



**Basic Details**

<b>Organisation Chain</b>	Department of Agricultural Research and Education  Indian Council of Agricultural Research,DoARE,MoA  Indian Institute of Oilseeds Research-Hyderabad		
<b>Tender Reference Number</b>	2(1)/2020-21/ST		
<b>Tender ID</b>	2020_DARE_585197_1		
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Supply
<b>Tender Category</b>	Services	<b>No. of Covers</b>	1
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	No
<b>Payment Mode</b>	Offline	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No

**Payment Instruments**

Offline	S.No	Instrument Type
	1	Bankers Cheque
	2	Bank Guarantee
	3	Demand Draft

**Cover Details, No. Of Covers - 1**

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical/Finance	.pdf	Scanned copy of Earnest Money Deposit (EMD) OR its exemption, if any
		.pdf	Scanned copy of Firms registration.
		.pdf	Scanned copy of GST details
		.pdf	Scanned copy of audited balance sheet for the last three years (certified by the chartered Account
		.pdf	Scanned copy of IT returns for the last three years (certified by the chartered Accountant or se
		.pdf	List of the end users to whom

			similar services have been provided in the last three years and Ann
		.pdf	Bank Account details
		.xls	Financial bid

Tender Fee Details, [Total Fee in ₹ * - 0.00]			
Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details			
EMD Amount in ₹	10,000	EMD through BG/ST or EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	ICAR UNIT IIOR ACCOUNT	EMD Payable At	HYDERABAD

[Click to view modification history](#)

Work /Item(s)					
Title	ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PERIPHERALS AND LAN NETWORKING				
Work Description	ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PERIPHERALS LAN NETWORKING				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	No				
Tender Value in ₹	0.00	Product Category	Info. Tech. Services	Sub category	AMC
Contract Type	Tender	Bid Validity(Days)	90	Period Of Work (Days)	NA
Location	hyderabad	Pincode	500030	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	HYDERABAD
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates			
Publish Date	24-Sep-2020 11:00 AM	Bid Opening Date	14-Oct-2020 11:30 AM
Document Download / Sale Start Date	24-Sep-2020 11:30 AM	Document Download / Sale End Date	13-Oct-2020 11:00 AM
Clarification Start Date	24-Sep-2020 11:30 AM	Clarification End Date	12-Oct-2020 04:00 PM
Bid Submission Start Date	24-Sep-2020 11:30 AM	Bid Submission End Date	13-Oct-2020 11:00 AM

Tender Documents					
NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	Tender Notice	381.93	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)

1	BOQ	BOQ_614643.xls	Financial Bid	267.50
2	Tender Documents	TenderAMCComputers.pdf	Tender Document	557.57

### **Bid Openers List**

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	psatya.srinivas@icar.gov.in	srinivas P S	SATYA SRINIVAS POTHUKUCHI
2.	shitanshu.kumar@icar.gov.in	Shitanshu Kumar	SHITANSHU KUMAR
3.	fao.iior@icar.gov.in	K SRINIVASA RAO	KALISETTY SRINIVASA RAO

### **GeMARPTS Details**

Reason for non availability of GeMARPTS ID	Non availability of GeM Portal	Remarks	
			The services is not available on GeM

### **Tender Inviting Authority**

<b>Name</b>	DIRECTOR IIOR
<b>Address</b>	ICAR-IIOR RAJENDRA NAGAR HYDERABAD-500030

### **Tender Creator Details**

<b>Created By</b>	RAKESH GEEDA
<b>Designation</b>	Assistant
<b>Created Date</b>	21-Sep-2020 12:06 PM



भाकृअनुप-भारतीय तिलहन अनुसंधान संस्थान  
**ICAR-Indian Institute of Oilseeds Research**

राजेंद्रनगर, हैदराबाद-500 030, तेलंगाना राज्य, भारत  
Rajendranagar, Hyderabad-500 030, Telangana State, India  
Phone : 040-24598208 Website : [www.icar-iior.org.in](http://www.icar-iior.org.in)  
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**NOTICE INVITING TENDERS THROUGH E-PROCUREMENT FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PERIPHERALS & LAN NETWORKING.**

This Institute intends to place the Computers and its Peripherals (Computers, Printers & Scanners and UPS Systems etc.) & LAN Networking under Annual Maintenance Contract. The Systems may be inspected on any working day between 9.30 A.M to 3.30 P.M. For any technical information, the Assistant Chief Technical Officer (Instruments) of this institute may be contacted. The details can be downloaded from our Website: <http://icar-iior.org.in/> or <https://eprocure.gov.in/eprocure/app> and the proposal along with all the documents as mentioned in the tender need to be submitted at <https://eprocure.gov.in/eprocure/app> . EMD through Demand Draft in favour of “ICAR Unit, IIOR A/c, payable at Hyderabad from any nationalized banks, of Rs.10,000/- (Rupees Ten thousand only) refundable must be submitted to Senior Administrative Officer, Indian Institute of Oilseeds Research, Rajendranagar, Hyderabad – 500 030, **on or before 14.10.2020 up to 11.00 P.M.** The Competent Authority has full right to accept or reject any AMC proposal. Please read carefully and adhere to all the terms and conditions prior to the submission of AMC.

**Tender documents may be downloaded** from e-Procurement website of CPP portal <https://eprocure.gov.in/eprocure/app> as per the schedule as given in **CRITICAL DATE SHEET** as under:

**CRITICAL DATE SHEET**

Tender No.	2 (1)/2020-21/St
Document Download Start Date and Time	<b>From 24.09.2020 11:00 A.M</b>
Bid Submission Start Date and Time	<b>From 24.08.2020 11:30 A.M</b>
Bid Submission End Date and Time	<b>13.10.2020 upto 11:00 A.M</b>
Date and Time for Opening of Technical Bids	<b>14.10.2020 at 11:30 A.M</b>
Address for Communication	Senior Administrative Officer ICAR-Indian Institute of Oilseeds Research (IIOR), Rajendranagar; Hyderabad -500 030.

**DIRECTOR**



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**List of Computer & Peripherals**

S.No.	Particulars	Qty
1	Computers	80 approx.
2	Printers	66 approx.
3	Scanners	--
4	UPS	54 approx.

The Firms are also required to upload copies of the following documents:-

**TECHNICAL BID:**

1. Scanned copy of Earnest Money Deposit (EMD)/its exemption, if any.
2. Scanned copy of Firm's registration.
3. Scanned copy of **GST details**/Pan Card, VAT No./ TIN / Service Tax No/
4. Scanned copy of audited balance sheet for the last three years (certified by the chartered Accountant or self-attested)
5. Scanned copy of IT returns for the last three years (certified by the chartered Accountant or self-attested)
6. List of the end users to whom similar services have been provided in the last three years and Annexure-I)
7. **Bank Account details**

All the above documents must be scanned and uploaded failing which your tender will not be considered for technical evaluation.

**FINANCIAL BID:**

1. Price Bid as BoQ\_XXXX.xls
2. Price Bid format (as per Annexure –II)

Senior Administrative Officer



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## Terms and Conditions

### Essential Qualifications of Vendor

1. Must have at least maintained minimum a set of 4 servers, more than 100 computers system and large network service in a single institutes/Unit with experience of 3 years in providing AMC in Govt/Public Sector.
2. Certified and experienced engineers(having at least BCA/B.Sc(IT)/B.Tech degree in computers)for facility Management /Maintenance services on Linux/windows environment, Networking system to do installation fault finding, trouble shooting Hyderabad(enclose list of names and proof of the individuals certificates)
3. Ability to bring in resources in terms of manpower/hardware etc. in case of computer security threat/intrusion/hacking/virus attack etc.,
4. Physical infrastructure: Company must have adequate physical infrastructure to support AMC project like in-house test and repair center at Hyderabad, IIOR authorities shall inspect before selection.A list of physical infrastructure available, is to be attached containing complete details.
5. If tenderer does not accept the offer, after issue of letter of award by this Institute within 15 days, the offer made shall be deemed to be withdrawn without any notice & earnest money forfeited.
6. No interest on security deposit and EMD shall be paid by the Institute to the contractor.
7. Director, IIOR reserves the right to reduce or terminate the period of the contract or to extend its duration in the interest of the Institute, for any justifiable reasons, not mandatory to be communicated to the tenderer.
8. Service Tax or any other tax applicable or made applicable after awarding the contract in respect of this contract shall be payable by the contractor and ICAR/IIOR will not entertain any claim whatsoever in this respect. However, the service taxes or any other tax which is as per the rules of the Govt. Shall be deducted at source from quarterly payment bills of the successful company, as per rules/instructions made applicable from time to time by Government.
9. Income Tax returns for last 3 years.
10. Registration certificate of the firm issued by State Government/Central Government.
11. Minimum service turnover of the firm, should be at least Rs.50.00 lakhs (Rupees fifty lakhs) per year for the past three financial years in Computer maintenance and service.
12. Experience of the firm in the field of providing such services in Central Govt. establishments/Autonomous bodies of Govt. of India/Corporation of Govt. of India/reputed public or private organizations for the last three contractive years may be provided .



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13. Certified Balance Sheet of the firm for last three financial years of the service contract by the Chartered Accountant.
14. Service Tax registration certificate issued by Central/State Government is to be furnished by the firm.
15. Successful contractor will have to enter into a detailed contract agreement with IIOR, Hyderabad on non-judicial stamp paper of Rs.100.00 (Rupees one hundred only).
16. Appropriate Penalty will be imposed in case of any violation/failure if services provided are found unsatisfactory.
17. It is understood and agreed that the Contractor will be responsible for any disciplinary matters rising out of the services of his engineer and he will take appropriate disciplinary action against his workers if they are found indulging in any acts of indiscipline in this office premises or in connection with the services referred to herein. The Contractor is bound to replace such engineer whose conduct and services are not found satisfactory by the Director/SAO, Hyderabad.
18. It is the sole responsibility of the contractor to make payment for engineer as per the laws / rules laid down by the Govt.Act.
19. The contractor should provide identity card to the workers employed by him who shall produce on demand by SAO or other staff of IIOR authorized for this purpose. No workers below the age of 18 year should be engaged.
20. The contractor will be responsible to Director, IIOR for any loss or damage caused to the properties belonging to IIOR Labs/office building either directly or indirectly during the course of the services of the worker engaged by him. He shall pay to the Director, IIOR, Hyderabad at the current value of such loss/damaged property on demand.
21. The firm will provide maintenance and repair service beyond office hours and on holidays, in case of emergency.
22. The Security deposit will be refunded to the Contractor only, after expiry/termination of the contract period and after IIOR certifies that the terms and conditions of the contract and dues if any payable to the IIOR are cleared by the contractor.
23. Any reported fault would be taken up by the AMC engineers within 2 hours. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is to be taken to the workshop the approved procedure at this Institute, should be followed. The firm has to provide the standby till such time the repair are attended to.
24. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.



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## Details of services under AMC for Computers and Peripherals

1. To take care of all the computers and their peripherals in the Institute listed under AMC and coordinate with the supplier for general maintenance of all IT equipment under warranty.
2. To install necessary software on all equipment as and when required and support for new installations and upgradations.
3. To install antivirus software provided by IIOR and monitor all the systems through the server and download the new patches for update.
4. Maintain and support the Institute's network through periodic monitoring of client nodes and day-to-day maintenance and management.
5. Configuration of servers or workstations
6. Vendor has to provide call login software for online call maintenance to create online single window contact for the end users, log of calls / complaints / problems and changes requested by users and keeping track of the same; provide reports of calls and actions on daily basis to Anchorage computers.
7. To provide support for third party software and changes in the h/w inventory as and when required
8. Vendor has to install application software, for call registration, monitoring and calculation of downtime of each call/system and for generation of necessary periodic up time / down time reports.

## Networking

1. To maintain mail and web servers including installation (Linux, windows 2003, service packs, apache, mysql, php etc. required for web and mail servers). Vendors has to provide a satisfactory certificate where they are maintaining the servers (mail and web, preferably Zimbra/Qmail server).
2. To have knowledge in updating CMS based website (Joomla/Drupal).
3. To maintain backup of server data fortnightly.
4. Management of databases including user database and login database with 32/64 bit server architectures.
5. To identify and resolve LAN / Internet faults and to keep ready disaster management plans to upkeep the important servers.
6. To monitor and maintain the logs of the hits, server uptime charts, sever backup and intrusion detection on the web server





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7. To liaise and coordinate with internet service providers (ERNET, BSNL etc.) to run services smoothly
8. Effectively monitoring the bandwidth management and integration of multiple bandwidths from different sources and load balancing.
9. Supporting and managing mailing services on multiple platforms like Linux and Windows.
10. For addressing the problems of networking and provide trouble shooting

## Network Security Management

1. Maintenance of Security solution against the existing and all future external threats to the entire network including web and mail services and implement it as part of the contract.
2. Secure support for Internet Services; support URL filtering and packet screening; and demilitarized zone for Web Server.
3. Protection for mail, http, ftp and other traffic from Spam, worms, Trojans, viruses and malicious java, active X, java script or other codes.
4. IP Number security, during the contract period IIOR IP numbers should not be blocked/shared by any one.
5. Fault detection and rectification of various Web Services and deploying to various software platforms as and when required.
6. Maintaining web compliance with GOI/ICAR guidelines (with respect to official language, Right to Information, security etc.)
7. Customizing and deploying open source software applications needed for the Institute and providing support in developing pages in Indian languages.
8. Supporting the web applications like office automation.

## Down time and Penalties:

1. Systems / Printers / network components other equipment should not be down for more than one day.
2. If any equipment in down for more than one day, an equivalent standby must be provided.
3. The down time shall be counted until the unit starts functioning normally again and certified as such by the user and I/C AKMU.
4. Apart from the above, if any service engineer absent for more than one day without prior information to the In-charge (AKMU) and no backup manpower is provided during that time, a penalty of Rs. 500/- per day per service engineer will be charged towards the lack of service.



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**Replacements:** AMC should be comprehensive except consumables. In case any item is being replaced due to the non-availability of that particular item or part, the replaced items should be of permanent nature including critical items with same make / brand of equivalent or higher specifications compared to the old items without any additional cost. Such replacements, to be done with the prior approval of the competent authority and to the satisfaction of the user. A proper official procedure has to be followed for taking items for repair outside IIOR and an inventory the maintained for the movement with dates (outgoing and incoming)

**Standards :** The Materials / equipment maintained under this Contract will conform to the Standards mentioned in the Technical specifications, and, when no applicable standard is mentioned, the authoritative standards appropriate to the Materials / equipment' i.e., ISO, such standards will be the latest. The equipment after rectification shall be capable of satisfactory operations.

**Quantity of equipment:** The quantity of each item indicated in the table is of those, which are in working condition at present. The bidder has to verify all the equipment, mark the AMC stickers on each item and prepare a final list of the equipment under AMC. However, at the time of signing the contract agreement, DIRECTOR, IIOR, reserves the right to increase or decrease the quantity. Further, during the period of contract also DIRECTOR, IIOR, reserves the right to withdraw any equipment from contract without assigning any reason. Charges for the items either added or deleted will be paid or deducted, as the case may be on pro-rata basis and effected during the payment for the quarter for which the changes are affected.

**Stocking of spares:** The following spare parts are to be kept at site to ensure immediate replacement. At any point of time the vendor should maintain the following spares. If any item is replaced from the following spare items, vendor recoups the same immediately. If any equipment is to be replaced on permanent basis in a quarter, prior approval of the competent authority is necessary. The firm should submit a report on such items along with their configurations at the end of each quarter. IIOR reserves the right to verify the stocks at any point of time.

Sl.No.	Item	Qty
i.	Complete set of Computers	5
Ii	Printers (cartridges and configuration are same as of IIOR printers list)	4
Iii	Keyboards & SMPS	6 each
Iv	Network cards, display cards, HDD(160/80gbs), DVD drive	4 each
V	Power cables, RJ45 connectors, Patch/cross cables (CAT 5) Optical Mouse / I/O boxes	10 each
Vi	Switch 24 port & 8 Port switch	1 each
Vii	OFC SC to ST / SC converters	4 each
Viii	Printer cables (Parallel / USB). FDD, RAMs, Power adapters	4 each
Ix	UPS	5 (Two-1 KVA & Three-0.5 to 0.75 KVA)
X	HDD/DVD/CD writers	4 each
Xi	LAN tester, crimping tool	1



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## Personnel

1. Two Qualified Resident Engineers one each in Linux Certified Sr.System Administrator and certified Desktop Engineer should be available on all the working days between 8.30 AM to 5.30 PM.
2. The service personnel should have more than three years experience in this area. (Experience certificate to be submitted at the time of entering with AMC with I.I.O.R, Rajendranagar, Hyderabad.
3. The vendor should also ensure that the assigned qualified engineer would work for at least one year at the Institute.
4. IIOR has every right to reject the services of engineer and can ask for a change, if found not fit for the needs of the IIOR. The firm has to provide backup strategy wherever there is "single point" failures / bottleneck failures.
5. In the event of change of any service engineer from this site, prior approval from the In-charge, AKMU is essential.
6. The names and designations with due signatures of the personnel to be engaged by the bidder for this contract should be made available to the Institute for security check. They should bear proper ID card whenever they enter the premises of the Institute.
7. Vender should make arrangement to provide backup manpower to ensure sufficient help to meet the contingency needs in providing value added services.

## Payment:

1. No advance payment is permissible.
2. No pending items are carried forward to the next quarter. In such cases, the vendor has to submit the reasons for not completing the work duly certified by the In-Charge (AKMU)
3. If equipment is permanently replaced during the quarter, a prior approval should be taken from the competent authority, then only payment will be effected for that quarter. The vendor will have to predefine the Bank details while entering into contract for transferring the quarterly AMC Charges to the bank account of the Vendor.

**EMD:** The EMD will be liable to be forfeited, if the Contractor/Agency withdraws/amend, impairs or derogates the conditions of tender, in any respect within the period of validity of this Quotation. The EMD of the Successful Bidder will be retained till submission of performance security. The EMD of unsuccessful Bidders will be returned after the completion of all formalities.

**Security Deposit:** An amount equivalent to 5% of the value of the work order has to be submitted to the Institute within 21 days from the receipt of the order.

**Validity:** The period of validity of the bid submitted by the firm shall be 90 days.



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**Taxes:** Income tax and other statutory levies applicable to such contracts / services will be deducted at source, as per the rate applicable at the time of payment.

**Period of Contract:**

- The period of contract shall be for one (1) year w.e.f the date of signing of the agreement. Performance of the firm will be watched. Failure to fulfill terms and conditions will be viewed seriously and liable for termination.
- Initially this contract will be awarded for three months as a testing period. During this period if the vendor's performance is not satisfactory, this contract will be terminated and no correspondence in this matter will be entertained. If the performance of the vendor is satisfactory during this testing period then the period of contract will be for one year from the date of signing the contract by the institute. However, the period is extendable on mutual consent but not automatic.



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**Annexure-I**

Details of Minimum 3 years' experience/work done

Sl.No.	Name of the Dept. Organization & Name of the Contact person with Phone	Period		Remarks
		From	To	

Authorized signatory



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**Annexure-II**

To

The Director,  
ICAR- Indian Institute of Oilseeds Research  
Rajendranagar,  
Hyderabad - 500 030 [TS]

Sir,

I/We wish to submit tender for entering into Comprehensive Annual Maintenance contract for Computers & Peripherals, Network Management and related equipments.

S.No.	Particulars	Per month
	Monthly consolidated rate offered for Comprehensive Annual Maintenance contract for Computers & Peripherals, Network Management and related equipment's in accordance with highest standards of allied services and as per the terms and conditions specified in the tender including all labour, material transportation, specially covered all acts and taxes etc. as applicable from time to time	

I/we agree to forfeit of the EMD if I/we fail to comply with any of the terms and conditions in whole or in part laid down in the Tender/quotation form.

We have carefully read the terms and conditions of the Tender and are agreed to abide by these in letter and spirit.

Signature and Seal of the Authorized Signatory