



## प्लाज़्मा संशोधन संस्था

निकट इन्दिरा पुल, भाट, गांधीनगर 382 428 (भारत)

## प्लाज़्मा अनुसंधान संस्थान

निकट इन्दिरा पुल, भाट, गांधीनगर 382 428, (भारत)

**INSTITUTE FOR PLASMA RESEARCH**  
**Near Indira Bridge, Bhat, Gandhinagar 382 428**

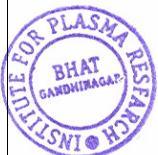
दूरभाष / दूरभाष / TELEPHONE : (079) 2396-2260; 2262, 2263 ::: फ़ैक्स / फ़ैक्स / FAX : (079) 2396-2277

ई-मेल / ई-मेल / E-mail : [stores@ipr.res.in](mailto:stores@ipr.res.in)

# TENDER DOCUMENT

**Maintenance of our PCs, Printers, Scanners, CD Writers etc.**

**TENDER NOTICE NO. IPR/ST/TN-AMC/05/2008 DATED 29.3.2009**





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निकट इन्दिरा पुल, भाट, गांधीनगर 382 428, (भारत) ::: NEAR INDIRA BRIDGE, BHAT, GANDHINAGAR 382 428, (INDIA)

दूरभाष / दूरभाष / TELEPHONE : (079) 2396-2260; 2262, 2263 ::: ईक्स / फॅक्स / FAX : (079) 2396-2277

ભંડાર અનુભાગ / भंडार अनुभाग / STORES

ઈ-મેલ / ई-मेल / E-mail : [stores@ipr.res.in](mailto:stores@ipr.res.in)

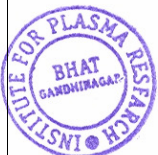
**TENDER NOTICE NO. IPR/ST/TN-AMC/05/2008 DATED 29.3.2009**

Sealed tenders are invited from reputed service providers for carrying out Maintenance of our PCs, Printers, Scanners, CD Writers etc. for a period of two years. The vendors responding must have (i) their set up in Ahmedabad or Gandhinagar (ii) full fledged service facilities in their local set up with required inventories and (iii) be having at least a single contract on hand for maintenance of about 500 PCs and Printers, scanners and CD-Writers, etc. put together numbering over 100. The vendors must be willing to deploy required number of engineers at IPR to provide trouble free and satisfactory servicing during the tenure of the AMC. Service Providers satisfying these eligibility criteria may obtain Tender Documents along with proof of eligibility and tender fee prescribed in this tender.

Completed Tenders in a sealed envelope indicating Tender No., Date, Due Date and Brief Description of tendered work on the top of the envelope along with EMD should be submitted to the *Stores Incharge* at the above address. Tenders so received shall be opened (in case of two part tender, Part I) on the same day as detailed below. The Tender Fee and EMD as indicated in this tender shall be payable at Ahmedabad by Demand Draft / Pay Order / Banker's Cheque drawn in favour of *Institute for Plasma Research*. Issue of Tender documents particularly for the two part tender does not mean prequalification as pre-qualification as per tender criteria will precede scrutiny of technical bids. Other details of tender like Tender Fee, EMD, dates for obtaining tender documents, date and time of opening, etc. are as follows :

Tender No.	Tender fee	EMD	Date for			Time of Opening
			Receiving requests	Issue of tender docs.	Opening	
IPR/ST/TN/AMC-5/2008	Rs.200.00	Rs.10,000.00	10.04.2009	13.04.2009	29.04.2009	15.00 Hrs.

Tender documents will be made available on IPR website <http://www.ipr.res.in/purchasetenders.html> Interested parties meeting our eligibility criteria may at their option, download the tender documents from IPR website and submit it along with the requisite Tender Fee and EMD as stated above. The Director, IPR reserves the right to accept or reject the tenders in full or part without assigning any reasons thereof.





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**TERMS & CONDITIONS AND SPECIFICATIONS FOR  
MAINTENANCE OF PCs, PRINTERS, SCANNERS, CD WRITERS,  
DVD WRITERS ETC.**

**1. SCOPE**

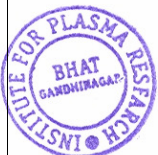
The scope includes providing smooth and trouble free maintenance of PCs, Printers, Scanners, CD writers, DVD Combo/Writers etc. located at various places mentioned in Clause 4 hereto to the satisfaction of the Institute as detailed in the service requirements given below.

Service Provider shall comply with this by (i) deploying four (4) qualified and experienced persons with minimum three years of experience in a similar set up to handle the work as described in the scope at IPR main campus, (ii) placing required standby equipments including vital inventories at the Institute, (iii) promptly attending to the complaints and sorting it out as quickly as possible by restoring satisfactory working of the equipments. If IPR is not satisfied with any person/s deployed for carrying out the work mentioned in the scope, the service provider must ensure immediate replacement of the **person/s of similar profile** within one month of receiving written intimation from IPR.

**2. SERVICE REQUIREMENTS**

The Service Provider must ensure prompt attending to the day to day complaints :

- by providing service as per the scope mentioned in Clause 1 above.
- by deploying persons as per our requirement indicated in the scope.
- by placing standby PCs and hardware components at IPR



### **3. LOCATION OF EQUIPMENTS OFFERED FOR MAINTENANCE**

- a) PCs, Printers, Scanners, CD writers etc. covered and to be added in future are installed in IPR premises, Facilitation Centre For Industrial Plasma Technologies (FCIPT) B-15-17/P, Sector-25, GIDC Electronics Estate, Gandhinagar – 382044, ITER, India, Gandhinagar GIDC Electronics Estate, Gandhinagar and at the residences of a few senior officials of the Institute. Institute may add new locations during the tenure of contract and the Service Provider must be prepared for maintaining the machines in such new locations. Therefore, maintenance will have to be carried out at all these places.

### **4. MANDATORY REQUIRMENTS**

The Service Provider, before commencement of work under the contract, shall :

- a. keep a total of 9 (nine) PCs, 15 SMPS and 10 Laser Printers as back-up stock at IPR / FCIPT / ITER locations. The distribution of the same shall be managed by the computer center. Details of configuration of the above may be found in Annexure-I.

### **5. TECHNICAL REQUIREMENTS**

Maintenance of PC includes all hardware and operating system related trouble- shooting and rectification of the problem. It also includes Windows and Linux operating system installation, installation of device drivers, virus eradication and installation of Anti virus as and when required.

### **6. EARNEST MONEY DEPOSIT**

The Service Provider shall be required to submit Earnest Money Deposit of Rs.10,000.00 (Rupees Ten Thousand only) by Demand Draft drawn on a Nationalised / Scheduled Bank payable in favour of the Institute for Plasma Research payable at Ahmedabad.

### **7. SECURITY DEPOSIT**

An interest free Security Deposit for 10% of the Accepted Annual Value of the Contract will have to be submitted within 15 days from the date of receipt of LOI / Work Order.

### **8. VALIDITY OF PRICE OFFERED**

The offer submitted must be valid for a period of 120 days.



## 9. ELIGIBILITY CRITERIA

- a. Please see the Tender Notice

## 10. SUBMISSION OF TENDER AND OPENING OF TENDER

The completed tender along with the EMD and Tender Fee in case of downloaded Tenders from our website should be submitted by 1300 Hrs. on 29.3.2009 in the presence of attending tenderers. The person attending the Tender Opening should submit authorization for the same from the tenderer quoting against this Tender Notice.

## 11. PERIOD OF CONTRACT

The period of contract shall initially be for a period of three years from the date of award of the Letter of Intent /Work Order with a trial period of three months if warranted and if found satisfactory during the tenure of contract this period may be extended for another period of two (one + one) years with mutual consent. In that case the security deposit furnished should also be revalidated accordingly. Please note that the period of contract mentioned in the tender notice was two years which is now made as three years for the convenience of the Institute. The rate may be offered considering the period as three years and then if needed an extension for a period of further two years.

## 12. TERMINATION OF CONTRACT

This Work Order giving the contract may be terminated by either party by issuing three months written notice to the other party. The Institute may terminate the contract immediately in such cases where the continuation of the contract is detrimental to the interest of the Institute.

## 13. COORDINATORS FOR THE WORK

- a. The maintenance activities will be carried out in coordination with the computer center at IPR which will serve as the contact point for all PC and Peripheral maintenance related activities in IPR.

## 14. RATES OFFERED

- a. The Contract Amount per year for maintenance of PCs, Printers, Scanners, CD Writers, DVD Combo / Writers, etc. shall be furnished in the Rates Schedule given in **Annexure II**. The offer must clearly state whether it includes the applicable taxes and duties.



## **15. LOGS AND SERVICE REPORTS**

All service calls shall be logged through software provided by the Computer Centre.

## **16. MODUS OPERENDI**

The Service Provider must maintain Logs and Service Reports as stated in Clause 13 above. However, there shall be separate service report for each replacement and it shall have certification of coordinator and endorsement of Incharge, Computer Centre. These service reports shall be the basis for regulating quarterly payments.

## **17. PAYMENTS**

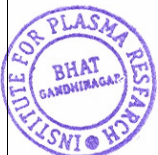
- a) Payment : Payment will be made on quarterly basis after the quarter is over and subject to satisfactory services provided during the quarter for all the PCs, printers, Scanners, CD Writers etc., covered under the contract

## **18. SETTLEMENT OF DISPUTES**

Any dispute arising out of this Work Order will be settled amicably between the Service Provider and IPR.

## **19. JURISDICTION**

The courts of Ahmedabad / Gandhinagar shall have exclusive jurisdiction so far as this contract is concerned





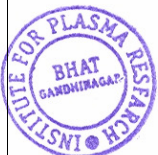
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**Annexure – I**

**CONFIGURATION DETAILS OF BACK-UP MACHINES AND PRINTERS ETC.**

1. HP Black & White Laser printers (fully working with new cartridge) compatible with windows/linux : 08 Nos.
2. P/S or USB Mouse and Keyboard: 10 Nos.
3. SMPS P4 ATX : 15 Nos.
  - watt: 450
  - Make: intex/ iBall/ Frontech
4. Hard disk
  - Seagate Hard Disk IDE – 5 Nos.
  - Seagate Hard Disk SATA – 5 Nos.
5. Desktop systems : 10 Nos.
  - **CPU: Intel** Core 2 Duo 2.4GHz or better processor with 2MB or better L2 cache with FSB 800 MHz or better.
  - **Motherboard:** Compatible Intel motherboard.
  - **Cabinet:** ATX with proper ventilation.
  - **Ports:** 8 USB, 1 serial, 1 parallel, 4 SATA, 1 IDE , 1 parallel ATA, 1 diskette drive interface, PS/2 keyboard & mouse.
  - **LAN Support:** 10/100/1000 Mb/s
  - RAM: suitable DDR2 1GB
  - HARD DISK: 80GB or higher
6. Internal DVD Writers – 10 Nos.
7. RAM
  - DDR 512MB – 10 Nos.
  - DDR-2 512MB – 10 Nos





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**Annexure - II**

**Rates Quoted for Maintenance of PCs and Peripherals**

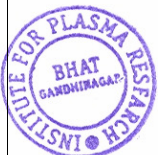
(the rates quoted deemed to have included qualified and required persons, standby equipments, parts and components included in the scope)

**Providing Maintenance of PCs, Scanners, CD Writers, DVD Writes etc. as per the terms and conditions mentioned in this Tender Document in general and Clauses 1 to 5 in particular.**

Sr. No.	Particulars	Amount Quoted	
		Rate Per Quarter	Rate Per Year
1.	Rates for the First Year		
2.	Rates for the Second Year		
3.	Rates for the Third Year		
4.	Rates for the Fourth Year if extended		
5.	Rates for the Fifth Year if extended		

**Rates Quoted in Words**

Rates for the First Year	Quarterly	
	Yearly	



Rates for the Second Year	Quarterly	
	Yearly	

Rates for the Third Year	Quarterly	
	Yearly	

Rates for the Fourth Year if extended	Quarterly	
	Yearly	

Rates for the Fifth Year if extended	Quarterly	
	Yearly	

**Rates Per Hour for Providing Services during before and after office hours on week days and on holidays**

Sr. No.	Particulars	Amount in Rs.
1.	<b>Rates Per Hour (In Figure)</b> For Providing Services Before 0900 Hrs And After 1730 Hrs On Week Days And Holidays - Amount in Figures	
	<b>Amount in Words</b>	
2.	<b>Rates (In Figure) Per Day</b> For Rendering Full Day Service On Holidays - Amount in Figures	
	<b>Amount in Words</b>	

Date :

(Signature and Seal)





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**Annexure - III**

**DETAILS OF EXISTING CONTRACT**

Sr. No.	Existing Contract - Name of Party with address and contact person's telephone number	Period of contract
1.		
2.		
3.		
4.		
5.		

Date :

(Signature and Seal)

