

**TENDER DOCUMENTS FOR MAINTENANCE OF IT
INFRASTRUCTURE AND SUPPORT SERVICES**

TENDER NO. IPR/ST/TN-AMC/02/17-18 Dated 30.06.2017

Due Date : 02.08.2017 at 1300 Hrs.

Opening on : 02.08.2017 at 1430 Hrs.

TENDER DOCUMENT



प्लाज़्मा अनुसंधान संस्थान

INSTITUTE FOR PLASMA RESEARCH

भाट, निकट इन्दिरा पुल, गांधीनगर - ३८२ ४२८ (भारत)

Bhat, Near Indira Bridge, Gandhinagar 382 428, Gujarat (India)

TELEPHONE : (079) 2396-2260; 2262, 2263 FAX : (079) 2396-2277

E-mail : stores@ipr.res.in

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	<p>प्लाज़्मा अनुसंधान संस्थान Institute for Plasma Research भाट, निकट इन्दिरा पुल, गांधीनगर - ३८२ ४२८ (भारत) Bhat, Near Indira Bridge, Gandhinagar 382 428, Gujarat (India) दूरभाष / TELEPHONE : (079) 2396-2260; 2262, 2263 फैक्स / FAX : (079) 2396-2277</p> <p>stores@ipr.res.in</p>
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	प्लाज़्मा अनुसंधान संस्थान	
	Institute for Plasma Research	
	भाट, निकट इन्दिरा पुल, गांधीनगर - ३८२ ४२८ (भारत) Bhat, Near Indira Bridge, Gandhinagar 382 428, Gujarat (India)	
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TENDER NOTICE No.IPR/ST/TN-AMC/02/17-18 DATED 30.06.2017

Sealed Tenders are invited from reputed service providers for providing Maintenance of IT Infrastructure and Support Services at IPR/FCIPT/Extension Lab (Gandhinagar). Eligibility criteria for the issue of the Tender document are as under :-

Eligibility Criteria :-

- The service provider must be in the field of maintenance of desktop, laptops, printers and other IT peripherals since last three years and should have a local office setup in Ahmedabad or Gandhinagar. Documentary evidence in respect of this needs to be provided along with the quotation, failing which, the quotation will be rejected without any further notice.
- The service provider should have experience of maintaining IT hardware in large scale organisation (Scientific/Govt. Organization/Public Sector/Public limited) with 500 or more desktops/laptops/workstations. Copy of the Purchase order/work order of such work carried out by the service provider should be submitted along with the quotation, failing which, the quotation will be rejected without any further notice.
- The service provider should have successfully executed 3 or more similar contracts of ₹8 lakhs or above in past. The purchase order along with completion certificates issued by the customer has to submit as evidence along with the offer.
- The service provider must have yearly/annual company turnover of more than ₹35 lakhs. Documentary evidence for last three years has to be submitted along with the offer.

Tender No. and date	Tender Fee in ₹	EMD in ₹	Date for		Date / Time of Opening of Tender
			Receiving Request and Issue of Tender Document upto	Tender Due Date / Time	
IPR/ST/TN-AMC/02/17-18 Dated 30.06.2017	300.00	66,000.00	12.07.2017	02.08.2017 at 13.00 Hrs.	02.08.2017 14.30 Hrs.

Vendor who meet the Eligibility criteria as specified above at (a) to (d), may at their option, download the tender documents from the website or arrange to collect the tender documents from the Assistant Stores Officer by 12.07.2017 with a written request and documentary evidence/supporting proof and tender fee of ₹300/- (Non refundable) by Demand Draft/Pay Order/Banker's Cheque in favour of "Institute for Plasma Research" payable at Ahmedabad. Issue of Tender Documents does not mean that vendor is prequalified.

Sealed Envelope, superscribing Tender No. Date, Due date and Brief Description of tendered item, "IT Infrastructure and Support Services At IPR/FCIPT/Extension Lab (Gandhinagar)" along with Tender Fee and EMD, should be submitted to the Assistant Stores Officer at the above address by 1300 hrs. on 02.08.2017 which will be opened on the same day at 14.30 hrs in the presence of attending bidders.

Those who have submitted the tender and want to attend the tender opening process must carry authorization letter for permitting him/her to attend the tender opening process. Without such letter he/she or representative will not be allowed to attend the Tender Opening process. Only one representative will be allowed to attend Tender Opening process.

Tender received without Tender Fee, EMD & Proof against eligibility criteria will be rejected.

The Director, IPR reserves the right to accept or reject the tenders in full or part thereof without assigning any reasons. For details please visit our website <http://ipr.res.in/documents/tenders.html>

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IT help desk support services

SCOPE, TERMS & CONDITIONS AND SPECIFICATIONS FOR MAINTENANCE OF IT INFRASTRUCTURE AND SUPPORT SERVICES

1. Introduction

Institute for plasma research (IPR) is an organisation under the DAE (Department of Atomic Energy), Government of INDIA. It is located near INDIRA Bridge, Bhat Village, Gandhinagar, Gujarat - 382428. We have other branch offices located nearby Ahmedabad and Gandhinagar. The computer division of IPR is responsible for providing the IT services and IT helpdesk support to all IT users including the branch offices. There are approximately 900 desktops, 200 laptops, 150 printers and other connected peripherals. The campuses are equipped with wired and wireless network devices to provide the internet and intranet connectivity to the users. Additionally the video conferencing equipment and other audio/video/presentation equipment which are also part of IT infrastructure. The service provider will be responsible to provide trained manpower to cater the end user IT support in timely manners with complete satisfactions under the control of computer division staff. This will include the troubleshooting of problem (including hardware and software) and provide the solution of the problem in reasonable time. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations.

2. SCOPE OF WORK

The scope includes providing smooth and trouble free operation of IT infrastructure including Computers, Laptops, Printers, Scanners, network, Video conferencing equipment, projectors, CD writers, DVD Combo/Writers and other IT peripherals located at various branch offices mentioned in Clause No. 4.

The support services includes the maintenance of IT infrastructure including all hardware (Desktops/Laptops/Workstations/Servers hardware and peripherals etc.), operating system and application software related installation, configuration, troubleshooting and rectification of the problem. It includes Windows, Linux operating systems, device driver installation, email client software, other license software installation and configuration, virus eradication and installation of antivirus etc. It also includes IT support for projector, video conferencing & any events (conferences, symposiums and workshops etc.) in odd days /odd hours. The support related to LAN connectivity issues (campus wide wired and wireless network) is also under the scope of the vendor. Periodic preventive maintenance including health check-up and cleaning/servicing is also in the scope.

Service Provider will be responsible to deploy skill manpower (technicians) total in Six (06) numbers as following and keep some spare parts/systems as mentioned in Appendix: A for emergency replacement.

- (i) One technician must be REDHAT Linux certified having at least two years of hands on experience including the installation and configuration of Linux. Experience of different flavours (Ubuntu/CentOS) of Linux is also preferable. Hands on of installation of device drivers and other software is required.
- (ii) The help desk support technicians having hands on experience for windows desktops and connected peripherals. The technician must have at least three years of experience in a similar setup with extensive experience of all Microsoft Windows OS and applications to handle the work as described in the scope.
- (iii) One technician will also be responsible to support the Video conferencing systems including the projectors and computer placed in various committee rooms and offices. The technician will be responsible for daily testing for its smooth operation and providing end users supports for remote connectivity and other issues.
- (iv) The technician will be responsible to support the wired and wireless network, the technician will be responsible for troubleshooting the network connectivity problem and provide the basic support for network related issues to end users. The technician must have hands on experience in the similar environment having wired and wireless connectivity. Basic knowledge of TCP/IP is expected from the technicians.
- (v) Deployment of required standby/spare equipment in the limited quantity as mentioned in Appendix – A. This spare equipment will be used to fill the gap and make the system operational in case of urgency till the procurement is done by the IPR.

The onsite deployed staff will be responsible for promptly attending the issues and resolving within reasonably quick time the complaints related to IT hardware/software/network/video conferencing at all the locations mentioned in section 4.

The service provide is bound to cater the service to the satisfaction of the Institute. In case, IPR is not satisfied with any of the personnel deployed for carrying out the work mentioned in the scope, the service provider must ensure their immediate replacement with a person of similar profile/calibre, within one week of receiving written intimation from IPR.

3. SERVICE REQUIREMENTS

Supplier must ensure speedy resolution of day-to-day complaints related to IT hardware and software:

- By providing service as per the scope mentioned in Clause: 1 above by deploying six (06) technicians onsite with required skills per the requirement indicated in the scope above.
- The Technical staff of service provider will attend and resolve all types of hardware and software complaints calls like installation of OS and application software, OS and application software related issues, configuration of machine for network, virus related issues, email client configuration, basic network troubleshooting, projector support etc.
- Resident technical staff will be assigned tasks at IPR/FCIPT/IPR-Lab (Vidhata) as required by the Institute. However, if it is felt at a later stage that this arrangement is not sufficient, IPR reserves right to ask for additional resident Technical Staff and the vendor will have to provide them as demanded by IPR at an additional cost.
- The normal working/office hours shall be from 0900 to 1730 hrs, Monday to Friday, except public holidays declared by IPR (Govt. of INDIA). This may be change and service provider has to adjust without asking for additional price.
- Two technical staff has to work on Saturday during normal working/office hours (0900 to 1730 hrs). Service provider should have to provide this service without asking for any addition cost.
- IPR may ask the service provider for one technician to serve in shift duty. The shift duty hours will be from 1130 to 2000 hrs. Service provider should have to provide this service without asking for any addition cost. This will be on rotation basis among 06 technicians or as directed by IPR coordinator.

- If required in case of emergency, IPR coordinator may ask the deployed technician to provide the service on holidays (including Sundays) and off office hours. No additional cost will be paid for such emergency services provided by the technicians.
- Maintenance includes repairing of all the hardware mentioned in the scope but if replacement is required against the failure of the hardware, then IPR will be responsible to procure the part and provide the same.
- The resident technical staff will report to the IPR's coordinator and work/deployed at IPR/FCIPT/VIDHATA as requested.
- If the Technical Staff is not available on a given day, he/she should be replaced with a technical staff of equivalent calibre by the service provider. Once the technical staff is deployed at IPR, he/she (the trained technician) should not be withdrawn without prior permission and consent of IPR. Frequent replacement of deployed staff by the service provider will be considered as the serious issue and can be considered by IPR as reason for terminating the contract.
- IPR coordinator may take interview of vendor technical/maintenance support staff if required before deputed for IPR. If IPR is not satisfied with the services of any of the technician, the service provider would be intimated and a suitable replacement should be made within one week of intimation from IPR.
- This will also include to installation and configuration of the license software (MS office, Anti Virus, Matlab etc...) procured by IPR on request of the users.
- If required, technical staff (max 40 km from IPR) has to go to IPR officer's home for installation, configuration and troubleshooting of official computers, printer and peripherals and its support.
- The technical staff must have the basic knowledge of network troubleshooting.
- The technical staff must know how to make RJ45 network patch cords and its installation and testing. The tools required for making the network cable and testing the connectivity will be provided by the service provider.
- The service providers will also be responsible for providing IT support for projector, video conferencing & any events (conferences, symposiums and workshops etc. hosted/organised by IPR) in odd days/odd hours without charging additional cost.
- Periodic preventive maintenance including health check-up and cleaning/servicing is also in the scope.

4. LOCATION OF EQUIPMENTS OFFERED FOR MAINTENANCE

Computers, Laptops, Printers, Scanners, CD writers, peripherals etc. covered and to be added in future are installed at various locations as below. The technicians will be deployed at following locations as directed by the IPR coordinator.

1. Institute for Plasma Research, Near Indira Bridge, Bhat Village, Gandhinagar- 382428
2. Facilitation Centre For Industrial Plasma Technologies (FCIPT), GIDC Electronics Estate, Gandhinagar-382016.
3. IPR Extension Lab, B-187-189, IPR New Offices, GIDC Electronics Estate, Gandhinagar (The location also known as Vidhata).

4. Residences of a few senior officials (Ahmedabad or Gandhinagar – max 40 Km from the IPR) of the Institute.

Institute may add new locations during the tenure of contract (within 40 km from IPR) and the Service Provider must also provide their services at these new locations at no additional cost.

5. ELIGIBILITY CRITERIA

- a) The service provider must be in the field of maintenance of desktop, laptops, printers and other IT peripherals since last three years and should have a local office setup in Ahmedabad or Gandhinagar. Documentary evidence in respect of this needs to be provided along with the quotation, failing which, the quotation will be rejected without any further notice.
- b) The service provider should have experience of maintaining IT hardware in large scale organisation (Scientific/Govt. Organization/Public Sector/Public limited) with 500 or more desktops/laptops/workstations. Copy of the Purchase order/work order of such work carried out by the service provider should be submitted along with the quotation, failing which, the quotation will be rejected without any further notice.
- c) The service provider should have successfully executed 3 or more similar contracts of 8 lakhs or above in past. The purchase order along with completion certificates issued by the customer has to submit as evidence along with the offer.
- d) The service provider must have yearly/annual company turnover more than 35 lakhs. Documentary evidence for last three years has to be submitted along with the offer.

6. SPARES REQUIRMENTS

The Service Provider, before commencement of work under the contract shall keep spares PCs, ATX SMPS, SATA hard disks and Laser Printers as standby at IPR as mentioned in Appendix – A.

7. COORDINATORS FOR THE WORK

The maintenance activities will be carried out in coordination with the Computer Division at IPR which will serve as the contact point for this service contract related activities in IPR, FCIPT and IPR-Lab (Vidhata) campuses. The coordinator appointed by the head of the computer division will be the contact point for the service provider.

8. LOGS AND SERVICE REPORTS

All the service / complaint calls shall be logged and a record shall be meticulously maintained by the service provider's personnel on daily basis. An application provided by IPR will be used by the user to report the problem to the IT help desk. IT help desk needs to start working immediately based on the urgency and availability of the resources. Once solved, the service request will be closed. The communication with the end user will be stored as a proof. Details such as Calls Received, Calls Attended, Calls Pending, Calls Resolved etc. along with time stamps are to be recorded and made available to IPR as and when demanded by the IPR coordinator.

9. MODUS OPERENDI

The service provider must maintain detailed logs and service reports as stated above. However, there shall be separate service report for each replacement of parts and it shall have certification of coordinator and endorsement of division head, Computer Division, IPR. These service reports shall be the basis for regulating quarterly payments.

The immediate support will be provided by the service provider technicians. The matter needs to escalate to the IPR's help desk coordinator/concern technical responsible of computer division if not

possible to solve with the available resources by the service provider in reasonable time. It is expected to solve the urgent issues within 3 working hours or early morning on next working day if reported after 16:30 hours.

10. CONTRACT TERMS AND CONDITIONS

a. **Prices**

The service providers are requested to quote for a quarter (3 Months) for all six technicians. All the prices quoted will be in Indian Rupees (INR). The service provide has to quote as per the Appendix – B i.e. Rate Schedule.

b. **Duration/ tenure of the contract**

The Tenure of contract shall be for a period of 03 (three) years commencing from the date of award of the Work Order. If the performance is found satisfactory during the tenure of contract this period may be extended for another period of one year with mutual consent at the same rates of the last year (third year) and with the same terms and conditions. The extension of the service contract needs to confirm before two months of the ending of the exiting contract from both the sides. In the case of an extension of the contract after three years, the security deposit furnished should also be revalidated accordingly.

c. **Security Deposit**

A Bank Guarantee for 10% of the contract value for the first year from any nationalised bank towards security deposit to be submitted to IPR within 30 days from the date of Order. No interest would carry on this amount. In case you fail to fulfil any of the terms and conditions stipulated in the Work Order to the satisfaction of IPR, IPR shall invoke the Bank Guarantee. The Bank Guarantee submitted towards security deposit will be returned to you after the expiry of the validity/extended validity of the order subject to fulfilment of all the terms and conditions to the satisfaction of IPR. The payment due to you will be made only after making security deposit.

d. **Other responsibilities of the service provider**

Service provider technicians should take all precaution and utmost care to avoid breakage, damage, loss etc. while carrying out the work at IPR and other premises. If any damage, loss is occurred to IPR's property while doing the work, service provider will be responsible for making compensation to IPR. The service provider will be responsible to submit police clearance certificate of all the technicians aligned to this service contract. The service provider will have to comply all the existing labour laws and any other future amendments in the labour laws enforced by government of India and or local authorities. All technicians should have to follow IT security guideline enforced by IPR and sign non-discloser agreement.

e. **Third Party Liability**

It will be entire responsibility of the service provider to insure his employees against all risks. It will be the liability of the service provider to meet claims over the lives of any employee including himself who insures/dies due to accident caused while on duty at IPR site/branch office or while not on duty.

f. **Safety Requirement**

As the work is to be executed in a restricted area, the contractor shall strictly observe all safety, security and labour regulations prevailing in the campus. The contractor shall be responsible for the proper behaviour of the staff employed by him and also for any breach of security regulations, thefts, sabotage etc. The Contractor shall withdraw any person so desired by IPR, if in the opinion of the representative of IPR it is not desirable to permit that particular person to work inside the campus.

11. PAYMENTS

Payment will be made on quarterly basis after the quarter is over and subject to satisfactory services provided during the quarter. Service provider will be required to submit the Invoice along with service report for each quarter, duly acknowledged/signed by engineer in charge (coordinator) of this work in duplicate to process for the payment.

Payment will be made within 30 days from the date of satisfactory completion of the each Quarter as per scope given in this order and on receipt of Invoice along with acknowledged service report. Please ensure that all stores formalities are completed before submitting your Invoice. Payment will be made through ECS/RTGS/NEFT only, no cheque/cash will be issued.

	<p>प्लाज़्मा अनुसंधान संस्थान Institute for Plasma Research भाट, निकट इन्दिरा पुल, गांधीनगर - ३८२ ४२८ (भारत) Bhat, Near Indira Bridge, Gandhinagar 382 428, Gujarat (India) दूरभाष / TELEPHONE : (079) 2396-2260; 2262, 2263 फैक्स / FAX : (079) 2396-2277 stores@ipr.res.in</p>
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INSTRUCTIONS TO BIDDERS, OTHER TERMS AND CONDITIONS

The offer and any order resulting from this tender/enquiry shall be governed by our Conditions of Contract and vendor quoting against this tender notice shall be deemed to have read and understood the tender completely.

Where counter terms and conditions have been offered by the vendor, the same shall not be deemed to have been accepted by us, unless our specific written acceptance thereof is obtained.

1. CLARIFICATIONS :

- Any technical and commercial questions, information, clarifications, etc. that may be required pertaining to this Tender/enquiry may be obtained from Assistant Stores Officer before submitting the tender.
- Bids shall be complete in all respects and shall include properly filled in prices, other specifications, schedules, relevant documents as necessary along with the bid covering letter.

2. QUOTATION :

Quotation should be submitted in sealed envelope stating on the top the above tender no., date, due date and brief description of tendered item along with (i) Tender Fees for ₹1,000.00, Earnest Money Deposit (EMD) for ₹66,000/- by way of Demand Draft/Pay Order/Banker's Cheque drawn in favour of **Institute for Plasma Research**, payable at Ahmedabad, to the Assistant Stores Officer at the above address latest by due date and time.

3. SERVICE :

The Service includes Operation and Maintenance and must be provided strictly conforming to our scope defined in the tender documents.

4. PRICES AND RATES :

The quoted price should not be subject to price escalation for whatsoever reasons. The quoted price shall be firm, fixed and non-revisable during the validity/extended validity of Work Order/contract. Break-up of price, wherever required, should be furnished.

Prices are to be quoted according to the units indicated in the tender form. When quotations are given in terms of units other than those specified in the tender form, relationship between the two sets of units must be furnished.

Whenever options are specified in the tender documents, IPR reserves the right to accept any option/s irrespective of whether all the vendors have quoted for all the options or not. The decision of IPR in this regard will be final.

Tender should be free from Correction and Erasing. Corrections, if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between amounts quoted in words and figures, **amount quoted in words shall prevail.**

IPR shall be under no obligation to accept the lowest or any tender.

Rates must be submitted in the Rate Schedule given in Appendix – B

5. COMPLIANCE WITH VARIOUS ACTS :

5.1 The Contractor shall be fully responsible for complying with all the relevant statutory obligations as applicable from time to time including :

- **Contract Labour (Regulation and Abolition) Act**
- **Minimum Wages Act**
- **Payment of Wages Act**
- **Employees Provident Fund Act**
- **ESI/Workmen's Compensation Act**
- **Bonus Act**
- **Fatal Accident Act**
- **Gratuity Act**
- **Any other act, as applicable from time to time**
- **Police Verification**

Consequences arising out of the non-compliance with statutory requirements shall be the entire responsibility of the contractor and the liability to be borne by the contractor.

All the relevant records / documents / registers /correspondances / récits etc. for the above may be produced for verification whenever desired by the Institute, kept ready for the official inspection.

5.2 The contractor shall have to strictly pay minimum wages as notified by the Asst. Labour Commissioner (Central) for Zone C i.e. remaining area of Gujarat, from time to time to his personnel. The payment of wages to the persons deployed by the Contractor may be witnessed by an accredited representative of the Institute.

5.3 The contractor shall obtain valid license under the Contract Labour (R & A) Act 1970 and contract labour (Regulation and abolition central rules 1971) before the commencement of work and continue to have valid license during the currency of the contract if more than 20 workmen are engaged.

6. SALES TAX/SERVICE TAX/VAT / GST etc.:

We do not have "C" or "D" Form. The percentage of sales-tax, surcharge, if applicable, and other levies legally leviable and intended to be claimed should be clearly indicated in the tender. Where this is not done, no claim on these accounts would be admissible later.

7. EXCISE DUTY :

As per Notification No.10/97-CE (Central Excise) dated 1-3-1997, the Purchaser is entitled for availing Excise Duty exemption at present. Excise Duty Exemption Certificate, wherever applicable, and as per rules will be issued at the appropriate time. Hence Excise Duty for such items should not be included in the BID. However, prevailing percentage of Excise Duty may be indicated.

8. EARNEST MONEY DEPOSIT (EMD) :

The Bidder shall submit interest free Earnest Money Deposit (EMD) of ₹66,000/- (Rupees Sixty Six thousand only) by way of Demand Draft issued in favour of "Institute for Plasma Research" and payable at Ahmedabad, issued by Nationalised Bank/IDBI/AXIS/HDFC. **Quotation received without EMD will be rejected.**

9. VALIDITY OF OFFER :

The offer must be valid for 120 days from the date of opening of Tender.

10. FOLLOW UP AND CANVASSING :

Undue follow up and canvassing on the part of bidder shall disqualify from consideration. The refund of EMD shall be the basis to know that the tender is not considered in their favour.

11. VALIDITY / TENURE OF CONTRACT :

- a. This contract will be valid for a period of **03 years** from the date of commencement of the contract. The contract, if awarded, **may be in force initially for a trial period of three months**, which may be extended for the entire term of the contract if the performance during the initial period is found to be satisfactory.
- b. If IPR is not satisfied, in the event of award of contract, with the performance of the contractor during the period of contract including the trial period, IPR reserves the right to terminate the contract by giving 60 (Sixty) days notice to the successful bidder. The contractor shall be required to hand over the Plant and Equipments in satisfactory working condition to IPR which will have to be certified by the Section Head/Division Head, Computer Centre.
- c. Validity of the contract shall normally come to an end on the last day of its validity period / extended period of validity. Therefore, IPR is not bound to issue separate letter to the successful contractor-indicating expiry of the Contract. The Contractor must hand over the Equipments in satisfactory working condition to the incoming contractor.
- d. Validity of the contract may be further extended for another one year or part thereof with mutual consent of IPR and successful bidder on the same rate and terms and conditions of the third year of the contract.

12. TERMINATION OF CONTRACT :

If the performance of the Contractor on award of the contract is not found satisfactory during the period of validity or extended period of validity of the Contract, IPR reserves the right to terminate the contract by issuing 02 (two) months' notice to the contractor.

If reason for termination is serious and keeping the contractor is detrimental to the interest of the institute the contract may be terminated with immediate effect.

13. SECURITY DEPOSIT :

The successful contractor will have to furnish to the Institute an interest free security deposit of 10% (Ten percent) of the accepted average Annual contract value in the form of Bank Guarantee from a nationalised/scheduled Bank within 15 days from the date of LOI/Work Order valid through the tenure of entire contract. The Security deposit shall be forfeited in case the bidder who is awarded the contractor does not commence the work within the time limit specified or fails to perform within the stipulated guidelines of the institute or fail to comply with any of the terms and conditions in the Work Order/contract, including satisfactory handing over of the plant to the new contractor.

14 JURISDICTION :

The Contract/Work order shall be governed by the laws and statutes of India for the time being in force. The Contractor shall be fully responsible to comply with laws, rules and regulations in respect of workmen engaged by them. The Courts of Gandhinagar only shall have the exclusive jurisdiction to deal with and decide any legal or dispute arising out of this Contract/Work Order.

15. DISPUTES :

Except as otherwise specifically provided in the Contract / Work Order all disputes concerning questions of fact arising under the Contract / Work Order shall be decided by the Competent Authority of IPR subject to a written appeal by the contractor.

Any disputes or difference including those considered as such by only one of the parties arising out of or in connection with the Contract / Work Order shall be to the extent possible settled amicably between the parties. If amicable settlement cannot be reached then all disputed issues shall be settled by arbitration as set out in clause given hereunder.

16. ARBITRATION:

In the event of any dispute or difference arising under this Contract / Work Order, the matter shall be referred to the Director, IPR for settlement.

Despite the above procedure, in the event of the dispute not being resolved/settled amicably between the Parties, the dispute shall be finally settled by a Sole Arbitrator to be appointed by both parties in accordance with the Arbitration and Conciliation Act, 1996, Arbitration and Conciliation (Amendment) Act, 2015 as amended from time to time

17. Late / Delayed tenders will not be accepted. Incomplete tenders may be rejected at the discretion of IPR

18. **IPR is not bound to accept the lowest tender. IPR reserves the right to select any vendor at its sole discretion.**

Great Emphasis will be put in Selection of Contractors for the proposed AMC work on the quality of their service infrastructure, ability and competency of contractors to do good quality AMC work according to the time schedule. IPR shall evaluate the contractor's service infrastructure facility for the proposed AMC work, by visiting their facility.

19. IPR reserves the right to place order on a single party or to split the order at its sole discretion.
20. The Director, IPR reserves the right to accept or reject any quotation/tenders fully or partly without assigning any reason.

We agree to the above terms and conditions.

Place:

Date :

Signature of Bidder with seal

Note: A copy of our terms and conditions duly signed should accompany your quotation.

	<p>प्लाज़्मा अनुसंधान संस्थान Institute for Plasma Research भाट, निकट इन्दिरा पुल, गांधीनगर - ३८२ ४२८ (भारत) Bhat, Near Indira Bridge, Gandhinagar 382 428, Gujarat (India) दूरभाष / TELEPHONE : (079) 2396-2260; 2262, 2263 फैक्स / FAX : (079) 2396-2277 stores@ipr.res.in</p>
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**CONFIGURATION DETAILS OF BACK-UP DESKTOP MACHINES, PRINTERS
AND OTHER PARTS TO BE KEPT BY THE SERVICE PROVIDER AT IPR.**

1. Printer Details:

- **Color Laserjet printer** (fully working with new cartridge) compatible with windows/linux : 01 No
- **Mono Laser printers** (fully working with new cartridge) compatible with windows/linux : 04 Nos.

2. Desktop Computer configuration: Quantity is 05 nos.

- **CPU:** Intel Core i3 2.4GHz or better processor
- **Motherboard:** Compatible Intel motherboard.
- **Cabinet:** ATX with proper ventilation.
- **Ports:** 6 USB, 1 serial, 1 parallel, 4 SATA, PS/2 port for keyboard & mouse.
- **LAN Support:** 10/100/1000 Mb/s
- **RAM:** suitable DDR2/DDR3 4GB or higher
- **Hard Disk:** Seagate 250GB SATA(7200 rpm) or higher
- **Monitor:** Minimum 17" LCD monitor with 1024x768 resolution.
- **USB Mouse and Keyboard**
- **Internal DVD Writers**
- **SMPS P4 ATX :** Power : 450 Watts, Make: intex/ iBall/ Frontech

Apart from above 05 PC set service provider has to keep following spare items as standby in IPR premises:

- **SMPS P4 ATX:** 10 Nos., Power : 450 Watts, Make: intex/ iBall/ Frontech
- **DDR-2, 4 GB :** 5 Nos
- **DDR-3, 4 GB :** 5 Nos
- **Hard Disk:** Seagate 250 GB SATA(7200 rpm) or higher: 5 Nos
- **Mouse (USB, Optical, 3 buttons) :** 10 Nos
- **LCD Display (17" HD monitors):** 5 Nos.
- **Network Cable testing and crimping tool :** 2 Nos

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	stores@ipr.res.in

RATE SCHEDULE

Sr. No	Description	(No. of Technicians	Unit	Rate	Amount
A	B	C	D	E	F
For First Year					
1.	Technician (onsite) – for weekdays from Monday to Saturday during office hours (any one technician has to work in shift hours as mentioned in Clause No : 3)	06	3 Months		
For Second Year					
2.	Technician (onsite) – for weekdays from Monday to Saturday during office hours (any one technician has to work in shift hours as mentioned in Clause No : 3)	06	3 Months		
For Third year					
3.	Technician (onsite) – for weekdays from Monday to Saturday during office hours (any one technician has to work in shift hours as mentioned in Clause No : 3)	06	3 Months		
Total for all three years →					
(Total Amount in Words) →					

For selecting the service provider for this contract, the comparison of the price will be made based on the total price of all the three years. The prices to be quoted for the next year should not be more than 10% than the previous year (annually more that 10% hike will not be acceptable) and such offer will be rejected.

TAXES AND DUTIES			
Particulars	Applicable Rate (%)	Inclusive	Exclusive
Sales Tax / VAT			
Service Tax			
Others, if any			

GST/CST Regn. No.	Service Tax Regn. No.	PAN Card No.

(please do not leave these columns blank. If it is not applicable to you please indicate “Not Applicable”)

Date :

(Signature with Seal)