



सी.एस.आई.आर.-केन्द्रीय औषधि अनुसंधान संस्थान
(वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद)
बी.एस. 10/1, सेक्टर 10, जानकीपुरम विस्तार, सीतापुर रोड, पोस्ट बाक्स नं. 173, लखनऊ - 226021 (भारत)
CSIR-Central Drug Research Institute
(Council of Scientific & Industrial Research)
B.S. 10/1, Sector 10, Jankipuram Extension, Sitapur Road, Post Box No.: 173, Lucknow- 226021 (India)
Phone : (0522) 2771940, 2771960, 2961202, Fax : 91- (522) 2771941
Gram : CENDRUG, Web : <http://www.cdriindia.org>



No: 2017-18/IND52032/RCD

DD/MM/YYYY

Due Date: 30/10/2017 upto 5:00 PM

Date: 06/10/2017

Open Date: 31/10/2017 at 11:00 AM

Venue: CDRI, Purchase Section

To

Sub : Request for Pro-forma Invoice

Dear Sir

This Research Institute is interested in purchasing of the items mentioned below. You are therefore requested to forward a pro-forma invoice along with your terms & conditions of supply & payment. Please provide a copy of the technical literature and the specifications of these items in a sealed envelope.

Please read carefully the terms and conditions mentioned below and submit your pro-forma invoice/quotation accordingly.

SNo.	Name of Item	Catalog No	Qty
1	Desktop and peripherals maintenance and Support AMC services including FMS for 2 years (2017-19), As per tender documents attached		1

EMD: Rs. 100000.00 is required along with quotation in the shape of PBG/Bank draft in favour of Director, CDRI, Lucknow

Only one offer should be given against each item of NIT. Quotations giving multiple offers are liable to be summarily rejected

TERMS & CONDITIONS FOR TENDERS

1. Please mention our reference number on the envelop and address all correspondence to Director CDRI Lucknow only.
2. Samples, if called for, shall be submitted free of charge.
3. Please attach compliance sheet showing compliance to CDRI specification with Brochure from Manufacturer (Format at Sl.No.13).
4. Performa Invoice received after due date will not be considered under any circumstances.
5. Defective materials must be replaced on F.O.R. CDRI Stores/ DDP basis (Inco terms 2000) within 30 days of preliminary inspection and intimation to the vendor.
6. **Your Quotation must be duly stamped and reach directly to CDRI from you only. If quotation is submitted by Indian representative/agent then they must have to produce an authority certificate of principal for submitting offer against this Tender and mention Agency**

Commission in the Quotation.

7. The rate quoted should be as indicated for CDRI, LUCKNOW including Freight, Taxes and Duties etc. The rate should include packing and forwarding charges in the case of F.O.R. LUCKNOW quotation, Insurance should also be covered. The goods should be insured in your favour and for all risks on warehouse to warehouse basis. Tenders not adhering to these conditions are liable for rejection.
8. Warranty period i.e. ONE YEAR AFTER Installation must be complied.
9. The offer should be valid for at least THREE months from the date of opening of the quotations.
10. The RATE OF SALES TAX should be clearly indicated wherever, chargeable. This office is not eligible to issue C or D. The RATE OF VAT/CST must be clearly mentioned in the offer.
11. Specific mention should be made whether the delivery will be ex-stock or will have to be **imported** or obtained from the Works and how much time will be required for delivery after receipt of the order. **The delivery time will have to be strictly adhered to in case an order is placed against your offer.** Director, CDRI reserves the right to impose penalties and recover DAMAGES FOR DELAYED DELIVERY RESULTING IN LOSS TO CDRI (Max.10%).
12. In case any of the items mentioned above is on the current rate / running contracts with, D.G.S. & D, please quote the R.C. rates, the contract reference and also send a copy of the R.C. We are eligible to draw supplies against R.C.
13. **Technical compliance Statement(Format)**

Item No.(SR.No.wise)	CDRI Specification(Parameter wise)	Bid specification of M/s.	Remarks(with printed Manufacturer Brochure (OEM)

14. Evaluation & Comparison of Bids.

Bids meeting technical parameters and evaluated as responsive will be compared as follows:

1. INDIGENOUS OFFER

FINAL LANDED COST (F.O.R. CDRI Stores) less discount including Freight, Insurance, Taxes, Packing and Forwarding shall be the basis of Evaluation.

2. IMPORTED OFFER

FOB (Gateway International Airport) Plus 20%

(Loading) to cover Customs Duty, Freight, Insurance, Bank Charges(in India), Clearing & Forwarding charges at New Delhi, and cost rate variation thus giving the total landed cost at CDRI, Stores, Lucknow will be the basis of evaluation and price comparison. Cost Rate conversion to INR will be at the Exchange rate (RBI as on Bid opening date).

15. The quotations will be opened in the presence of the representatives, if any, of the quoting firms at **11.00 A.M.** on the date mentioned above at C-5 Room, CDRI.
16. Payments for supplies will be made direct to the suppliers by crossed Cheque on the State Bank of India, CDRI BRANCH, Lucknow only after receipt/issue of the stores/Installation of Equipment in good condition.
17. The acceptance of the quotation will rest with the competent authority of CDRI, who does not bind himself to accept the lowest quotation and reserves the right to himself to reject, or partially accept any or all the quotations received, without assigning any reason. The quotations are liable to be rejected, if any of the above conditions are not complied with. Tenderers conditions printed on the tender or otherwise sent along with the tender shall not be binding on us.
18. Pre-Installation Requirements like Civil, Piping, Electrical, Air-conditioning, Gas etc. must be clearly mentioned in your Quotation.
19. Agency Commission will be paid in INR after acceptance of supplies/installation of equipment at CDRI. The percentage of Agency Commission must be mentioned in the Quotation.
20. If this equipment was sold in India (preferably North India) recently then details of the Supplier.

Customer Name and Address

Item Detail

Total Purchase Order Value

Contact Person

Phone:0522-2629504

EMail:spo@cdri.res.in

Yours faithfully,

Stores Purchase Officer

CSIR - CENTRAL DRUG RESEARCH INSTITUTE, LUCKNOW

Tender document for

AMC of

PC & Peripherals Maintenance & Support

and

Facility Management Services

for two years

(2017-19)

Introduction

CSIR-Central Drug Research Institute, Lucknow is a constituent laboratory of CSIR (Council of Scientific and Industrial Research) which is an autonomous organisation under the ministry of science and technology, government of India. This institute of national importance is dedicated to research in medicine development.

1. Objective

CSIR-CDRI's main campus is located at Sector-10, Jankipuram Extn. Lucknow. Besides this campus, the old campus located at MG Marg has an employee strength of about 10. The LAN strength of CDRI is approximately 1200 nodes and the PC population is approximately 600 nos. with almost 90% of the computers having connectivity with the LAN. These PCs are used for carrying out day-to-day research work, for back-office-automations, running business-process applications and using Internet. Almost all the desktops run on windows environment. The major objective of this tender is to hire skilled manpower to provide the desktop/LAN users, spread across the campus, a single-window IT support in trouble-shooting their day-to-day problems related to the usage and application of desktops. This also includes trouble-shooting network connectivity related issues of entire LAN setup, comprehensive hardware maintenance of 200 PCs & 50 printers and non-comprehensive hardware maintenance of 300 PCs, 8 servers, 50 laptops and 200 printers which are out of OEM warranty.

2. Eligibility Criteria

- 2.1 The vendor should be a registered firm and into similar services for at least 3 years.
- 2.2 Cumulative Turnover **for services** (income from service and support) for last 3 years should be more than 50 Lac as evidenced by their purchase orders / balance sheet.
- 2.3 The Vendor must have the experience of providing desktop AMC services, supported by copies of at least two orders for IT infrastructure, **of a set-up of minimum 100 systems**, in Govt. Departments/Public Sector Undertaking/Nationalized banks/Central Autonomous Bodies/State Autonomous Bodies during the preceding 3 years.
- 2.4 The vendor must have provided FMS services including network maintenance & support through qualified manpower having certification of the level of CCNA or equivalent, for minimum period of one year. Such services must have been provided in Govt. Departments/Public Sector Undertaking/Nationalized banks/Central Autonomous Bodies/State Autonomous Bodies.
- 2.5 The vendor must be an authorized partner of HP or IBM or DELL.
- 2.6 The vendor must have a local office in Lucknow with qualified team of services professional.
- 2.7 Vendor should have good lab facilities for repair of the Computers, and Peripherals.
- 2.8 The vendor must be registered with Department of Commercial Taxes for Goods & Services Tax. Enclose copy of GSTIN Certificate

3. Schedule of work (This AMC is for a period of two years 2017-18 & 2018-19) The scope of work is broadly divided into the following four sub-headings

- 1) Comprehensive Hardware Maintenance of PC & peripherals
- 2) Non-Comprehensive hardware Maintenance of PC & Peripherals
- 3) IT support services for desktop users
- 4) Facility Management services (includes network maintenance without any repair work for active or passive part).

These are further detailed in clauses 3.1 through 3.4 below.

3.1 Desktop, Laptop, Peripherals Maintenance - Comprehensive

To provide comprehensive onsite hardware maintenance, troubleshooting and upkeep of 200 nos., out of OEM warranty PCs and peripherals as listed below. All the components and parts of these PCs and peripherals shall be covered for troubleshooting, hardware maintenance related issues and replacement of parts / components with same or higher specification/configuration, except the toner cartridge of the printer.

Vendor will have to do routine periodic hardware check-up of all desktops and peripherals covered under this i.e. clause 3.1, on quarterly basis and maintenance thereof, if required. Vendor will also have to do any other preventive maintenance exercise required for the upkeep of PCs & peripherals hardware.

The vendor will provide genuine parts of the computer/peripherals in case of replacement and it shall be subject to verification by CDRI. In case of unavailability of genuine spare parts, the vendor may provide an equivalent part any other make after taking approval from CDRI.

The list of items covered for comprehensive/hardware AMC is as follows:

- **PCs : 200 nos (HP, IBM, DELL etc.) as listed at Annexure-II Part B**
- **Printers : 30 nos (HP Laserjet etc.) as listed at Annexure-II Part C**

3.2 Desktop, Laptop, Peripherals Maintenance - Non Comprehensive

To provide Non-comprehensive hardware maintenance services for the following list of items which are out of OEM warranty:

- PCs : 300 nos (HP, IBM, DELL)
- Printers : 150 nos (HP Laserjet)
- Servers : 8 (HP)
- Laptops : 50 (HP, DELL, IBM)

For non-comprehensive maintenance, requiring hardware repair, the vendor will have to provide the estimates within 24 hours of the lodging of complaint and get the item repaired within 48 hours of the approval of CDRI. In case the item could not be repaired within the stipulated time the vendor shall be required to provide an equivalent standby so that the users work is not hampered.

The bills for non-comprehensive maintenance shall be cleared on chargeable basis subject to prior approval of the estimates by CDRI.

CDRI may decide to get the defective items, of systems covered under non-comprehensive AMC, repaired from outside, on its own discretion.

A recurrence in bad-diagnostics or significant variation of the estimates from the prevailing market rates may lead to termination of the contract by CDRI.

3.3 Desktop, Laptop, Peripherals Support: These services are required for all the users (incl. all of the LAN connected PCs(approx. 600), some offline systems, and printers(approx. 300) of the institute). *Since this is mostly manageable through resident engineers, separate costing for work under this head, may not be required.*

Some indicative problems faced by users are:

- a. Recovery of operating systems
- b. Formatting and Reloading of operating system
- c. Virus Cleaning and Antivirus Update(Antivirus software shall be provided by CDRI)
- d. Network/Internet Connectivity not working
- e. Backup/Restoration of Data/System after recovery or otherwise
- f. Loading of various application software
- g. Printer/Scanner/UPS/Peripheral device not working

Following works have to be carried under this clause:

- Providing comprehensive IT support to users
- Operating a centralized help desk for attending to user complaints and maintaining a log thereof through e-mail / Job card / phone/WhatsApp.
- Diagnosing and trouble-shooting user's desktop computer problems including the network connectivity. Required to diagnose and pin-point the problem for all the cases/complaints including hardware trouble-shooting.
- Removal of virus, backup of data, installation of anti-virus software and its associated software and drivers etc.
- Manning the centralized management console(s) of anti-virus server, deploy & update anti-virus at the client workstations/servers and continuously monitor the entire network to provide a virus free environment. (virus here includes virus, Trojan, Spyware and all their variants & other Malwares)
(Providing licensed copy of the software to be loaded on user's machine including anti-virus software shall be responsibility of CDRI)
- The vendor shall take complete Asset Inventory of the machine and the Peripherals (Sl. No., Internal devices, HD, CPU, LAN card etc.). Report must also indicate the change in Hardware/Software inventory.
- Vendor should carry out Patch updation, Critical updation and Service Pack Management of all the computers on weekly basis and provide the Audit report of the asset inventory to Nodal Officer.

(All the support services will have to be provided at the location of the desktops at user's workplace.)

Besides the above, services related to configuring and trouble-shooting Wi-Fi access related issues on private Laptops/Smartphone/tablets of approx. 500 students and regular employees are required. No other services are required for these private devices of the students/employees.

Additionally, the following support services are required:

- Monitoring , Functional support and trouble-shooting(for diagnostic purpose only, no hardware maintenance required) for Aadhar enabled Biometric based attendance devices(both smartphone based and desktop based)
- Operation and support for video-conferencing system
- IT support for conduct of seminars/presentations etc.
- Troubleshooting of LAN connectivity for CCTV cameras (No cable repair work)

3.4 Facility Management and Network Maintenance (excludes hardware repair of network devices and cable,UTP or fiber, faults)

At least one technically qualified, trained & skilled manpower with relevant certifications and experience will be dedicated for this activity. Physical presence of this manpower shall be required only for working days/hours but the monitoring and troubleshooting facility (with or without physical presence) shall be required 24x7.

- A. Environment monitoring (UPS, Temperature, Humidity etc.) of the data center
- B. Network Maintenance (non-comprehensive both for active and passive):

To perform comprehensive activities related to operation, maintenance, troubleshooting and upkeep of the LAN infrastructure. Rectification/Repair of faults in the cables (UTP & Fiber) shall not be covered under this AMC and the hardware maintenance of networking devices like Switches, Firewall etc. shall also be not covered. A few of the required tasks to be performed are as below:

- i) Network Maintenance
- ii) Liaisoning with ISPs(NIC, STPI and BSNL) for troubleshooting and upkeep of Internet connectivity.
- iii) Troubleshooting Network connectivity related issues across the LAN. Routine periodic checkup and regular maintenance of the network. The approximate details of the network is as under :

Total number of Wired Nodes : 1200 (Approximate)
(Repair of UTP and Fiber is not required)

- iv) Monitoring network devices (50 edge switches , 70 wireless access points etc.) and clients across the LAN and isolating the nodes generating spurious traffic and troubleshooting such problems affecting network throughput.
- v) Any other preventive maintenance required for upkeep of LAN infrastructure.
- vi) Maintaining VLAN, VPN, IP Catalog, Network Clients Database etc.

The vendor may be asked to arrange for UTP cabling work on separately chargeable basis for which the charges should be commensurate to DGSnD/NICSI rates and subject to prior approval of the estimates by CDRI. Such work is sporadic only and of the order of magnitude of one node per month at maximum.

4 General Terms & Conditions

- 4.1 All the systems run on UPS and CDRI has centralized AC and a dust free environment. Most of the users here are highly qualified and tech-savvy therefore any misuse of the systems is**

absolutely ruled out. This minimizes the causes of failures of machines. The vendors are advised to duly consider this factor while bidding.

- 4.2 A conscious effort would be made by the resident engineers to provide desktop support through remote access tools like teamviewer/ammy- admin/Adventnet etc., to the extent possible. The license for such software shall be arranged by CDRI.
- 4.3 The vendor would be required to sign a non-disclosure agreement, to safeguard against any leak of sensitive information, due to a lapse on the part of the vendor.
- 4.4 Vendor would be required to Indemnify against the usage of pirated software for the services offered by him.
- 4.5 The vendor would be required to depute two skilled manpower (Graduate with two year experience in relevant field) for work under 3.1,3.2,&3.3 and one dedicated manpower for works under clause 3.4 *Facility Management and Network Maintenance(Eligibility:CCNA+3Year Exp.)* which would be subject to approval of CDRI. Resident engineers once identified shall not be replaced without the consent of CDRI.
- 4.6 **One additional resident engineer may be hired by CDRI for work under 3.1, 3.2 & 3.3 and it shall be hired for a minimum period of six months only if CDRI so desires. The vendor shall have to depute such manpower within a week's time of CDRI's request. The billing for this manpower shall be on the same rate as quoted under item 3 of price schedule i.e. Annexure –II Part A.**
- 4.7 **CDRI may decide to remove one of the two resident engineer hired for work under 3.1, 3.2 & 3.3 and in that case the billing shall reduce proportionately as quoted under item 3 of price schedule i.e. Annexure –II Part A.**
- 4.8 Vendor would be required to arrange 02 nos. of laptops for use of resident engineers. For necessary hardware, software and network trouble shooting.
- 4.9 Vendor would require to make an arrangement for collection and delivery of spares, peripherals, and devices, which are non repairable at CDRI, without engagement of resident engineer.
- 4.10 Vendor would provide separate manpower to conduct Preventive maintenance on quarterly basis for all the systems.
- 4.11 CDRI shall arrange to provide for the seating space for 4 personnel for AMC related work.
- 4.12 The vendor shall depute three resident engineers on full time basis (8.30 AM to 6 PM, 6 days a week). The engineers may be required to come before 8:30 AM or stay beyond 6 PM and also work on the off days, in case any requirement is there. For such instances a compensatory off shall be suitably provided commensurate to the overtime working hours.
- 4.13 The resident engineers would be required to carry a mobile, to be arranged by the vendor, for contacting them while they are away from their desk.
- 4.14 Vendor may be required to provide services on Sundays and holidays and also arrange for extra manpower on special occasions, like seminars etc., as per the requirement of CDRI.
- 4.15 Vendor would be required to maintain daily attendance sheet and submit a detailed log of the calls received and serviced.
- 4.16 Vendor should manage Helpdesk facility and manage centralized database for all the patch updation, critical updates, assets inventory of the systems by using IT support helpdesk Software provided by CDRI.
- 4.17 The vendor should be able to automate the Anti-virus updates through antivirus admin console at the end user machines. A report on all such updations must be provided to the Nodal Officer.
- 4.18 Vendor would not be allowed to subcontract the work to another vendor.

- 4.19 Vendor would be required to define at least 3 levels of escalation matrix (separate for desktop support and FMS work) for logging and attending of complaints and all the contacts given should be located at Lucknow and accessible through mobile.
- 4.20 The vendor would have to provide the services at CDRI old campus(Chhattar Manzil), CSIR dispensary Niralanagar and CSIR Scientist Apartment Aliganj also. The frequency of complaints for these places is approx. 1 per month.
- 4.21 Complaints shall be categorized as follows for the purpose of maximum resolution time as given under 'Service Level Norms'.
- 4.22 Vendors would be required to log, attend and resolve all the complaints without any assistance from CDRI whatsoever.
- 4.23 The on-campus posting of resident engineers and assistant is to facilitate the work and make sure prompt response only and it shall be entirely vendors responsibility to allocate & depute extra manpower and other resources, if required, to handle all the complaints as per service level norms and other terms and conditions as stipulated in this tender.
- 4.24 The vendor shall take complete Asset Inventory of the machine and the Peripherals (Sl. No., Internal devices, HD, CPU, LAN card etc.). Report must also indicate the change in Hardware/Software inventory.
- 4.25 Vendor should carry out Patch updation, Critical updation and Service Pack Management of all the computers from the Helpdesk on weekly basis and provide the Audit report of the asset inventory to Nodal Officer.
- 4.26 The vendor would be required to stock spares for immediate replacement.
- 4.27 The vendor would be required to give an undertaking that the antecedents of the AMC personnel's deputed to CDRI have been verified through the police.
- 4.28 The contract period is for two years. CSIR-CDRI reserves the rights to discontinue the contract if the services are not found satisfactory.
- 4.29 CDRI may decide to change the weekly off for any resident engineer, to any other day, other than Sunday.
- 4.30 At least one resident engineer would be required to attend to the duties on holidays and festivals etc.
- 4.31 The resident engineers deputed for Maintenance & Support work and FMS work can be asked to share the workload of each other for any kind of activity list under scope of work, entirely on the discretion of CDRI.
- 4.32 CDRI may decide to add any number of PCs or Printers for comprehensive AMC and in that case the unit rates mentioned under price schedule Annexure-II Part B and C shall be applicable.
- 4.33 CDRI may decide to remove any PC from comprehensive AMC list and replace it with a functional PC outside AMC.
- 4.34 The Helpdesk log shall be monitored by the First level of escalation on a daily basis.
- 4.35 The Resident engineers may also be required to take the faulty part for repair to local repair shops/service centers, for which they will be required to do local movement for commuting to nearby business/market areas with their own means.
- 4.36 The resident engineers can be utilized in any manner for the ICT related work beyond what is mentioned under the scope of work.
- 4.37 Although there are support staffs available to carry heavy items but at times, the resident engineers may be required to carry the systems and other ICT items from one place to the other for repair or shifting purpose within the CDRI premises.

5 Service Level Norms

- 5.1 The complaints for desktop support shall be categorized as follows :
- 5.1.1 Minor : Network not available, Printer not working etc.
- 5.1.2 Average : Virus Cleaning / Antivirus updation etc.
- 5.1.3 Major : System Corruption/Reformatting/Data recovery/Hardware Faults
- 5.2 The services offered under this AMC shall be subject to adherence of the following service level norms.

S. N.	Service Parameter	Acceptable Norms
1.	Maximum Response time for a complaint	1 hr.
2.	Maximum time for resolution :	
	a. Minor Complaints	1 hr.
	b. Average Complaints	2 hr.
	c. Major Complaints	4 hrs.

- 5.3 For systems under non-comprehensive AMC, requiring hardware repair, the time limits mentioned under clause 3.2 above shall apply and clause 5.2 shall not apply for such cases.

6 Penalty Clause

- 6.1 A penalty of Rs. 1000/- shall be imposed for every 8 hours of absence of the resident engineer. The absence shall be accounted for cumulatively. If the total absence exceeds 24 hours in a calendar month, a flat fine of Rs. 10,000/- shall be imposed for that month.
- 6.2 Delay in response time or resolution time as mentioned under clause (5) above shall attract a penalty deduction of Rs. 100/- per complaint per day.

7 PBG

10% of the order value shall be held by CDRI as performance bank guarantee, and shall be released only towards the end of the AMC period subject to satisfactory completion of the services as stipulated in this document.

8 Miscellaneous

- 8.1 The vendors are advised to visit the location (CSIR-CDRI Campus) to assess the quantum of work.
- 8.2 All disputes shall be subjected to Lucknow jurisdiction only.
- 8.3 Bids must be submitted in sealed envelope and addressed to Director, CSIR-CDRI.
- 8.4 Director, CSIR-CDRI reserves the right to cancel the tendering process at any stage, on his/her sole discretion.

Annexure-I : Compliance Statement and Checklist of documents to be submitted with the bid

S.N.	Item	Compliance (Yes/No)
1.	Documentary Proof of turnover from services during last 3 years.	
2.	Document establishing the legal status of the firm and GST registration.	
3.	Summary of Manpower with their qualification and experience in IT Support and FMS.	
4.	Strength of Manpower at Lucknow office.	
5.	Documentary evidence of last two work orders/purchase order for	

	similar work and magnitude (i.e. minimum 100 computers), as per eligibility criteria.	
6.	Detailed resume, with qualification and experience, of the resident engineers proposed to be deployed in case of award of contract.	
7.	Copy of work order and scope of work in support of experience of having provided FMS services as per eligibility criteria. Attach the CV and certificate of the deputed manpower specific to FMS against the mentioned work order.	
8.	Document in support of authorized partner of HP or DELL or IBM.	
9.	Proposed Escalation Matrices for AMC & FMS.	
10.	Agreed with all the Terms and Conditions of the tender.	

Annexure-II Part A : Price Schedule Summary (Format for financial bid)

S. No	Item	Rate per year	Quantity	No. of Years	Tax(es)	Total Amount
1.	Sum of cost of Comprehensive maintenance of 200 Desktops as per list at Annexure-II Part B, for two years.	<i>Mention here the total of Annexure-II Part B</i>	01	02		
2.	Sum of cost of Comprehensive maintenance of 30 Printers as per list at Annexure-IV Part C, for two years.	<i>Mention here the total of Annexure-II Part C</i>	01	02		
3.	Cost of posting two resident engineers for AMC & Support Services (as mentioned in section 3.1, 3.2, & 3.3) for two years.	<i>Mention here rate of one engineer per year</i>	02	02		
4.	Cost of posting one resident engineer for FMS Services (as mentioned in section 3.4) for two years.	<i>Mention here rate of one engineer per year</i>	01	02		
TOTAL						

1. Payment shall be on quarterly basis and subject to satisfactory completion of services.
2. The contract period is for two years. CSIR-CDRI reserves the rights to discontinue the contract, at any stage, if the services are not found satisfactory.

Annexure-II Part B

Price Schedule for Comprehensive AMC of Desktops (Total 200)

S. No	Make	Model	Unit rate per year (without tax)	Quantity	Total Amount (Without tax)
1	Acer	ACER VERITON		1	
2	Acer	ACERPOWER .0B5		1	

3	DELL	7010		1
4	DELL	DELL ALL IN ONE		10
5	DELL	DELL OPTIPLEX 3020		1
6	DELL	DELL OPTIPLEX 3090		1
7	DELL	DELL OPTIPLEX 9010		3
8	DELL	dell precision		1
9	DELL	INSPIRON		1
10	DELL	Inspiron 23 Model 5348		1
11	DELL	INSPIRON AII IN ONE		4
12	DELL	INSPIRON ONE		1
13	DELL	Inspiron One 2320		1
14	DELL	OptiPlex 7010		1
15	DELL	OPTIPLEX-9010		10
16	DELL	Precision T1700		1
17	DELL	T3500		1
18	DELL	Z200		1
19	HCL	EZEEBEE		1
20	HP	3330		1
21	HP	HP 3090		1
22	HP	110217in		2
23	HP	23-d020in		1
24	HP	280g2 mt		1
25	HP	3090MT		8
26	HP	3330 MT		1
27	HP	8100 ELITE		1
28	HP	8200 elite		21
29	HP	8300 ELITE		7
30	HP	A6450n		1
31	HP	A6650IN		1
32	HP	ALL IN ONE		3
33	HP	COMPAQS3210IN		1
34	HP	CQ3350IX		1
35	HP	D330M		1
36	HP	DC7900		3
37	HP	DH61HO		1
38	HP	dx 2000mt		1
39	HP	2280 MT/Dx2280 MT		57
40	HP	DX2480		3
41	HP	dx2610MT		1
42	HP	dx6100		3
43	HP	DX6120		3
44	HP	dx7200		1
45	HP	DX7380		1
46	HP	DX7400		1

47	HP	hp 110		1	
48	HP	HP Compaq 8200 Elite MT PC		1	
49	HP	HP Compaq Elite 8300 SFF		4	
50	HP	HP Compaq Pro 6300 MT		1	
51	HP	HP Pro 3090 Microtower PC		3	
52	HP	Optiplex 9010		1	
53	HP	PRISARIO600		1	
54	HP	PRO 3090 MT		8	
55	HP	PRO3330		1	
56	HP	SR115IL		1	
57	HP	sr1520il		1	
58	HP	XW4400		1	
59	HP	XW4600		1	
60	HP	Z200		1	
61	HP	HP 8100 ELITE		1	
62	HP	HP P2133IN		1	
63	Lenovo	M5597		1	
64	Wipro	Wipro EVOLV WIV52755		1	
65	Zebronic	foray		1	
				TOTAL*	

***Mention this total amount in the "Rate rate per year" column of item(1) of Annexure-II Part(A) of Financial Bid.**

Annexure-II Part C :

Price Schedule for Comprehensive AMC of Printers(Total 30)

S. No.	Make & Model	Unit Rate per year (without tax)	Quantity	Total Amount (without tax)
1	HP LJ M1536 MFP		1	
2	HP2055 DN		1	
3	Line Printer Printronix		1	
4	HP LJ 1005 MFP		1	
5	HP LJ 1136 MFP		2	
6	HP LJ 1213 nf		1	
7	HP LJ 2430dtn		1	
8	HP LJ 500 COLOR M551		1	
9	HP LJ 5200N		1	
10	HP LJ COLOR 1025		1	
11	HP LJ COLOR M176n		1	
12	HP LJ P1008		1	
13	HP LJ Pro MFP 126 dn		1	
14	HP LJ PRO MFP M128fn		1	
15	HP LJ 1536 MFP		2	
16	HP LJ M1136MFP		3	
17	HP M1536 MFP		3	
18	HP LJ M1522nf		6	
19	HP LJ 1020		1	
			TOTAL*	

***Mention this total amount in the "Rate per year" column of item(2) of Annexure-II Part(A) of Financial Bid.**