equivalent to 10% of the total contract value. The Performance Bank Guarantee must be submitted along with the letter of acceptance within the stipulated time.
- 1.41.** The Vendor shall be required to sign a Service Contract with all specified terms and conditions for this service, for the period of one year', on a stamp paper of appropriate value and Notarised, this will be furnished by the vendor within one week of receiving communication regarding acceptance of the bid. The Service Contract will start from the date of signing of contract agreement.
- 1.42.** The contract will be valid for the period of one year. The contract period may be extended for additional period based on the satisfactory performance of the vendor with the same terms and conditions of the contract based on NRCG norms for extension of period.
- 1.43.** The contract may be terminated before the expiry of the contract period at the discretion of competent authority of NRCG, if contracting party is not discharging their obligations under these terms and conditions or the performance of the vendor is not satisfactory. NRCG reserves the right to terminate the contract without any reason at any point of time.
- 1.44.** Stipulation of any additional terms & condition would result in rejection of bid by vendors. All the terms and conditions of the tender for the payment, penalty etc will be

as given herein and no change in any term or condition by the vendor will be acceptable. Vendor will not make any assumptions while submitting their bids. If required, clarifications should be sought prior to submission of bids.

- 1.45.** All the enclosed papers/annexure will be duly affixed with the Companies stamp and must be signed by the competent authority /authorized signatory of the company. Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify specific issues. Documentary evidence for the authority is to be provided in case of partnership firm. All partners have to sign all documents.
- 1.46.** The costs to be indicated for each item should be inclusive of all taxes etc. The total cost will be clearly indicated. Incomplete quotation will be rejected.
- 1.47.** At any time before the last date and time for receipt of proposals. The purchase committee may for any reason, amend the Tender Document.
- 1.48.** The Director, NRCG reserves the right to accept/reject any/all part of the tender without assigning any reason. In case or 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.

**SPECIFICATIONS & OTHER TECHNICAL DETAILS
OF THE ITEMS AND SERVICES (SHOWN IN ANNEXURE – 1)**

Format of Price Quotation

Sr. No.	Description of Goods & Allied Services	Specifications	Accounting Unit	Quantity	Quoted Unit Price in Rupees		Total Amount in Rupees
					In Figures	In Words	

Grand Total Cost: Rs._____