



सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान
196, राजा एस सी मल्लिक रोड, कोलकाता - 700 032, भारत
CSIR - CENTRAL GLASS & CERAMIC RESEARCH INSTITUTE
196, Raja S C Mullick Road, Kolkata - 700 032, India



FILE NO. : P//AMC/401/AA/DB/OT/19-20

DATE: 30/09/2020

To,
M/s. Ensure Support Services (India) Limited,
P-89, Nani Gopal Roy Chowdhury Avenue,
Kolkata – 700014.
Telephone/Fax numbers: - (M) +91 – 9874387455 (T)
91 – 33 – 4032 5600/01/03/04/06 (F)
+91 – 33 – 22865883.
Email Address: - aniruddha.m@ensureservices.in

SUB :- ANNUAL MAINTENANCE CONTRACT FOR IT HARDWARE AND SOFTWARE AT CSIR-CGCRI, KOLKATA FOR A PERIOD OF 1 (ONE) YEAR.

REF : Our Tender Enquiry No. P//AMC/401/AA/DB/OT/19-20.
Your Unpriced (Technical) Bid No. ESSIL/CSIR-Kol/AMC/20-21 dt. 18/03/2020.
Your Priced (Commercial) Bid No. ESSIL/CSIR-Kol/AMC/ 20 – 21 dt. 18/03/2020.

Dear Sir I Madam,

I am directed to state that your offer for Annual Maintenance Contract for IT Hardware And Software has been accepted by this Institute. This work order is hereby issued on the terms and conditions given below. The quantity of items indicated is tentative and will be subject to verification & revision every quarter.

Immediately on receipt of this Work Order, you are required to submit the contact details of your Service-in-charge to the Mentor, IT Division, CSIR-CGCRI, Kolkata. You are also required to inspect the equipment (computers, printers, scanners, routers and other items mentioned in this Work Order) and prepare an inventory with detailed specification, OEM Serial No. & location of the equipments. A copy of this inventory will be handed over to the Mentor, IT Division, CSIR-CGCRI. Identification stickers will be provided by the vendor and these are to be pasted on the covers of the equipments at the time of preparing the inventory. During the period of contract, the inventory is to be updated quarterly to accommodate inclusion /exclusion of items.

PART –A: Comprehensive Maintenance (With spares, PM, software service)

SI No	Items	Configuration	Tentative Qty	Unit price(Rs.) Yearly	Total Price(Rs.)
	Desktops (423 nos.)				



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1	1. Compaq Evo D510	P IV Processor, CPU 2.40 GHz, 40 GB HDD, CD ROM, 144 FDD, 15 RAM	5	690	3450
	2. Compaq D330	P IV Processor, CPU 2.6 GHz, 40 GB HDD, CD ROM, 15 inch SVGA Color Monitor, 1 GB RAM	12	690	8280
	3. HP DX 6120M	P IV Processor, CPU 3.00 GHz, 80 GB HDD, CD-R/W, CRT / 15 inch TFT color monitor, 2 GB RAM	10	690	6900
	4. HP DX 2280	P IV Processor, CPU 2.8 GHz, 160 GB HDD, DVD ROM, 15 inch TFT color monitor, 2 GB RAM	12	690	8280
	5. HP Pavilion	2GB RAM, 320 GB HDD, 18.5" Monitor	8	690	5520
	6. HP 6000 / 6200 / 6710 / 7100 / 3090 / other	Pentium, 320 GB HDD, 18.5" TFT, 2 GB RAM	14	690	9660
	7. DX 2480	Core 2 DUO E 4600, 2.43 GHz, 1 GB DDR1 RAM, 160GB HDD, DVD R/W	1	690	690
	8. Hp dx7380MT	Core 2 duo, 1GB, 160GB	2	690	1380
	9. HP DC 7800	Core 2 DUO processor, CPU 2.33 GHZ, DDR2 RAM 2 GB, 160 GB	27	690	18630



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		HDD, DVD ROM, 17 inch TFT colour monitor			
	10. HP DC 7900	Core 2 DUO processor, CPU 2.33/3.00 GHZ, DDR2 RAM 2 GB, 160 GB SATA HDD, DVD ROM, FDD, 17 inch TFT colour monitor	30	690	20700
	11. HP-DC Elite 8000	Core 2 DUO, CPU 3.00 GHz, DDR3 RAM 4 GB, 250 GB SATA HDD, DVD R/W, 18.4 inch TFT color monitor	52	690	35880
	12. HP Elite 8100	Core i5 3.3 GHz. 2 GB DDR3 RAM, DVD ROM, 320 GB HDD, 18.4" TFT	50	690	34500
	13. HP Elite 8200	Core i5, DDR3 RAM 2 GB, 250 GB SATA HDD, 18.4 DVD R/W, TFT color monitor	30	690	20700
	14. HP 8300	Core i5, RAM 4 GB, 1 TB SATA HDD, DVD R/W, 18.5 inch TFT colour monitor	9	690	6210
	15. HP Prodesk 400 G2 / Q2	HP Prodesk 400 G2 /Q2	48	690	33120
	16. HP Pro 3330	Intel Core i3 4 GB RAM 500 GB Hard Disk Drive 18.5 inch TFT Colour Monitor DVD R/W Drive	11	690	7590



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17. HP Elite Desk 800 G1	Preloaded Windows 8 OS Intel Core i7 4 GB RAM 500 GB Hard Disk Drive 18.5 inch TFT Colour Monitor DVD ROM Drive	4	690	2760
18. HP Elite Desk 800 G4	Preloaded Windows 10 OS Intel Core i5 4 GB RAM 500 GB Hard Disk Drive 18.5 inch TFT Colour Monitor DVD ROM Drive	1	690	690
19. HP Prodesk G1	Intel Core i5, 4 GB RAM, 1 TB Hard disk	6	690	4140
20. HP 406 G1 MT	Preloaded Windows 8 OS Intel Core i7 4 GB RAM 500 GB Hard Disk Drive 18.5 inch TFT Colour Monitor DVD ROM Drive	4	690	2760
21. HP Pro 3000 MT	Core 2 Duo	2	690	1380
22. HP All-in- one	Windows 10, Intel Core i5 Processor, 4 GB RAM 1 TB Hard disk	4	690	2760
23. HP 6000 pro MT	Core 2 DUO, CPU 3.06 GHz, DDR3 RAM 4 GB, 320 GB SATA HDD, DVD R/W, 18.4 inch TFT	2	690	1380



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24. HP Compaq	Core2Duo 3.00 GHZ, DDR2 2 GB RAM HDD 250 GB , DVD ROM, 17 inch TFT Monitor	4	690	2760
25. ACER Veriton	i3 CPU , 4 GB DDR3 RAM 500gb HDD , 17" TFT Monitor	1	690	690
26. Lenovo	Intel ® Core i3 2120 CPU 3.30 GHz 4 GB RAM 500 GB, 17" TFT Monitor	6	690	4140
27. Dell Desktop	Intel Pentium Processor, Min 2 GB RAM, TFT Monitor	25	690	17250
28. Dell Inspiron	I5Intel Core i5, 4GB RAM, 1 TB Hard Disk	1	690	690
29. Dell Optiplex	i5-7500, 3.4 GHz, 4GB RAM, 1 TB Hard Disk	1	690	690
30. Dell All- in-one	Intel Core i3 4 GB RAM 1 TB hard disk	6	690	4140
31. Dell Computer Optiplex 7010		2	690	1380
32. Dell Inspiron 24, Model 3459 Series		5	690	3450
33. Dell Inspiron ONE 2020		2	690	1380
34. Dell Optiplex 3020		4	690	2760
35. Dell Optiplex 990		2	690	1380
36. Dell Optiplex 3050 / 580 / 3046 / 7040		4	690	2760
37. Optiplex 3040		4	690	2760
38. Dell OT7570		1	690	690
39. Dell Precision T 3500		4	690	2760



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Sl. No.	Item Name	Quantity	Unit Price	Total Price
1	<u>Dot Matrix Printer (03 nos.)</u>			
	TVS MSP 450	2	1250	2500
	WEP LQ DSI 5235 BOUNTY	1	1250	1250
2	<u>Canon (03 nos.)</u>			
	Canon Lide 110	1	1250	1250
	Canon G3000	1	1250	1250
	Canon LJ MF858CDW	1	1250	1250
3	<u>HP Laser (BW) (168 nos.)</u>			
	1606 DN	9	900	8100
	Pro 1606 DN	10	900	9000
	1200	2	900	1800
	2100	5	900	4500
	1000	5	900	4500
	1010	6	900	5400
	1015	10	900	9000
	1020	10	900	9000
	1022n	32	900	28800
	1105	1	900	900
	1106	1	900	900
	1320	6	900	5400
	1515N	2	900	1800
	2060	1	900	900
	M1005MFP	6	900	5400
	M1136	10	900	9000
	M1213nf	1	900	900
	M1216nth	1	900	900
	M1218NFS	1	900	900
	M128fn	1	900	900
	M276n	1	900	900
	P1007	11	900	9900
	P1008	3	900	2700
	P1108	5	900	4500
	P1505N	17	900	15300
	P1566	1	900	900
	LJ HP Pro 400	1	900	900
	HP Laserjet Pro M202DW	4	900	3600



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	HP M203DN	1	900	900
	HP M126NW	1	900	900
	HP LJ P2055DN	2	900	1800
	HP LJ1320	1	900	900
4	<u>HP Color Laser (15 nos.)</u>			
	CP 1215 UP	1	900	900
	CLJ CP 1025	3	900	2700
	CLJ CP 1515N	2	900	1800
	CLJ Pro M252dw	1	900	900
	CLJ CP 1525N	5	900	4500
	CLJ CM 1415	1	900	900
	CLJ 3800N	1	900	900
	CLJ 2550L	1	900	900
5	<u>HP Deskjet (05 nos.)</u>			
	HP DJ 1000	1	900	900
	HP DJ 1112	1	900	900
	HP DJ 930C	2	900	1800
	HP OJ Pro 8100	1	900	900

Scanners (Regular / All-in-one Printer Scanner Copier)

SI No	Configuration	Tentative Qty	Unit price (Rs.) Yearly	Total Price (Rs.)
1	<u>All-in-one Printer Scanner Copier (6 nos.)</u>			
	HP OJ 4500	2	1250	2500
	HP OJ 6000	1	1250	1250
	HP OJ K5400	1	1250	1250
	Canon iR ADV C2220	1	1250	1250



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	HP Photosmart C4788	1	1250	1250
2	<u>HP Scanners (48 nos.)</u>			
	HP 2200c	1	400	400
	HP SJ 200	3	400	1200
	HP SJ 2400	1	400	400
	HP SJ 311D	1	400	400
	HP SJ 3500c	6	400	2400
	HP SJ 3670	1	400	400
	HP SJ 4850	1	400	400
	HP SJ 5300C	1	400	400
	HP SJ 5590	1	400	400
	HP SJ 8200	1	400	400
	HP SJ G2410	18	400	7200
	HP SJ G3010	1	400	400
	HP SJ G3110	6	400	2400
	HP SJ G4010	1	400	400
	HP SJ G4050	1	400	400
	HP SJ N6350	2	400	800
	HP Scanjet Pro 3000 s2	2	400	800

Servers (20 nos.)

SI No	Configuration	Tentative Qty	Unit price (Rs.) Yearly	Total Price (Rs.)
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1	IBM Servers a) X3650 M3, 16 GB RAM, 300GB X 8 - SAS HDD, DVD-ROM,HBA dual power supply b) X-226 – 3 GB RAM, 73GB X 3+146GB SCSI- HDD c) X236-4 GB RAM, 146GB X 6 SCSI HDD d) X3800 – 4 GB RAM, 146GB X e) IBM 3650 M4 Server - 2x Intel Xeon E5 2620 v2 (Hexa Core) 2.10 Ghz 15 Mb 1600 Mhz; 6x 8GB ECC RAM; 5x 300GB SAS HDD 10K; RAID 5 Controller card with battery; 2.5" Hot Swap MULTI BURNER RAID 01 in built (M5110e card); System x 550W High Efficiency Platinum AC Power Supply	7 1 1 1 2	15000 15000 15000 15000 15000	105000 15000 15000 15000 30000
2	DELL Servers a) DELL PowerEdge R620 Server b) DELL PowerEdge R630 Server - Two Processors Intel Xeon Quad Core, Configuration: Rack	1 3	15000 15000	15000 45000
	c) DELL PowerEdge R730 Server - Two Processors Intel Xeon Octa Core, Configuration: Rack	2	15000	30000



d) Dell PowerEdge R320	1	15000	15000
e) Dell PowerEdge T30	1	15000	15000

Switches (42 nos.)

SI No	Configuration	Tentative Qty	Unit price (Rs.) Yearly	Total Price (Rs.)
1	<u>Managed Network Switches (Cisco) (38 Nos.)</u>			
	Catalyst C3750G-12S with 1G SFP module (fully loaded with 12 X 2 nos. 1G SFP modules)	2	4500	9000
	Cisco 2960 24 Port with 2 Combo Gigabit Port	8	4500	36000



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Cisco 2960 48 Port with 2 Combo Gigabit Port	2	4500	9000
Cisco Catalyst 3650-24TS 4X (fully loaded with 2 Nos. 1G Copper modules)	2	4500	9000
Cisco SG 500 (Gigabit) (without SFP module)	2	4500	9000
Cisco Catalyst 3850 12 Port 10G Fiber Switch fully loaded with 12 Nos. 10G SFP Module) (WS-C3850-12XS-S)	4	4500	18000
Cisco Catalyst 2960-XR 24 GigE, 2x10G (fully	18	4500	81000



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	loaded with 2 Nos. 10G SFP modules) (WS-C2960XR-24TD-I)			
2	<u>Managed Network Switches (Juniper) (4 nos.)</u> a) EX 2200 24 port 4X SFP Port (without SFP module)	4	4500	18000

Router (1 no.)

SI No	Configuration	Tentative Qty	Unit price (Rs.) Yearly	Total Price (Rs.)
1	CISCO Router - 2811	1	4500	4500

Wireless Controllers and Access Points (1 Controller and 20 Access Points)



SI No	Configuration	Tentative Qty	Unit price (Rs.) Yearly	Total Price (Rs.)
1	Zebra Wireless Controller 4010 - With 20 AP licenses	1	190	190
2	Zebra AP 5020 - 802.11 a/b/g/n/ac	20	190.5	3810

LAN Connectivity

SI No	Configuration	Tentative Qty	Unit price (Rs.) Yearly	Total Price (Rs.)
1	LAN Connectivity	250	8.92	2230

PART –B: Maintenance Without spares(software service)

Desktops (5 Nos.)

SI No	Items	Configurati on	Tentative Qty	Unit price	Total Price (Rs.)	Unit Price (Rs.) Yearly for	Total Price
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				(Rs.) Yearly		AMC after expiration of warranty	(Rs.) Yearly for AMC after expiration of warranty
	HP 280 G4 MT (Warranty upto August, 2022)	Intel Core i5, 4 GB RAM, 1 TB Hard disk	5	200	1000	690	3450

Switches (12 nos.)

SI No	Items	Configurati on	Tent ativ e Qty	Unit price (Rs.)	Total Price (Rs.)	Unit Price (Rs.) Yearly for AMC after expiration of	Total Price
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				Yearly		warranty	(Rs.) Yearly for AMC after expiration of warranty
	Cisco SG 500 – 24 Port (Gigabit) (without SFP module) (Warranty upto 09.08.2020)		10	1000	10000	4500	45000
	Cisco SG 500 – 48 Port (Gigabit) (without SFP module) (Warranty upto 09.08.2020)		2	1000	2000	4500	9000

Laptops (80 Nos.)

SI No	Configuration	Tentative Qty	Unit (Rs.) Yearly	price	Total (Rs.) Price
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1	Sony - 02, Dell- 50, Toshiba - 05, Lenovo – 1, HP – 20, ASUS – 1, ACER - 1	80	250	20000
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TOTAL BID PRICE PART-A	10,38,429.00
TOTAL BID PRICE PART-B	61,571.00
TOTAL BID PRICE (PART-A + PART-B) WITHOUT TAX	11,00,000 .00
GST @18%	1,98,000.00
TOTAL BID PRICE WITH TAX	12,98,000.00

Service Provider	M/s. Ensure Support Services (India) Limited, Kolkata
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The quantity of items indicated is tentative and will be subject to verification & revision every Quarter. The Maintenance Contract will be governed by the following terms and conditions:

1. DURATION OF CONTRACT:

The Maintenance Contract will be effective from 01st October, 2020 and will be in force for a period of One (1) year, subject to rendering of satisfactory performance.

2. PRICES::

The Total yearly value indicated in the Work Order is including GST. If there is any change in the rate of GST on the date of billing then the same will be charged extra at the rates prevailing on the date of billing. The Prices will remain firm during the period of contract and will not be subject to any variation on any account.

3. SECURITY DEPOSIT:

A Security Deposit for 10% of order value i.e will have to be submitted within 21 days of receipt of the Work Order. Failure to submit the Security Deposit within the specified time schedule will result in cancellation of the Work Order and forfeiture of the Earnest Money Deposit submitted by you.

The Security Deposit is to be submitted in the shape of a Demand Draft / Pay Order favouring "Director, Central Glass & Ceramic Research Institute". Alternatively, the security deposit may also be furnished in the form of a Bank Guarantee in the format prescribed for such purpose. The Bank Guarantee is required to be issued by any Nationalized Bank of India and to be valid till 60 days after expiry of contract period. The Security Deposit will be returned, without any interest only after satisfactory completion of all contractual obligations.



The Security Deposit will be forfeited in case it is established that the firm has failed to perform its contractual obligations to the entire satisfaction of this Institute (CSIR- CGCRI).

4. PAYMENT:

Payment will be made on quarterly basis. A pre- receipted invoice (in triplicate) will be submitted at the time of claiming payment. The Invoice will be accompanied by the Service Report (Quarterly Performance Report) duly signed by Mentor, IT Division, CGCRI, evidencing satisfactory rendering of the service during the relevant quarter. Payment will be made within 45 days of submission of invoice/ bill along with other documents as stipulated above. Payment will be made by e-payment mode (RTGS/ ECS / NEFT) only. No other mode of payment will be permitted. Vendor is requested to furnish and submit the RTGS attached with this Work Order.

5. SCOPE OF SERVICE:

Service Level Agreement

A. Comprehensive Maintenance Service

- i) At the start of the contract service, circuitry, boards, SMPS, fan, printer heads, rollers etc of all the systems / devices / peripherals as mentioned in Annexure-A are to be cleaned
- ii) The party is to make preventive maintenance of all systems quarterly which includes thorough cleaning of all the PCs and peripherals (without opening the covers). The party will clear the temporary files, cookies, journal files and also check the security systems, A/V and anti-malware measures.
- iii) Maintenance contract is on site comprehensive including all types of spares which include power cables etc. To note that for a printer it includes printer head, printer cable, fuser assembly and all types of plastic parts. However, it excludes consumables viz, cartridges, ribbons, stationery items.
- iv) Though most of the IT items in Annexure I are in the main campus, the contract also covers the remaining IT items at maintenance division at Anwar Shah Road and CSIR Guest House (Lake Road).

Parts replacement Policy

- i). If the defective system cannot be made operative within 24 hours for PC and 48 hours for printers after the complaint, those are to be replaced with equivalent systems on temporary basis until the original ones after repairing are returned.
- ii) Defective parts are to be replaced with OEM parts or equivalent parts, subject to approval of Head, Computer Department. Monitors/CPU/Printers/ Scanners, if cannot be repaired, are to be returned to CGCRI along with equivalent alternative systems on temporary basis. Both the systems will be property of CGCRI.



- iii) Degradation in function or functionality or malfunctioning after repair or replacement of parts will be treated as problem unresolved.
- iv) All logistics and part transaction would be responsibility of vendor.

SPARE PARTS STOCKING POLICY :

You shall maintain enough spare parts (as per Table-A) in the Institute to ensure the Service level high for the equipments under your maintenance. You must stock at site the minimum level of standby equipment (fully functional and equivalent to the CGCRI equipment) and spare parts as per the table-A. In addition, adequate spares in terms of keyboard, Mouse, CD/DVD R/W Drive, SMPS module and such accessories must be available at site for immediate replacement/stand by arrangement. The Stocking level will be checked quarterly by CGCRI.

TABLE - A

Item	No. of standby systems	Spares
Desktop	5	3%
Servers	1	5%
DMP with good ribbons	1	
Laserjet with good cartridges	2	
Color printer with good cartridges	1	
High speed Managed Switch	2	
Scanner	1	

B. Facility Management Service (Without Spares) :

- The vendor will be liable to maintain O.S.(Linux/ Windows server 2003/2008, XP, Vista, Windows 7, Windows 8, Windows 10) of desktops and Laptops fully functional with their existing s/w and database.
- The contract covers administration and time to time upgradation of OS and other applications, patch upgradation, network reconfiguration etc. Whenever required the vendor will backup/restore data, format hard disk, reload OS and other applications (MS Office on desktops, openwebmail I mail client applications, mysql, MSSQL, open source softwares etc. on Windows and Linux platforms).
- The vendor must ensure working condition of servers, all applications installed on servers during / after maintenance I service I repair activity. On req uirement backups are to be restored to make the system up. The vendor is to render the same service for all the other servers proxy servers, web servers, library servers, DNS servers, SAN servers, Application servers and backup server.
- To keep the system secured, the F/W (Fortigate UTM 600D} is to be configured properly to meet institute requirement and to perform s/w maintenance.



- As an additional security measure/tool the vendor may introduce open source solution, viz. (e.g. spamassassin, webmin etc.).
- The vendor would extend assistance to operate Video Conferencing System, if required.
- The contract covers the following activity to keep systems from virus/spam attack:
 - ❖ Maintaining existing Kaspersky/Symantec and any other Enterprise level A/V solutions. If required for additional security, open source solution is acceptable.
 - ❖ To Download and distribute the updates to all the in-scope desktops, Laptops and Windows servers through automatic scheduling virus scanning for in-scope systems and in case of infection, the removal of virus.
 - ❖ Loading and updating of A/V on all the systems, in case if automatic updating fails.
- Maintenance of Windows server 2003/8 for Centralised computer facility, secondary server, backup server etc.
- Network connectivity is to be maintained and if required, the termination is to be made at 1/0 or patch panel end at the rate quoted in the tender.
- Vendor will coordinate warranty/post-warranty service with respective OEM of the h/w & s/w.
- Vendor will be liable to maintain OS of laptops fully functional.

6. GENERAL:

Timely and satisfactory rendering of Maintenance Services is the essence of the contract. In case it is observed that the services rendered by the firm are not satisfactory, Director, CGCRI, shall be at liberty to cancel the Work Order. Further, the Security Deposit furnished will also be forfeited.

- ❖ The successful vendor shall be required to make all necessary arrangements so that adequately qualified and experienced persons promptly attend to onsite services during normal office hours which is from 9 AM to 7 PM.
- ❖ Service beyond normal hours and on scheduled holidays may be made available, on emergency or special events, without additional charge.

7. SETTLEMENT OF DISPUTES AND ARBITRATION:

- The Purchaser and the supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract.



सीएसआईआर - केन्द्रीय काँच एवं सिरामिक अनुसंधान संस्थान

196, राजा एस सी मल्लिक रोड, कोलकाता - 700 032, भारत

CSIR - CENTRAL GLASS & CERAMIC RESEARCH INSTITUTE

196, Raja S C Mullick Road, Kolkata - 700 032, India



- The dispute settlement mechanism/arbitration proceedings shall be concluded as under:
- ❖ If any dispute or difference arises between the Purchaser and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Delhi International Arbitration Centre (DIAC), Delhi High Court, New Delhi. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.
 - ❖ The venue of the arbitration shall be the place from where the purchase order or contract is issued.

8. APPLICABLE LAW ::

- The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to a court of competent jurisdiction in Kolkata, West Bengal, India.
- All other relevant terms and conditions of our Bid Document of even number dated -08/02/2017 will also be applicable to this Maintenance Contract.
- Director, CSIR-CGCRI, shall be at liberty to terminate the maintenance contract at any time, by giving a notice of 60 (sixty) days to the vendor (Service Provider) if the services are not found satisfactory.

THE "DUPLICATE COPY" OF THIS WORK ORDER MAY PLEASE BE SIGNED AND STAMPED BY YOU AS A TOKEN OF ACCEPTANCE OF THIS CONTRACT.

Yours faithfully,

Sd/-

(Arun Kr. Banerjee)
Section Officer (S&P) (Acting)