



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/60/PB/DB/OTE/22-23

DATE: 21/10/2022

**To,
M/s Vareli Tecnac Private Limited,
42, Pratapaditya Road,
Kolkata - 700 026
Email - info@vareli.co.in**

SUB :- Award of Work Order for Annual Maintenance Contract of IT items at CGCRI, Kolkata for a period of 01 (One) Year from 01/11/2022 to 31/10/2023.

**REF : a) Our Tender Document No. : P/AMC/60/PB/DB/OTE/22-23 dt. 19/08/2022
b) Corrigendum dated 31.08.2022
c) Your Bid Ref. No. VTPL/22-23/0490 dt. 09/09/2022**

Dear Sir I Madam,

I am directed to state that your offer for Annual Maintenance Contract of IT items 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 Head, IIT Division, CSIR-CGCRI, Kolkata. You are also required to inspect the equipments (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 Head, IIT 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.

Service Provider	M/s Vareli Tecnac Private Limited, 42, Pratapaditya Road, Kolkata - 700 026
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Sl No.	Items	Tentative Quantity	Per Unit price (Rs.) Yearly	Price for the given quantity (Rs.)	GST	Total Price (Rs.)
<u>PART -A: Comprehensive Maintenance</u>						
1	Desktops	413	855.00	353115.00	63560.70	416675.70
2	Workstation	13	2335.00	30355.00	5463.90	35818.90
3	HP Color L J Printer	35	1515.00	53025.00	9544.50	62569.50
4	HP L J Printer	280	825.00	231000.00	41580.00	272580.00
5	HP Deskjet	10	355.00	3550.00	639.00	4189.00
6	Scanner	46	715.00	32890.00	5920.20	38810.20
7	Server	16	11335.00	181360.00	32644.80	214004.80
8	Switches/ Router	55	3335.00	183425.00	33016.50	216441.50
<u>Part—B: Facility Management Service (without spares)</u>						
9	LAN Connectivity	250	50.0	12500.00	2250.00	14750.00
10	Managed Switch	23	300.00	6900.00	1242.00	8142.00
Total Amount (Part-A + Part-B) AMC Charges for 01 year						12,83,981.60

<u>Part—C: On call basis</u>						
11	Laptops (HP, Dell, Sony, Lenovo, Acer, Toshiba)	01	500.00	500.00	90.00	590.00
12	Wireless Controller with AP (Motorola)	01	300.00	300.00	54.00	354.00
13	Fiber Optic connectivity/ splicing	01	300.00	300.00	54.00	354.00

Part—C: On call basis:-

- (a) Separate approval is to be obtained by the Service Provider from CSIR-CGCRI before rendering service by On-call basis.
- (b) Rates as mentioned above will be applicable for AMC Period.

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:



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1. DURATION OF CONTRACT:

The Maintenance Contract will be effective **from 01/11/2022 to 31/10/2023** 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:

The Performance Security equivalent to 3% of Work Order value has to be submitted to this Institute within 21 days from receipt of Work Order.

The Performance Security of 3% (Three percent) of value of Work Order should be valid till 60 (Sixty) days after expiry of Contract Period. The Security Deposit is to be submitted in the shape of a Demand Draft / Pay Order favoring "Director, Central Glass & Ceramic Research Institute". The Bank Guarantee is required to be issued by any Nationalized Bank of India and to be valid till 60 (Sixty) days after expiry of contract period. This 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, Kolkata).

4. PAYMENT:

Payment shall be made on **Quarterly basis** against submission of Pre-receipted bills (in triplicate) duly supported by a Certificate issued by the Instrumentation and Information Technology Department, CSIR-CGCRI stating that the services have been performed satisfactorily. 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 format attached with this Work Order.

The above price is all Inclusive. Unit Price for each item will remain firm during the period of contract. Prices charged by the firm shall not exceed the prevailing rates charged from others for similar services.

Payment will be made for the services rendered for the actual quantity during the claim period for payment.

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, IIT 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

1. 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-I are to be cleaned
2. 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.
3. 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 and any other type of parts not explicitly mentioned above. However, it excludes the following consumables - cartridges, ribbons, stationery items.
4. **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, IIT Division. The systems, if cannot be repaired, are to be replaced with equivalent alternative systems. 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



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Vendor shall maintain enough spare parts (as per Table-A) in the Institute to ensure the Service level high for the equipments under their maintenance. They 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/standby arrangement. The Stocking level will be checked quarterly by CGCRI. Standby spares must be supplied within 15 working days from the date of issue of AMC Work Order. CGCRI reserves the right to deduct 5% AMC value from 1st quarter bill if not supplied within stipulated time frame mentioned above.

Table --- A

Sl. No.	Item Description	Minimum Qty.(Nos.)
1.	Desktop PC (Min core i3 or higher, 8 GB DDR4 RAM, 1 TB HDD, DVD RW, Keyboard, Mouse with 19" LED monitor)	4 nos.
2.	Server	1 nos.
3.	Keyboard(HP/Dell/Logitech)-USB	10 nos.
4.	Mouse (HP/Dell/Logitech)-USB	10 nos.
5.	HP Single Functional Laserjet Printer (88A/12A/78A cartridge compatible)	3 nos.
6.	HDD (1 TB)-WD/Seagate	5 nos.
7.	SMPS	6 nos.
8.	Compatible RAM – Desktop (2 GB)	DDR 3 – 5 nos. DDR 4 – 5 nos.
9.	High Speed Managed Switch (all ports minimum 1 Gbps)	2 Nos.
10.	Scanner – A4	1 Nos.
11.	MFP – Mono – A4	1 Nos.



B. Facility Management Service (without spares).

- The vendor will be liable to maintain O.S.(Linux/ Windows server, VMWare servers, KVM Servers, Windows 7, Windows 8, Windows 10, Windows 11 etc.) of desktops and Laptops fully functional with their existing s/w and data base.
- 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, MySQL, MSSQL, antivirus server, backup servers, open source software etc. on Windows and Linux platforms).
- The vendor must ensure working condition of network devices, servers, all applications installed on servers during / after maintenance / service / repair activity. On requirement 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, antivirus servers, DNS servers, mail servers, ERP servers, Application servers and backup server.
- To keep the system secured, the F/W (Fortigate UTM 600D / 201F) 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 opensource solution, viz. (e.g. spamassasin, webmin etc.).
- The vendor would extend assistance to operate Video Conferencing System. Video Conferencing support needs to be provided as and when required, sometimes beyond office hours including weekends and holidays, without any extra charges.
- The contract covers the following activity to keep systems from virus/spam attack
 - i) Maintaining existing Kaspersky/Symantec and any other Enterprise level A/V solutions. If required for additional security, open source solution is acceptable
 - ii) 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.
 - iii) Loading and updating of A/V on all the systems, in case if automatic updating fails
- Maintenance of Windows server, secondary server, backup server etc.
- Network connectivity is to be maintained and if required, the termination is to be made at I/O 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.
- The Institute has two 100 Mbps leased line connections: one from BSNL and another from NIC. The line from BSNL is terminated in the firewall itself and the line from NIC comes through a router and a L3 switch to the firewall. The connection from the VLANs in the core switches are configured at two different ports of the firewall and a separate zone is configured at another port of the firewall which hosts all our VMWare servers like proxy, DNS, website and others. The network is divided into several VLANs. The vendor should ensure that the network connectivity is always up and the internet is always accessible by all the Institute users. For that all the above routers, switches, firewall, VMWare, servers, WAN, LAN etc. should be properly configured by the vendor and any new network requirements like new firewall policy, new network zones with managed switches, new virtual servers (like DNS, Proxy and others) etc. and the proper configuration of all the above should be successfully addressed by the vendor.
- There are around 250 user connectivity, and the users are placed in different VLANs. It is required to ensure internet connectivity of all the users at all times.
- There are several fibre optic zones in the Institute. In case there is a fibre cut, the vendor is to ensure that the connectivity is restored on an immediate basis. The vendor will charge for splicing etc. to ensure the connectivity on an on call basis for such fibre optic connection issues.

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.

1. The successful vendor must have technical team of qualified and experienced personnel on their pay roll having hands-on experience in technical IT service comprising of areas like desktop, printer, scanner, server, switch and network maintenance who shall be deployed as "Service Personnel". The Service Personnel are to be deployed from among the personnel who are on the payroll of the vendor with required documents and identification. **At least 3 service personnel should be present on-site during office hours on all working days. If any personnel is on leave, the vendor should provide replacement manpower with equivalent expertise for that time.**



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2. Firm will ensure the wages as per the rule provisions/guidelines of Office of the Chief Labour Commissioner (C), Ministry of Labour & Employment, New Delhi, GOI to their employees who will be deputed to CSIR-CGCRI for performing the services under AMC. In this regard, CGCRI would not be held responsible for any dispute between the employee and the service providing firm regarding wages and other benefits to the employee pertaining to Central Labour Law, GOI.
3. Firm will provide the undertaking that they will comply the wages and other benefits as per the rule provisions/ guidelines of The Office of the Chief Labour Commissioner (C), Ministry of Labour & Employment, New Delhi, GOI to their employees who will be deputed to CSIR-CGCRI for performing the services under AMC.
4. The Service Personnel deployed for a particular site shall not be removed/replaced without the consent of the Head IITD, CGCRI with whom the agreement shall be entered into.
5. The list of Servers, Workstations, Computers, Printers, Network Switches, wifi devices etc. is attached as in the Technical Bid. However, new equipment purchased from time to time, after their expiry of warranty/guarantee period, will also have to be serviced/maintained by the vendor at the same rate of similar/equivalent item in the list, and the terms and condition will also remain same for the newly added items. **PURCHASER reserves rights to add/remove items from the list during the contract period with prorated (pro-rata basis) effect from the next quarterly invoice.** For machines which are currently under warranty and will go under AMC in the future, the AMC rates also need to be provided by the vendors along with the FMS rates. For such machines if they transition from FMS to AMC in between the billing period, then the amount will be calculated on a pro rata basis.
6. Vendors are not allowed to subcontract in any manner.
7. Each on-site Service Personnel must be equipped with necessary tools and tackles for providing day-to-day support services.
8. Each Resident engineer/ Site engineer should be equipped (Mandatory) with below mentioned devices:-
 - a. MOBILE PHONES (Resident engineers/Site Engineer must have mobile phone).
 - b. LAN Tester – 1 no.
 - c. Digital Multimeter. – 1 no.
 - d. Clamping/crimping tool. – 1 no.
 - e. Screw Driver set. – 1 set for each.
 - f. Cleaning Brush – 2 nos.
 - g. Colin liquid cleaner – As per requirement.
 - h. Blower / Vacuum cleaner – 1 no.
 - i. Identity Card issued by the Vendor.



9. The successful vendor shall be required to make all necessary arrangements so that adequately qualified and experienced persons promptly (within 15 minutes) attend to onsite services during normal office hours which is from 9 AM to 7 PM.
10. Service beyond normal hours and on scheduled holidays may be made available, on emergency / special events, without additional charge.

11. Service deliverables

Service Deliverables: - NETWORK ITEM

iii) Maintenance & Management of the Network Infrastructure

Description: -

1. Network Monitoring software to be implemented & configured to monitor availability and health of network & security device.
2. Management of LAN / WAN / Wi-Fi Network equipment (including L2, L3 Switch, AP, Wifi controller).
3. Monitoring & incident management of LAN, WAN & Wi-Fi network.
4. Maintenance of network switches with compliance check.
5. Wi-Fi Signal assessment / heat mapping for better coverage & AP placement.
6. Network log monitoring for proactive action.
7. OS management for network devices.
8. Data & Configuration backup of each managed network devices.
9. Monthly availability & incident reports to be shared to CGCRI IT team.
10. Network dashboard interface for CGCRI IT team

(These above-mentioned deliverables will be applicable for all Switches / Router and AP, Wifi Controller of CGCRI, and monthly report to be shared with CGCRI IT team positively, **One Senior level Network engineer must visit at CGCRI campus monthly to liaison this job**)

LAN Deliverables: -

1. Network troubleshooting – LAN, Internet, Intranet by coordination with OEM (if required).
2. Restoration of connectivity of node with the Server / Switch. Rectification of fault in LAN point, Patch cord, RJ45, I/O box.
3. Assistance to users to log on to the network.
4. Configuration of printers and other network peripherals on the network.

(These above-mentioned deliverables will be applicable for all IO ports / Network devices etc., and monthly report to be shared with CGCRI IT team positively, **One Senior level Network engineer must visit at CGCRI campus monthly to liaison this job**)



Service Deliverables: - SERVER

1. Complete Server Administration and VMWare / KVM Virtualization.
2. Hardware maintenance of Server with compliance check.
3. Server health & hardware utilization checkup, antivirus update etc.
4. Verify and restoration check of back up data and servers.
5. Installation and maintenance of operating system, application software, patch management etc.
6. Back up and restoration of data on Servers as per back up policies.

(These above-mentioned deliverables will be applicable for all Servers of CGCRI, and monthly report to be shared with CGCRI IT team positively,
One Senior level Server engineer must visit at CGCRI campus monthly to liaison this job)

Penalty Clause: -

Complaints should be resolved within 24 hours and in extreme case within two working days. If not done, then CGCRI reserves the right to impose penalty at the following rate if the service is not done satisfactorily within the period mentioned below, **if proper replacement for covering the lead time for resolving the problem is not provided.**

- In case the firm fails to rectify within the time frame in Penalty clause and where no STAND BY is provided and fault persists beyond the above period or faulty equipment is taken by the vendor for repair and not returned within the stipulated days from the date of booking then, CSIR-CGCRI shall be at liberty to get the same repaired from outside source and recover the cost from AMC Vendor from the pending AMC bill or from performance bank guarantee along with approval from Head, IIT Division and Purchase Committee.
1. Desktop PC: Rs. 200/-, beyond 2 working days.
 2. All in One PC: Rs. 250/-, beyond 2 working days.
 3. Workstation: Rs. 500/-, beyond 2 working days.
 4. Printer – Mono: Rs. 200/-, beyond 2 working days.
 5. Printer – Mono – MFP: Rs. 250/-, beyond 2 working days.
 6. Printer – Color: Rs. 250/-, beyond 2 working days.
 7. Scanner: Rs. 200/-, beyond 2 working days.
 8. Switch – Managed: Rs. 1000/-, beyond 1 working day.
 9. Server: Rs. 2000/-, beyond 1 working day.

NOTE:- Immediately on receipt of the Work Order, the firm shall submit the contact details of Service-in-charge to the Head, IIT Division, CSIR-CGCRI, Kolkata. The firm is required to inspect the equipment (computers, printers, scanners, routers, servers, switches and other items as mentioned) 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 Head, IIT Division, CSIR-CGCRI. Identification stickers are to be



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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.

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.
- 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 dated – 19.08.2022 and Corrigendum dated 31.08.2022 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.



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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,

31/10/2022

(Anjani Kr. Pandey)
Stores & Purchase Officer

अंजनी कुमार पाण्डेय/Anjani Kumar Pandey
स्टोर्स एवं क्रय अधिकारी/Stores & Purchase Officer
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