

# NOTICE INVITING TENDERS

**TENDER NO. IICPT/F/160/2010**

Issued by  
**INDIAN INSTITUTE OF CROP PROCESSING TECHNOLOGY**  
**Ministry of Food Processing Industries, GOI**  
**Pudukottai Road**  
**Thanjavur- 613 005**  
**Tamil Nadu**  
**[www.pprc.gov.in](http://www.pprc.gov.in)**

INDIAN INSTITUTE OF CROP PROCESSING TECHNOLOGY  
MINISTRY OF FOOD PROCESSING INDUSTRIES,GOI  
PUDUKOTTAI ROAD, THANJAVUR - 613 005  
Tamil Nadu

Phone: 04362 - 226676 [www.pprc.gov.in](http://www.pprc.gov.in)  
Email: [iicpttnj@gmail.com](mailto:iicpttnj@gmail.com)

## NOTICE INVITING TENDERS

Sealed Quotations are invited from the reputed agencies for providing the System Administration related Services on Full time basis at fixed charges of Rs.15,000/-PM.

The eligibility criteria and scope of service are available in our website; [www.pprc.gov.in](http://www.pprc.gov.in). Interested agencies may submit the quotations on or **before 15.03.2010** at 3.00PM.

**Director**

**INDIAN INSTITUTE OF CROP PROCESSING TECHNOLOGY**  
**(Ministry of Food Processing Industries,**  
**Government of India)**  
**Pudukkottai Road, Thanjavur – 613 005**  
**Tamil Nadu**

Date of Retender : **01.03.2010**  
Tender Ref No : **F/160/2010**

Due Date of Receipt : 15.03.2010 Time 15.00hrs  
Opening Date : 15.03.2010 Time 15.30hrs

On behalf of INDIAN INSTITUTE OF CROP PROCESSING TECHNOLOGY (IICPT) sealed applications at a monthly charges of Rs.15000/-(Maximum) are invited from the eligible bidders for Providing System Administrator services. .

Firms offering lesser rate subject to fulfilling the qualification criteria.

- The agency should have a minimum five years experience in IT support services.
- The agency executed at least one similar project for Ministries/Departments of Government of India/State Governments may be given preference.
- A minimum annual turnover of Rs.50 lakhs during the last three years.
- Should have adequate technically qualified and well-experienced in-house resource base for IT support services.
- Should be willing and capable of staying with IICPT at least for a period of 3 years for updating IT support services.
- The applicant must have service tax registration and should be income tax assessee.
- The applicant should furnish an undertaking to the effect that the firm has not been black listed in India or abroad.

**1. AUTHORIZED SIGNATORY:-**

The 'Applicant' mentioned in the tender document shall mean the one who has signed the tender document forms. The applicant should be the duly Authorized Representative, for which a certificate of authority will be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.

**2. BID PROCESSING FEE & AVAILABILITY OF TENDER DOCUMENT:-**

Intending bidders may obtain copy of the tender document containing commercial conditions along with relevant specifications either by downloading tender document from the [www.pprc.gov.in](http://www.pprc.gov.in) and submit demand draft of Rs. 1,000/- (Rupees One Thousand) at the time of submission of bid in a separate envelope **OR** from The Director, INDIAN INSTITUTE OF CROP PROCESSING TECHNOLOGY, Pudukkottai Road, Thanjavur-613005 by paying Rs.1000/- (Rs.One thousand only) by Demand Draft payable to Director with effect from **01.03.2010 to 12.03.2010** between 10.00 Hrs. to 15.00 Hrs. on all working days.

**3. EMD & SUBMISSION OF BIDS:-**

The applicant should submit their proposal along with a Demand Draft/ Banker Cheque of **Rs. 10,000/- (Rupees Ten Thousand only)** in favour of "Director IICPT" payable at Thanjavur. The envelope may be superscribed as "System Administration Services. The Bid shall contain all relevant papers/details.

**4. THE TERMS OF PAYMENT WOULD BE AS UNDER:-**

**Quarterly basis**

For regular maintenance IT support services annual charges should be quoted initially for a period of 3 years, separately for each year. However, the agency will raise bills of equal amounts on monthly basis for these annual charges against IT support services.

## **5. REJECTION OF TENDER DOCUMENT:-**

The application is liable to be rejected if:

- a) The application is not covered in proper sealed cover with superscription as indicated in para 3.
- b) Not in prescribed form and not containing all required details.
- c) Not properly signed.
- d) Received after the expiry of due date and time.
- e) Offer is received by telex, fax, telegram or e-mail.
- f) Bid received without cost of Tender document if downloaded from **website**.
- g) The EMD of Rs. 10,000/- is not enclosed with the Bid.

## **6. REFUND OF EMD:-**

The EMD of the successful bidder will be retained in the IICPT and that of others will be returned. The successful bidder is required to finalize the payment terms with the IICPT and sign an MOU for the proposed work.

## **7. DISCLAIMER:-**

7.1 The IICPT shall not be responsible for any late receipt for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.

7.2 The IICPT reserves the right

- To reject any / all applications without assigning any reasons thereof.
- To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the IICPT without assigning any reasons thereof.
- To include any other item in the Scope of work at any time.

## Annexure-I

# SCOPE OF WORK

### 1. SYSTEM ADMINISTRATION EXPERIENCE -

- New hardware/software installation, configuration, preventive maintenance
- Backup and recovery
- Hardware/software troubleshooting
- Managing user accounts
- Configuration and Management of Email servers and Web servers
- Configuring firewalls, anti-spam and virus protection
- Writing scripts and applying patches
- Knowledge in Virtualization platforms
- Performance tuning and documentation.
- Web server and application server maintenance and optimization
- Offering help to solve user problems as well as moving of PCs, printers, scanners, faxes etc. during office moves or equipment renewal and upgrades
- Support of PC hardware and standard software, printers and other standard peripherals
- Management and evolution of the standard PC configuration
- Services necessary to get information system into operation; assistance with running-in and assistance to users regarding the use of the information systems to carry out their work/tasks. For example, assistance in organizing information system installation from the end user perspective, end user help and coaching concerning the use of information systems.
- Organizing and delivery of trainings on common information systems
- Incident and problem management, escalation process, usage of problem-tracking system

### 2. NETWORK ADMINISTRATION EXPERIENCE -

- Good understanding of LAN/WAN networks (TCP/IP, routing protocols)
- Switch and Router installation/configuration/troubleshooting
- Network services (DHCP, DNS, NIS, NFS)
- Network design, cabling and capacity planning
- Network security (Firewalls, VPNs)

### 3. Exposure to network tools/protocol analyzers to monitor network utilization, load balancing and bandwidth

- Wireless network installation/management (WLAN/WiMAX)

The details mentioned above are indicative only. Any other item not specifically indicated above, but required for development and maintenance of quality **website** shall be deemed to have been incorporated within the scope of the study. Omission of specific reference to any of the activities in the scope of work shall not relieve the agency of his responsibility.

**DIRECTOR**