

INDIAN COUNCIL OF FORESTRY RESEARCH & EDUCATION

P.O. NEW FOREST, DEHRADUN - 248 006



TENDER DOCUMENT

No. 17/PO/LAN/Admin/ICFRE / 2022-23 Dated: 07.09.2022

FOR OPERATION AND MAINTENANCE OF NETWORKING EQUIPMENTS AND OTHER HARDWARE/SOFTWARE ACROSS ICFRE FOR FIVE YEARS

The interested companies / firms or their authorized representatives are invited in the pre-bid conference, for their suggestions in terms and conditions / technical specifications and clarification thereof. However, the Indian Council of Forestry Research and Education (ICFRE) is not bound to accept any / all suggestions and the decision of the ADG (Admin), ICFRE shall be final in this regard.

A revised tender document / corrigendum, containing the changes, if any, shall be available at www.icfre.gov.in of ICFRE as well on <https://eprocure.gov.in> free-of-cost, within a week after the Pre-bid conference for bid preparation and submission by the tenderer.

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Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 2

Notice Inviting e-Tender




INDIAN COUNCIL OF FORESTRY RESEARCH AND EDUCATION
P.O New Forest- Dehradun
(An Autonomous Body of Ministry of Environment, Forests and Climate Change, Government of India)

No. 17/PO/LAN/Admin/ICFRE / 2022-23 Dated: 07.09.2022

E-Tender Notice

For Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years.

e-Tenders are invited by ICFRE, Dehradun for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years from the eligible and reputed firms having experience in the field for the execution of Comprehensive Maintenance Contract for LAN hardware mentioned as per items mentioned in Schedule VI installed at all locations mentioned in Schedule VII.


ADG (Admin)
ICFRE, Dehradun

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 3


सहायक महानिदेशक
Asstt. Director General

1. TENDER SCHEDULE

Events	Date/Time	Venue
Published Date	08.09.2022 at 05:00 PM	ICFRE website and Central Public Procurement (CPP) Portal
Bid document download/Sale start date	08.09.2022 at 05:10 PM	CPP Portal
Pre-bid Meeting	20.09.2022 at 03:00 PM	Board Room, ICFRE Head Qtr, Dehradun
Bid submission start date	08.08.2022 at 05:30 PM	CPP portal
Bid submission end date	29.09.2022 at 03:00 PM	CPP portal
Opening date of technical bids	29.09.2022 at 03:30 PM	Online
Opening date for Financial bids	Shall be communicated to all the eligible technical bidders through email	Online

2. DEFINITIONS

- a) **Indian Council of Forestry Research and Education (ICFRE)** means the organisation as a whole including ICFRE HQ and its Institutes / Centres as listed in **Schedule VII**.
- b) **ADG (Admin)**, ICFRE mentioned herein means the Assistant Director General (Administration), ICFRE Dehradun representing ICFRE; and his official successors, nominees as may be designated by ICFRE from time to time.
- c) **Locations** mentioned hereunder means the locations of ICFRE HQ, its Institutes /Centres as detailed in **Schedule VII**.
- d) **Components / equipment / system** mentioned hereunder included ROUTERS, SWITCHES / Wireless Access Points at all the locations listed in **Schedule VII** and the location wise equipment is listed in **Schedule VI-B**.
- e) **EMD** means Earnest Money Deposit.
- f) **PBG** means Performance Bank Guarantee.
- g) **SLA** means Service Level Agreement as per the parameters laid down in this document.
- h) **Firm** means a duly registered Firm or Company registered under Indian Laws as such, and bidding for this tender.

3. SCOPE OF WORK FOR THE FIRM

- a) The Indian Council of Forestry Research and Education (ICFRE), Dehradun, Uttarakhand invites tenders in the prescribed format for providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years (equipment comprising of Routers, Switches, I/Os, Optical fiber (multimode as well as single mode fibre), cables, etc.), at various regional institutes as per the locational details given in **Schedule VII** and location wise list of equipments is given in **Schedule VI-B**.
- b) The firm shall implement network policies in liaison with the IT Division, ICFRE HQ to meet the requirements of latest ICT (Information and communications technologies) for a robust Local Area Network (LAN) services across ICFRE.
- c) Maintenance Contract will be comprehensive includes preventive maintenance / regular services of the LAN nodes (networking) and LAN switches conduit pipes, optical fiber cables including accessories / or replacement of all such hardware / item necessary for keeping them in perfect working order and condition at all the times during the contract period from any defects/ disturbances or any unscheduled call for corrective and maintenances services requires for full functioning.
- d) The replacement of all spares of hardware which develop defects / suffer breakdown during the period of Maintenance Contract, is included under the comprehensive Maintenance Contract. Defective parts will be replaced with same make spares or better quality/configuration. In case of non-availability of the existing or hardware/items to be replaced with branded hardware / item without any extra charges. These replaced parts shall be the property of ICFRE soon after installation. Released components after replacement would be firm's property.
- e) Interchanging of data communication equipment from one location to other location shall be done when and where the situation demands for developmental as well as restoration of network with the approval of Incharge IT Division at respective locations of ICFRE.
- f) The firm has to do the media access control address (MAC address) binding of I/O ports of connected devices at ICFRE Head Qtr and its Institutes/Centres. The punching and replacement of I/O boxes to be done by the firm whenever necessary.
- g) The firm has to replace the defective I/O Boxes, if any, punching of the same, cable labelling and rationalization by reordering the messy cabling, if any, at any locations as given in **Schedule VII**.
- h) The firm shall provide support for configuration of switches, network equipment and its software licenses (if any), and existing LAN hardware as and when needed by ICFRE (HQ) and its Institutes/ Centres.

- i) The firm shall provide comprehensive maintenance support for operations and maintenance of switches, network equipment / hardware and its software licenses (if any), by following SLAs as specified in this tender document. The firm shall arranged back-to-back replacement facility of the OEM supplied faulty equipments with the OEMs like network routers, switches etc.
- j) The firm shall co-ordinate with stakeholders of ICFRE and its Institutes/ Centers for resolving connectivity problems w.r.t network equipment and related hardware which affects the performance and/or operation of servers and workstations at locations specified in **Schedule VII**.
- k) The firm shall co-ordinate, if necessary, with OEM to support for configuration issues, hardware, replacement etc.
- l) The firm shall provide patches/upgrades of Network Equipment, Operating Systems during entire period of the contract without any extra cost to ICFRE (HQ) and its Institutes/Centers by abiding to SLAs as specified in this tender document.
- m) The firm shall post qualified and certified resident Service Engineers / Technical Support on call basis, as per the detailed requirements given in **Schedule VII-A**.
- n) As part of Maintenance Contract, the Resident Service Engineer shall carry out quarterly preventive maintenance, with prior appointment with the authorized representative of the respective location listed in **Schedule VII**.
- o) The replacement of the components shall be done in the premises at all the locations given in **Schedule VII**, including ICFRE HQ at Dehradun. In case of any offsite service requirements of equipment(s), prior written permission from the authorised representative of the respective location shall be mandatory.
- p) The firm shall keep fairly good stock of components at the site with the resident engineers so as to minimise the downtime of machines/equipments.
- q) Spare management of all data communication equipment like Routers, Switches of different makes for maintaining uptime requirement shall necessarily be arranged by the firm.
- r) The Comprehensive Maintenance Contract covers all the location wise equipments listed in **Schedule VI-B**. Router cables, power supply and other cables of different makes etc. are to be maintained and replaced by the firm.
- s) It shall be mandatory on the part of the firm to hand over all the equipment under the contract in working condition at the time of end / termination of the contract, otherwise the equipment found faulty, shall be made good at the cost of the firm, by arranging its repair from external agencies. **The accrued cost on such repairs, if any, shall be deducted from the liable payments / Performance Bank Guarantee.**

- t) The firm shall submit monthly maintenance report to the authorized representative of respective locations. The firm shall arrange the requisite documentation and maintain necessary records, including photos of the rack etc. The firm shall ensure the communication of quarterly preventive maintenance reports duly signed and stamped by the Nodal Officer of respective institute to IT Division, ICFRE HQ for processing the quarterly payment during the period of Maintenance Contract. In the event of non receipt of such quarterly preventive maintenance reports, the quarterly payment shall not be processed. The firm shall submit a copy of the document / maintenance records to the IT Division, as and when required for reference.
- u) The ICFRE reserves the right to change the location of equipments. It shall be the responsibility of the firm to provide the services at the changed location as per prescribed rates. The list of equipment under the contract shall be modified accordingly.
- v) The firm shall provide / keep up the network connectivity till the each user end through I/O Box - Cat 5 or otherwise across ICFRE locations given in Schedule VII-A.
- w) All repairs and service of equipments shall be carried out on site and in exceptional circumstances the equipment/component is/are to be taken to the company premises/service centre for repair then standby component shall be provided / installed forthwith till rectification of complaint/re-installation of the same.
- x) The equipment being taken to the service centre for repair would be at firm own risk and expenses. ICFRE will not be liable for any carriage/travelling expenses.
- y) The replacement of components or equipment shall be in consultation and after approval of the ICFRE under orders/guidelines of respective Incharge, IT Division of ICFRE HQ/ Institutes / Centres.
- z) The firm shall maintain and use genuine/OEM components for replacement wherever needed and the firm shall not use sub-standard/duplicate component in any condition.

4. PERIOD OF MAINTENANCE CONTRACT

- a) Initially the contract shall be for five years subject to satisfactory fulfillment of the obligations laid down in the terms and conditions and contract of the tender document. The contract may be extended for the period of two years if the services are found satisfactory.
- b) The date of initiation of the contract will be the date of signing of the contract.

5. PERFORMANCE SECURITY

- a) To ensure due performance of the contract, Performance Security in the form of Performance Bank Guarantee (PBG) from a Nationalised Bank, needs to be submitted by the successful bidder. The successful bidder shall have to submit a PBG of 3% of the total contract value. The PBG should be valid for a period of six months beyond the contractual obligations. In case, the contract is extended for further two years, the

bidder will extend the validity of PBG before its expiry. The PBG shall be submitted in the format given in **Schedule V**.

- b) The non adherence to the terms and conditions given herein and in subsequent Memorandum of Agreement with the successful bidder shall amount to breach of contract and may lead to forfeiture of Performance Security amount in full or in part.
- c) The firm shall carry out the services in conformity with general professionally and technically accepted norms relevant to such assignments that are required for the project and which are to the entire satisfaction of ICFRE.
- d) In the event of any deficiency in services, the firm shall promptly re-provide the services at no additional cost to ICFRE.
- e) Failure of the firm to comply with the requirement shall constitute sufficient grounds for the annulment of the Contract and forfeiture of the Performance Bank Guarantee. In case of exigency, if ICFRE gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the firm.
- f) ICFRE may forfeit the Performance Security fully / partially against any kind of recoveries to be made from the firm for non performance / mandatory repairs during and at the end of the contract.
- g) Non-fulfilment of SLAs may further invite forfeiture of Performance Security amount partially or in full.
- h) No interest shall be payable on the Performance Security amount by ICFRE.
- i) Forfeiture of Performance Bank Guarantee – The Performance Bank guarantee amount in full or part may be forfeited in the following cases –
 - i. When the terms and conditions of contract are breached.
 - ii. When the Vendor fails to perform work satisfactorily.
 - iii. For any kind of recoveries to be made from the vendor against any breach of contract.
- j) Release of Performance Bank Guarantee – The Performance Bank Guarantee deposited will be returned after successful completion of the project.

6. GENERAL TERMS AND CONDITIONS

- a) Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- b) Any clarifications from ICFRE or any change in requirement shall be posted on www.icfre.gov.in and <https://eprocure.gov.in>. It shall be the sole responsibility of the bidder to check for any changes on aforementioned websites before submitting the bid.

- c) ICFRE shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.
- d) Each and every paper/document of the tender should be duly numbered and stamped by the tenderer/bidder with the seal of the firm.
- e) The bidder shall indicate the complete address of the Firm and work along with the name(s) of the contact person(s) and their telephone / Fax / Mobile Nos.(s) and other particulars as per Schedule III.
- f) An EMD of ₹ 100,000/- (Rupees One lakh only) in the form of Fixed Deposit Receipt or Bank Guarantee drawn on any nationalised bank in favour of ICFRE Security money/EMD Account A/c No. 496902010089917 payable at Dehradun shall be deposited as a part of qualifying bid of the Tender. The EMD shall be returned to bidders upon finalisation of the successful bidder and award of the contract. No interest shall be payable on the EMD by ICFRE. The EMD submitted by the bidder may be forfeited at any stage, if the bidder backs out of the bidding process after submitting the bids to ICFRE or fails to accept the work order issued to the firm.
- g) The bid prices for Comprehensive Maintenance Contract be quoted in the attached Excel file (BOQ) in online mode only, uploaded at eprocurement portal, as per the proforma mentioned in Schedule IX.
- h) The bidders shall be allowed to inspect the networking equipments (mentioned in Schedule VI-B of this tender document) between 9.30 AM to 5.00 PM on all working days before the last date of submission of the tender. The firm shall raise a formal request for the purpose to ADG (Admin) for ICFRE HQ or to Director of respective institute / centre. ICFRE shall not be responsible for any cost incurred on such inspections.
- i) Acceptance of the bid shall be communicated to the successful bidder by a formal Letter of Intent (LoI).
- j) Within thirty days of issue of Letter of Intent (LoI) the successful bidder shall :
- Sign a contract with ICFRE for 'Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years', on a stamp paper of ₹ 100/- to be furnished by the firm.
 - Furnish a Performance Security (as per the Schedule V) issued by a Nationalised Bank in favour of Account Officer, ICFRE, Dehradun, having validity of six months beyond the date of expiry of the Contract, for an amount equivalent to 3% of the total contract value.
 - Furnish a duly acknowledged list of hardware taken over under Maintenance Contract by the firm as a part of the agreement.

- k) Immediately after finalisation of Maintenance Contract, the authorised representative at the respective locations jointly with the likely firm will do marking on all equipments that are to be considered to the Maintenance contract and are listed in **Schedule VI** and taken over by the firm. Notwithstanding this marking, the ICFRE reserves the right to change the equipment on account of failure or developmental purpose etc. without assigning any reason and the same can be included / excluded from the contract.
- l) The bidder shall indicate the location wise complete address of the Firm and Service Centre along with the name(s) of the contact person(s) and their telephone / Fax / Mobile Nos.(s) and other particulars as per the Performa at **Schedule VIII**. Further the bidder should have Service Centre in each of the state where ICFRE locations are located.
- m) Commencement of Assignment shall be as per the Memorandum of Agreement (Contract) formalized with the successful firm.
- n) The Vendor shall maintain and use genuine/OEM components for replacement wherever needed and the vendor shall not use sub-standard/duplicate components under any circumstances. The replacement of equipment may be with same OEM or in case it is not possible to replace with same OEM, then with OEM which has maximum number of switch/LAN equipment.
- o) The Vendor shall abide by the applicable statutory provisions on minimum wages, payment of wages, EPF to the deputed Resident Engineers.
- p) The Vendor shall be responsible for deposit of the statutory dues under the EPF Act, 1952, ESI Act, 1948 for all Resident Engineers deputed at locations as per Schedule VII-A and ICFRE shall have no liability in this regard.
- q) The Vendor shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of ICFRE or any other authority under the Law.

7. THE CONTRACT

- a) The General Terms and Conditions and the Service Level Agreement (SLA) shall form the part of the contract.
- b) If any part of the contract does not correspond or agree with any other part, or if any question arises as to the meaning of the terms of the contract or as to the performance of the work, ADG (Admin), ICFRE shall determine the matter and his/her decision shall be final and binding upon the parties to the contract.
- c) The contract when executed by the parties hereto shall constitute the entire contract between the parties in connection with the works covered, and shall be binding upon the parties hereto or upon either of them unless the said modification shall be in writing and duly executed by ICFRE and the firm.

- d) The contract shall not be assigned or sublet in whole or in part by the firm.
- e) The ADG (Admin), ICFRE shall have the powers to cancel the contract at thirty days notice, if the services provided by the firm are found unsatisfactory or for any other violations of the contractual obligations on the part of the firm and may lead to forfeiture of Performance Security in part or in full.
- f) No variation in or modification of the terms of the contract shall be made except by written amendment signed by both the parties i.e. the successful bidder and the ADG (Admin), ICFRE. Any change / additionality / deletion of number of manpower can be done at mutually agreed terms.
- g) The contract shall not be deemed an asset in any form by the firm.

8. PAYMENT TERMS

- i) No advance payment will be made in any circumstance. The firm shall submit the bill on completion of each quarter during Operation and Maintenance to the ADG (Admin), ICFRE.
- ii) The firm shall ensure the communication of Preventive Maintenance Reports / Service Call Reports of the network hardware/software in respect of the equipment under contract on quarterly basis signed and stamped by the respective Nodal Officers of the Institutes.
- iii) Payment shall be released after scrutiny of these reports and the amount for penalty for unsatisfactory maintenance or violations of contract conditions, if any, shall be deducted which shall be binding on the firm. The records maintained by the firm may be called for the purpose of scrutiny of the bills.
- iv) The taxes should be indicated separately in the bid and will be payable as per the Government Law. Any change in government taxation policy will be applicable.
- v) The ICFRE shall deduct such taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of the contract agreement.
- vi) The ADG (Admin), ICFRE reserves the right of addition and exclusion of equipments / manpower in the Maintenance Contract, as and when required, under intimation to all concerned. The quarterly payment shall be made on the basis of actual equipment maintained and any withdrawal / addition of equipment / manpower shall be given due consideration and the payment adjusted accordingly.
- vii) The bill payment will be subjected to TDS applicable under the Income Tax Rules / Laws and the GST Act.

- viii) No legal proceedings to enforce any claim and no suite arising out of this contract shall be instituted except in a court of competent jurisdiction over Dehradun, Uttarakhand.
- ix) If any payment is made in excess, it shall have to be refunded by the successful bidder/vendor to the ICFRE immediately as and when asked for.
- x) The successful bidder/vendor shall not proceed against ICFRE in the event of late payment due to unforeseen reasons.
- xi) If the firm violates any of these terms and conditions, the Performance Security shall be liable for forfeiture, wholly or partly, as decided by ADG (Admin), ICFRE and the contract may be terminated.

9. **SERVICE LEVEL AGREEMENT (SLA)**

- a) The type of requisite supports viz., Resident Engineer based and Call Basis Technical Support shall be provided by the firm as per the requirement listed in **Schedule VII-A**.
- b) **In case of Call Based Technical Support (through fault reporting centre)**
 - i) Under this arrangement the firm shall provide support to the respective institute / centre on call basis as and when approached for.
 - ii) The firm should provide fault-reporting centres in each state of the country as per the ICFRE locations listed in **Schedule VII** with their address and contact details as per **Schedule VIII**.
 - iii) The fault reporting centres shall take calls from the users over Telephone/Cell Phone/FAX/eMail provided by the firm for rendering an immediate service, which should be available 24x7.
 - iv) If the firm feels to open additional fault reporting centre to comply with fault within the permitted time, the firm is free to do at no extra cost to ICFRE.
- c) **In case of Support through Resident Engineer**
 - i) The firm shall post qualified and certified Resident Service Engineers as per the detailed location wise requirement given in **Schedule VII-A**. The number of Resident Engineers mentioned at ICFRE location are tentative and may change as per the requirement.
 - ii) The resident service engineers shall report to the respective Head / Incharge of Information Technology Division/Cell of ICFRE HQ or its Institutes on all working days from 9:00 AM to 5:30 PM. The resident engineer may be

available in office beyond office hours or on holiday in case the situation demands or any other reasons without any extra cost.

- iii) The firm shall post engineers after assessing the requirement at ICFRE. The engineers shall be responsible for maintenance and management of items as per items listed in **Schedule VI-A** and **Schedule VI-B**.
- iv) In addition to this the firm must have a local backup support of a qualified / certified Network Personnel, to take responsibilities of excessive workloads and be ready to provide expertise, in case of need / absence of deputed Resident Service Engineer beyond continuous two days at respective ICFRE Institutes as per **Schedule VII-A**.
- v) The resident engineer must be equipped with maintenance kits comprising of tool box, diagnostic software and hardware and any other tools and tackles required for carrying out such services.
- vi) The resident engineer once deputed shall be changed only with the prior permission of the Head/Incharge of Information Technology Division/Cell, of ICFRE Institutes. Frequent changes of the engineer shall not be allowed.
- vii) The resident engineer shall be granted only two day leave on monthly basis and the absence beyond permissible leave period shall amount to a default and would invite the penalties as defined before.
- viii) The calls shall be assigned to the deputed resident engineer by the users / Head of the respective IT Cell/ Division of the respective institute.

The Service Level Parameters as laid down below must be complied by the firm in both the cases viz.; Call Based Technical Support and Support through Resident Engineer

- d) **Response Time:** The firm has to ensure that all the complaints lodged by the user / user group are attended to and rectified within the shortest possible time.

First level diagnostics	4 hours
Resolution Time	24 hours

The firm should be in a position to supply standby equipment and/or accessories, if the equipment/accessory of these locations goes down, in order to restore the network services.

- e) **Up Time**

- i) The firm must ensure up time of at least 98% of all individual equipment being offered under this tender.

- ii) Non-availability of standby system shall be considered to be as down time and monitored as per SLA.
- iii) The up time shall be calculated on monthly basis.

f) Down time

- i) Down time is defined as duration for which system as whole or any part is not available for the purpose it is installed.
- ii) Non-availability of standby system shall be counted for down time.
- iii) The down time shall be reckoned after **4 hours** from time the firm's representative has been informed by means of fax, telegram, telephone or any other method from the fault reporting centre.

g) Working hours

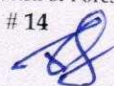
Working hours for the system shall be considered as 24 hours per day for all 7 days of week.

h) Penalty applicable

- i) If the complaint/call is not resolved within the resolution time-frame or no standby equipment(s) is/are provided by the firm, penalty shall be charged as per the rate tabulated below:

Up to 1 day beyond the resolution time (24 hours)	₹ 1000/- per day
Beyond 3 day	₹ 2000/- per day per equipment involved shall be charged and deducted from the quarterly payment to be made to the firm
The absence of resident engineer shall invite penalties as below :	
Engineer not available up to 2 days	₹ 500/-
Engineer not available beyond 2 days	₹ 1000/- per day shall be charged and deducted from the quarterly payment to be made to the firm.

- ii) The unresolved calls due to absence of engineers shall not only invite the penalties against absence but also any penalty attributed to non functionality of equipment(s) as the case may be.
- iii) The penalty amount may be considered to be waived off in full or part after the deduction by ICFRE in previous quarters, if the firm is able to justify its position with supporting bills for the work that is carried out and efforts made to comply with the SLAs. Such wavier will be included in the preceding quarterly payments and any considerations shall not be the right of the firm and shall solely rest at the discretion of the ADG (Admin), ICFRE.



i) **Preventive Maintenance**

The firm has to carryout preventive maintenance of all components / equipment under the contract on quarterly basis. The following Maintenance activities shall be carried out during the preventive maintenance, but not limited to the same:

- a) Checking of all Network equipments.
- b) Checking of routers/switches for proper configuration.
- c) Checking of the power supply, earthing, and connectivity to equipment and proper dressing of cables connected to network equipment.
- d) Monitoring the network-rack condition, temperature and other environmental conditions like dust, dampness etc. and coordinating with the assistance of passive network service provider for appropriate action.
- e) Supervising cleaning of the equipment/accessories.
- f) Preventive Maintenance report has to be submitted as per the format prescribed by ICFRE, along with the digital photograph of location.
- g) Any other job related to servicing/maintenance as may be deemed fit from time to time.

10. **ARBITRATION**

Except where otherwise provided in the contract all questions and disputes whatsoever in any way arising out of or relating to the contract or otherwise concerning the work or the execution or failure to execute the same whether arising during the progress of the Contract or after the completion or abandonment thereof shall be referred to the sole arbitration of the person appointed by the Director General, ICFRE Dehradun on his behalf at the time of dispute. There shall be no objection to any such appointment that the arbitrator so appointed is an employee of ICFRE, or government servant or that he/she had to deal with the matters to which the contract relates or that in the course of his/her duties as an employee of ICFRE, or government servant, he had expressed views on all or any of the matters in dispute of differences. The arbitrator to whom the matter is originally referred being transferred or vacating his/her office or being unable to act for any reason, shall be replaced by another person as decided by Director General, ICFRE, to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the stage at which it was left by his/her predecessor. It is also a term of this contract that no person other than a person appointed by the Director General, ICFRE should act as arbitrator and if for any reason, that is not possible, the matter is not to be referred to arbitration at all.

Subject as aforesaid, the provisions of the Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

Services under the contract shall, notwithstanding the existence of any such dispute, question or controversy, continue during arbitration proceedings and no payment, due or payable by ICFRE or the firm shall be withheld on account of such proceedings unless such

payments are the direct subject of the arbitration. Reference to arbitration shall be a condition precedent to any other action at law.

11. FORCE MAJEURE

- i) The performance of the obligations of either party under this Agreement is subject to Force Majeure.
- ii) If a Force Majeure situation arises, either party shall promptly notify to the other party in writing of such conditions and the cause thereof. Unless otherwise directed by ICFRE in writing, the vendor shall continue to perform its obligations under this agreement, as far as it is reasonably practical. Either party reserves the right to terminate this contract, without any additional liabilities to either party, if the Force Majeure period continues for more than 120 (One hundred and twenty days) at any of the locations given in Schedule VII.

12. NON -DISCLOSURE AGREEMENT (NDA)

During the contract period, the engineers of the firm will have access to confidential, information of ICFRE regarding IP addresses, router and switch configuration, network design and architecture. The firm or engineer shall not disclose at any point of time to any other person/third party the information so received. Also the firm may use the information only for serving ICFRE interest and restrict disclosure of information solely to those employees of the firm having a need to know such information in order to accomplish the purpose stated above, advice each such employee, before he or she receives access to information of the obligation of firm under this agreement and require such employees to maintain these obligations. Violation of this will lead to legal action and blacklisting.

13. PRE-BID MEETING

- a) Pre-bid meeting shall be held as per tender schedule given in this document.
- b) The bidders interested in attending the pre-bid meeting would submit their request for participation on the email id head_it@icfre.org at least two days before the scheduled date and time of the meeting.
- c) The queries of bidder, if any, required to be taken up during the meeting, should be communicated along with the request for participation to the above email id. The format for submitting queries by email is given below and only these queries shall be taken up during the pre-bid meeting.

S.No.	Document Reference	Page No	Clause No	Description in Tender Document	Clarification Sought	Additional Remark (if any)

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 16

सहायक महानिदेशक
Asstt. Director General
प्रशासनिक निदेशक

- d) Any modification to the Bidding Documents which may become necessary as a result of such queries shall be made by ICFRE by issuing an Addendum, which shall be hosted on ICFRE's website and CPP portal.

14. PREPARATION AND SUBMISSION OF PROPOSAL

- i) Online bids are to be submitted under two Cover systems i.e. Cover 1 and Cover 2. All the pages of bid including filled etender document being submitted online must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- ii) The proposal should not have any interlineations or overwriting except as necessary to correct errors made by the concerned themselves, in which cases such corrections must be initialed by the person or persons authorised to sign the proposal. **No Financial Bid items pertaining to this tender shall be submitted as part of the qualifying documents and/or in the technical bid stage. In case of violation of this condition, the bid shall be rejected and no communication shall be entertained in this matter.**
- iii) The completed proposal must be submitted mandatorily online at CPP portal <https://eprocure.gov.in/eprocure/app> after going through the terms and conditions given thereof. The offers submitted by Fax/email/offline shall not be considered and no correspondence shall be entertained in this matter.
- iv) The tenders received after the due date and time shall not be considered by ICFRE.
- v) The tender is not transferable. No assignment and sub contracting is permitted.
- vi) Validity of offer shall be 120 days from the last date of submission of bids.
- vii) While submitting the bid, the bidder shall be deemed to have read, understood and accepted all the terms and conditions stated in this Tender Document.
- viii) ADG (Admin), ICFRE reserves the right to reject any or all received bids/ tenders without assigning any reasons.
- ix) The authority for the acceptance of the tender shall rest with the ICFRE. It shall not be obligatory on the authority to accept the lowest tender or any other tender and no tenderer (s) shall demand any explanation for the cause of rejection of his/their tender nor shall ICFRE undertake to assign reasons for declining to consider or reject any particular tender or tenders.
- x) Conditional tenders are liable to be rejected.
- xi) If the tender opening day is declared holiday then the tender will be opened on the next working day or on the date notified for the same.

Cover 1. Technical Bid

A: Qualifying Documents

The qualifying documents should be uploaded in CPP portal: <https://eprocure.gov.in/eprocure/app> as indicated below. The authorized representative of Tenderer/Bidder has to sign the following documents including filled etender document on each page and the scanned copy of the documents in pdf format to be uploaded in CPP portal for qualifying in the bidding process. The bids not containing the qualifying documents shall be summarily rejected.

- i) **Tender Fee:-**The tender form downloaded from CPP portal must include ₹ 5000/- (Rupees five thousand only) by crossed Demand Draft (DD) in favour of DDO, ICFRE Revenue Account A/c No. 496902010084490 payable at Dehradun as tender fee along with the tender submitted and the scanned copy of the same shall be uploaded in the CPP portal for records and reference. It is non-refundable. The hard copy DD towards Tender fee shall be send to ADG (Admin), ICFRE, ICFRE HQ, Dehradun-248006 and must be received on or before the last date/time of bid submission.
- ii) **EMD of ₹ 100000/-** (Rupees One lakh only) in the form of Fixed Deposit Receipt (FDR) drawn on nationalised bank in favour of ICFRE Security money/EMD Account A/c No. 496902010089917 payable at Dehradun as EMD along with the tender submitted and the scanned copy of the same shall be uploaded in the CPP Portal for records and reference. The hardcopy of FDR towards EMD shall be send to ADG (Admin), ICFRE, ICFRE HQ, Dehradun-248006 and must be received on or before the last date/time of bid submission.
- iii) The bidder should be a firm registered under Companies Act, 1956 / 2013 for the last five years.
- iv) The firm should have minimum annual turnover of ₹ 10 Crore during the last three financial years (2018-19, 2019-20, and 2020-21) and it shall be a profit (profit after tax) making firm in at least two financial years between 2018 and 2021. **The annual turnover and P&L statements certified by qualified Chartered Accountant/Company Secretary/Auditors are to be submitted.**
- v) Existing Staff Strength of the firm, certified by the HR Head of the firm.
- vi) Copy of Firm's Registration / Partnership Deed / Power of Attorney.
- vii) GSTIN / PAN/TAN allotted to the company by the Income Tax Department.
- viii) Authorisation for signing the tender documents/bids.
- ix) Particulars of the Firm as per **Schedule III**.
- x) Bid Proposal Sheet as per **Schedule IV**.

- xi) Location wise Address and Contact Details of Fault Repairing Centre to be provided by the firm as per Schedule VIII.
- xii) Certificate regarding non-depositing of EMD, if exemption is claimed.
- xiii) Certificate of the firm regarding EPFO and ESIC registration.

Note: - The physical copy of DD/FDR towards tender fee and EMD respectively shall be submitted to the specified address on or before the last date/time of bid submission.

In absence of scanned and signed copy of required qualifying items as specified above - the tender would be considered as invalid.

B: Technical Documents

Technical documents should be uploaded in the CPP portal: <https://eprocure.gov.in/eprocure/app> as indicated below. The authorized representative of Tenderer/Bidder has to sign the following documents on each page and the scanned copy of the documents in pdf format to be uploaded in CPP portal as part of their Technical Bid:

- (a) The composition of the proposed staff/team to be engaged, the task, which would be assigned to each, and their timing.
- (b) Curriculum Vitae (C.V.) of proposed key staff as per Schedule I, with dully recent photograph by the proposed key professional and the document signed by authorized signatory. Key information should include: year with the firm, and degree of responsibility held in various similar assignments during the last 2 (two) years. Key professional staff of permanent nature possessing certifications of management/maintenance of networking hardware with sufficient experience shall be given preference during evaluation.
- (c) Assignment of similar nature and magnitude successfully completed during last five years as per Schedule II. Enclose copies in work order and documents in support of rendering satisfactory services of the assignments detailed in the schedule. Similar assignments undertaken in Government Organisations shall be given preference during evaluation.
- (d) Authorization certificate from the OEM/ Authorized Service Partners in India. Failing to provide the Authorization Certificates from OEM/ Authorized Service Partners in India would lead to rejection of the tender bid. The authorization certificates should be specifically for this particular tender, addressed to the ICFRE, clearly authorizing the said Bidder to bid for this specific tender of ICFRE.
- (e) Certificate to the effect of having adequate Test and Measuring Instruments available on hand (own) and proposed to be inducted (own & hired to be given separately) for the subject work.
- (f) A Certificate to the effect that the company is in the business of Maintenance of Networking Equipments and Hardwares for last five financial years with relevant documentary proof.

- (g) ISO certification for quality standards of Maintenance Contract for LAN networking and its peripherals.
- (h) Completed particulars as per the Performa given in Schedule VIII.
- (i) Declaration in respect of Non-black listing of the firm.
- (j) Any other documents in support of technical details.
- (k) This tender document duly sealed and signed by the authorized signatory on every page and enclosed.

In absence of scanned and signed copy of required technical bid items as specified above - the tender would be considered as invalid.

Cover 2: Financial Bid

- (a) The financial proposal must be submitted in the Schedule of financial bid in the form of Excel file (BoQ) - though the CPP portal only: <https://eprocure.gov.in/eprocure/app>. **The rate should be quoted for the period of five years for Item A,B and C and for a period of one year for Item D in the Schedule-IX. The rate need to be quoted as per the list of items detailed at Schedule -IX.**
- (b) Full details of business terms and conditions, e.g. levies, octroi etc., if any other information relevant to the services may please be indicated clearly.
- (c) Prices shall be quoted in INDIAN RUPEES and without taxes. The taxes may be indicated separately in the bid and will be payable as per the Government Law. Any change in government taxation policy will be applicable.
- (d) TDS shall be made as per Income Tax Laws.

15. PROPOSAL EVALUATION

The opening, checking, evaluation of bids at various stages shall be done by an evaluation committee appointed by the ICFRE. The following procedure shall be adopted in evaluating the proposals:-

a) Checking of Qualifying Documents

At first the Qualifying Bid shall be opened and checked for qualifying documents. Any disqualification in this qualifying round shall result in disqualification of the whole bid in toto.

b) Technical Evaluation

Only the Technical bids of the proposals qualifying in the first round (*Checking of qualifying documents*) shall be opened.

- (i) Technical evaluation shall be done based on the evaluation criteria and point system given below.

Technical evaluation criteria are given below:

a)	Firms with relevant experience (including similar jobs in hand) in the last five years and ISO Certification for LAN Services, if any.	40
b)	Technical qualifications of the key staff proposed to be engaged at all locations including their experience.	30
c)	The location and feasibility of fault booking centres as per requirements listed in Schedule VII-A and corresponding centres reported vide Schedule VIII.	30
Total Score for Technical Proposal		100

Note: - The proposal must score at least 70 points out of 100 in the technical evaluation to be considered for financial evaluation.

Each technical proposal which is complete in all respects shall be attributed a technical score (T). The highest scoring technical proposal (TM) obtained by any of the participating bidders under this tender process shall be given a technical score (St) of 100 points. The technical scores (St) of other proposals shall be computed as follows:

$$St = 100 \times T/TM \text{ (Where T is the score in technical proposal).}$$

c) Financial Evaluation

1. Financial bids of only those firms which pass both the qualifying document stage and the technical evaluation stage shall be considered for financial evaluation. Financial evaluation will be done without taking taxes, levies etc. into account.
2. The evaluation committee shall determine if the financial proposals are complete and without computational errors. The total cost quoted i.e. the sum of the cost quoted in Item A, B and C in Excel file (BOQ) uploaded at eprocurement portal (Total Cost of Financial Proposal as per the format of Schedule IX), shall be considered for financial evaluation. Each proposal shall be attributed a financial score (F). The lowest financial proposals (FM) submitted by any of the participating bidders under this tender process shall be given a financial score (Sf) of 100 points. The financial scores (Sf) of other proposals shall be computed as follows:

$$Sf = 100 \times FM/F \text{ (Where F is Total Cost of Financial Proposal).}$$


d) Overall Evaluation based on QCBS (Quality Cum Cost Based System)

Proposal shall be ranked according to their combined technical (St) and financial (Sf) scores using the weights $S = St \times T\% + Sf \times F\%$.

The weight (T%) given to the Technical Proposal is 65%

The weight (F%) given to the Financial Proposal is 35%

The firm obtaining the highest score (S) shall be selected for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years (extendable by two years beyond that, with mutual consent), subject to the conditions specified in this document.



Assistant Director General (Admin)

सहायक महानिदेशक
Asstt. Director General
प्रशासनिक निदेशालय
Directorate of Administration
भा.अ.शि.प./ICFRE



FORMAT OF CURRICULUM VITAE (C.V.)
FOR PROPOSED KEY STAFF OF THE FIRM

Proposed Position :
Name of Firm :
Name of Staff :
Profession :
Date of Birth :
Years with Firm : Nationality :
Membership of Professional Societies :
.....
Details of Tasks Assigned :

Key Qualifications:

(Give an outline of staff member's experience and training most pertinent to task on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use up to half of a page).

.....

Technical Qualification:

(Summarize specialized qualification of staff member, giving names of institutes organisations, attended and degrees, diploma, certificates obtained. Use up to quarter page).

.....

Employment Record :

(Starting with present position, list in reverse order, every employment held. List all positions held by staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use up to three quarters of a page).

.....

Signature of the proposed key staff be attested by the employer firm.

CVs of different staff may please be given in different sheets in this format and may please be attached herewith.

**ASSIGNMENT OF SIMILAR NATURE & MAGNITUDE SUCCESSFULLY COMPLETED
DURING LAST 5 YEARS BY THE FIRM**

Outline of recent experience on assignments of similar nature

Sl. No.	Name of assignment	Description and No. of equipment handled / maintained	Cost of assignment	Date of commencement	Date of completion	Was assignment satisfactorily completed (Attach documentary proof in support)	Address of organisation with Phone No. where assignment done
1	2	3	4	5	6	7	8

Note : The bidder may use separate sheet if required.

Signature of Bidder :

Name :

Seal :

PARTICULARS OF THE FIRM

1. Name of the company/firm : _____
2. Head / Regd. Office Address : _____
 - a) Postal : _____
 - b) Fax. No. : _____
 - c) Telephone No.s (s) : _____
 - d) E-mail Address : _____
 - e) Website Address : _____
3. Former name of company/firm (if any) : _____
4. Dehradun Office Address : _____
 - a) Postal : _____
 - b) Fax. No. : _____
 - c) Telephone No.s (s) : _____
 - d) E-mail Address : _____
5. Type of Organization : Individual / Partnership / Incorporated
6. Service Centre Details :
 - a) Postal Address : _____
 - b) Contact Person (s) : _____
 - c) Fax No. : _____
 - d) Telephone No. (s) : _____
 - e) Mobile No. : _____
 - f) Working Hours : _____
 - g) E-mail Address : _____

7. (i) Year of establishment : _____
 ii) Year in which network : _____
 hardware maintenance
 services started
8. Amount of Tender Fee deposited
 a) DD No. : _____
 b) Name of Bank : _____
 c) Amount : _____
 d) Date : _____
9. Amount of EMD deposited
 a) Fixed Deposit Receipt No.: _____
 b) Name of Bank : _____
 c) Amount : _____
 d) Date : _____
10. Period of validity of tender : _____
11. Details of supporting : _____
 documents enclosed : _____
 : _____
12. Name and address of the : _____
 authorized signatory / : _____
 contact person for this tender : _____
13. Whether letter of Authority for : _____
 attending bid opening
 enclosed with tender ?

14. Whether PAN certificate attached?: _____

15. Sales Tax / VAT Regd. No. : _____

16. Whether the company/firm has ISO Certification? : _____
If yes / whether document attached in technical bid.

17. Whether GSTIN certificate attached?: _____

Signature of Bidder :.....
Name :
Seal :

Date :
Place :

BID PROPOSAL SHEET

Schedule IV

Tenderer's Proposal Reference No. & Date: _____

Tenderer's Name & Address : _____

Person to be contacted : _____

Designation : _____

Telephone No. E-mail: Fax No: _____

To


The Assistant Director General (Administration)
Directorate of Administration,
Indian Council of Forestry Research & Education
P.O. New Forest, Dehradun - 248006

Sub: For Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years

Dear Sir,

1. We, the undersigned Tenderer(s), having read and examined in detail the bidding documents in respect of the above cited maintenance contracts as specified in the tender document.
2. All the prices mentioned in our proposal are in accordance with the terms as specified in the tender document. All the prices and other terms and conditions of this proposal are valid for a period of 120 calendar days from the last date of submission of bids.
3. We do hereby confirm that our bid prices include all taxes including Income Tax, Professional Tax, GST and Service Tax etc.
4. We have studied the Clauses relating to Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.
5. We have enclosed the earnest money in the form of Fixed Deposit Receipt amounting to ₹1,00,000/- (Rupees One Lakh only), it is liable to be forfeited in accordance with the provisions of tender document.
6. We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the tender document.

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 28


सहायक महानिदेशक
Asstt. Director General

7. We confirm having submitted in qualifying data as required by you in your tender document. In case you require any further information /documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.
8. We hereby declare that in case the contract is awarded to us, we shall submit the Performance Security equivalent to 3% of the total contract value in the form of Bank Guarantee as per terms of tender document.
9. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.
10. We understand that you are not bound to accept the lowest or any bid you may receive or to place part order or to reject any bid or to cancel the tender without assigning reason whatsoever.

Yours sincerely,

(Signature)

Date:

Place:

Name:

Designation:

Business Address: Seal

PROFORMA FOR PERFORMANCE SECURITY

(To be formulated on the Rs. 100/- non-judicial stamp paper by the issuing bank)

Ref : _____ Bank Guarantee : _____

Date : _____

Dear Sir,

In consideration of Indian Council of Forestry Research and Education, Dehra Dun (Hereinafter referred as the 'ICFRE', which expression shall, unless repugnant to the context of meaning thereof include its successors, Administrators and assigns) having awarded to M/s _____ (hereinafter referred to as the vendor, which expression shall, unless repugnant to the context of meaning thereof include its successors, Administrators and assigns) resulting in a Contract Valued for _____ hereinafter called the 'Contract' .

We _____ (Name of Bank) having its Head Office at _____ (hereinafter referred to as the Bank), which expression shall, unless repugnant to the context or meaning thereof, include its successors, Administrators executors and assigns) do hereby guarantee and undertake to pay the ICFRE immediately on demand an or, all amount payable by the firm to the extent of _____ as aforesaid at any time upto _____ any demur, reservation, contest, resource or protest and / or without any reference to the firm. Any such demand made by the ICFRE on the Bank shall be conclusive and binding notwithstanding any difference between the ICFRE and firm or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the ICFRE discharges this guarantee.

The ICFRE shall have the fullest liberty without affecting in any way the liability of the Bank under the Guarantee, from time to time to vary the advance or to extend the time of performance of the Contract by the firm. The ICFRE shall have the fullest liberty without affecting this guarantee, to postpone from time to time the exercise or any powers vested in them of any right which they might have against the vendor and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the ICFRE and firm any other course or remedy or security available to the ICFRE. The bank shall not be relieve of its obligations under these presents by any exercise by the ICFRE of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the ICFRE or any other indulgence shown by the ICFRE or by any other matter or thing whatsoever which under lay would but for this provision have the effect of relieving the Bank.

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 30


सहायक महानिदेशक
Asstt. Director General

The Bank also agrees that the ICFRE at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the vendor and notwithstanding any security or other guarantee that the ICFRE may have in relation to the firm's liabilities.

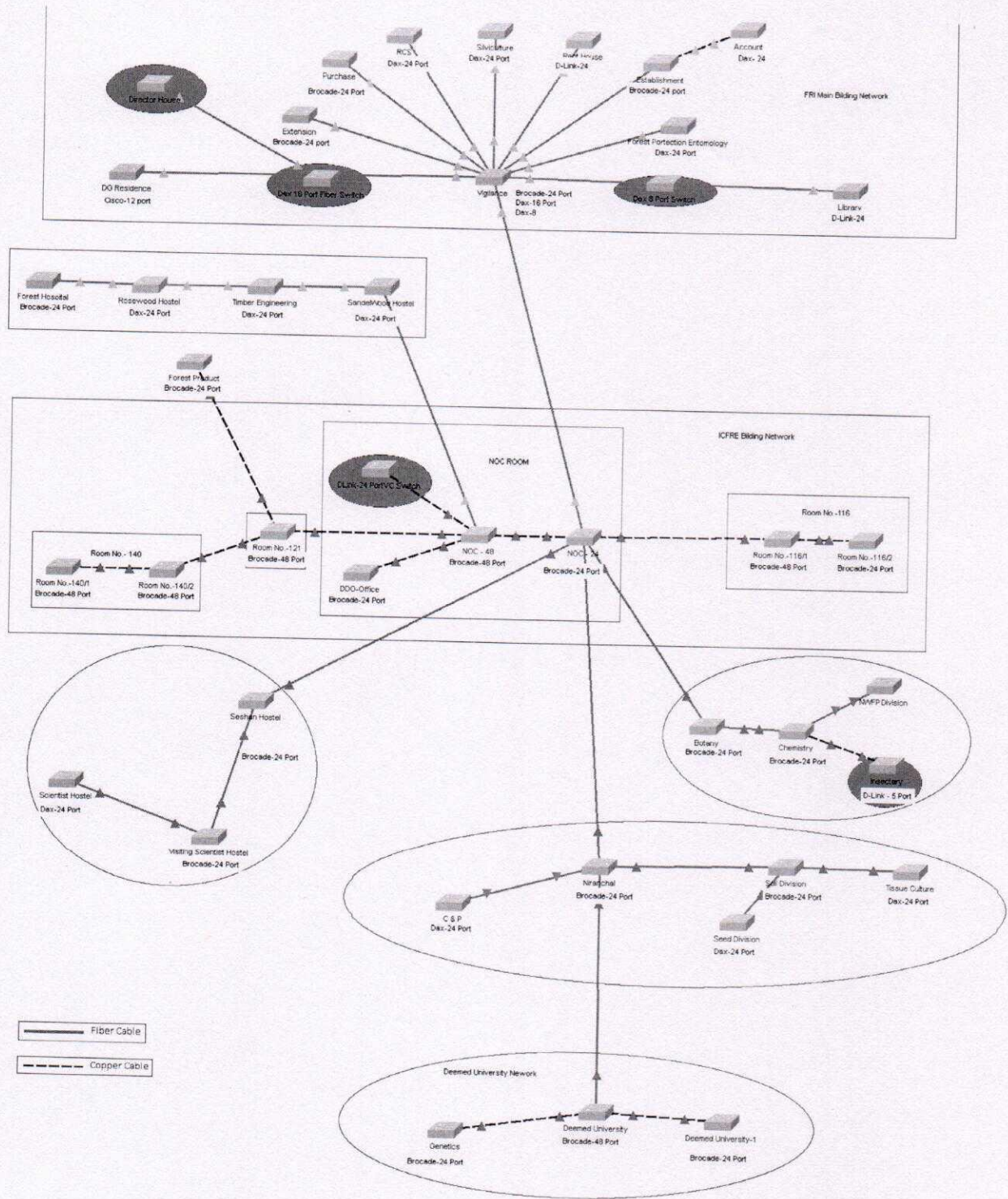
Notwithstanding anything contained herein above our liability under the guarantee is limited to _____ and it shall remain in force upto and including _____ and shall extend from time to time for M/s _____ on whose behalf this guarantee has been given.

Dated this day of _____ 202 at _____

Signature & Seal of Authorised Signatory of Bank

I. The existing LAN topology for each Institute/Centre as illustrated in the diagrams for understanding ICFRE network is given below:

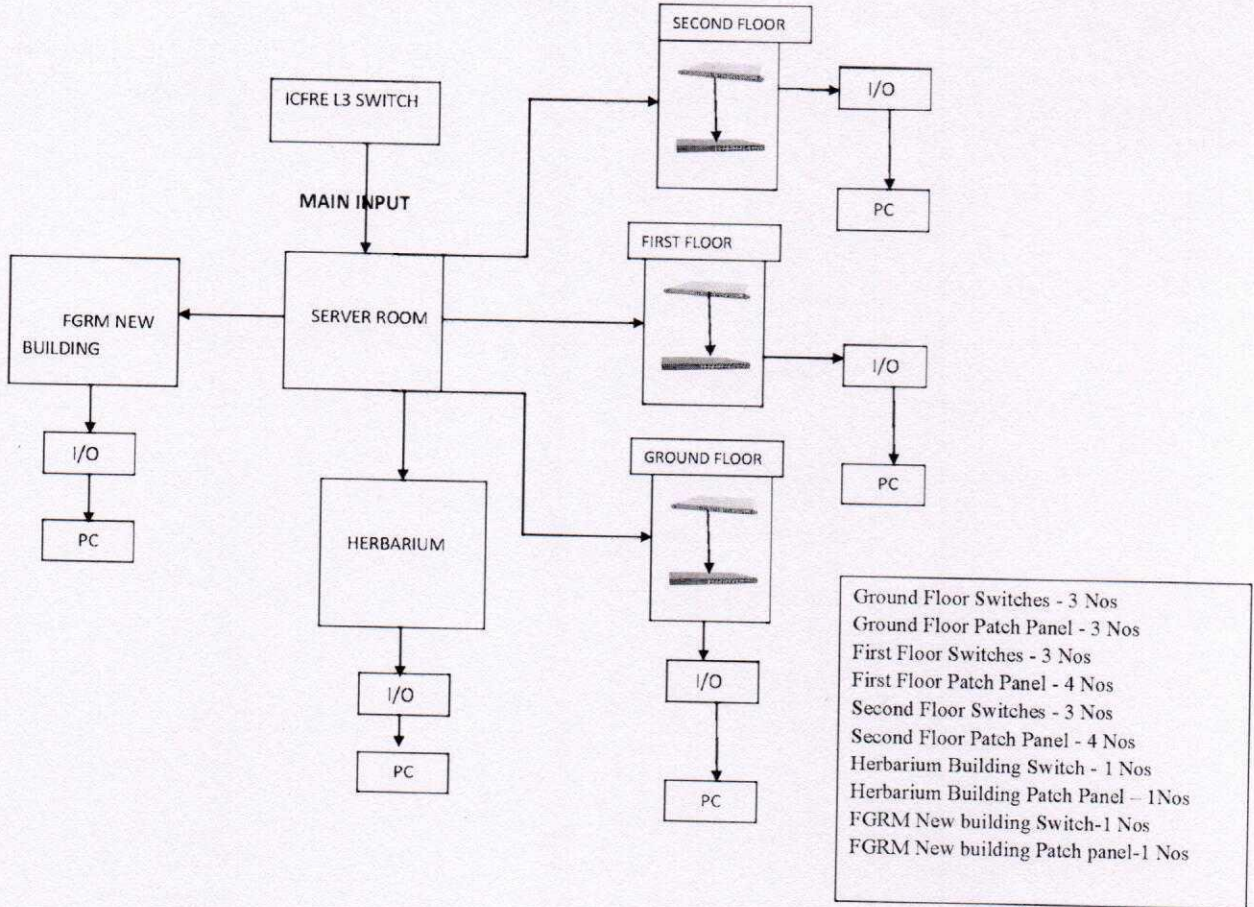
(i) Existing LAN topology for ICFRE HQ, Dehradun



Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 32

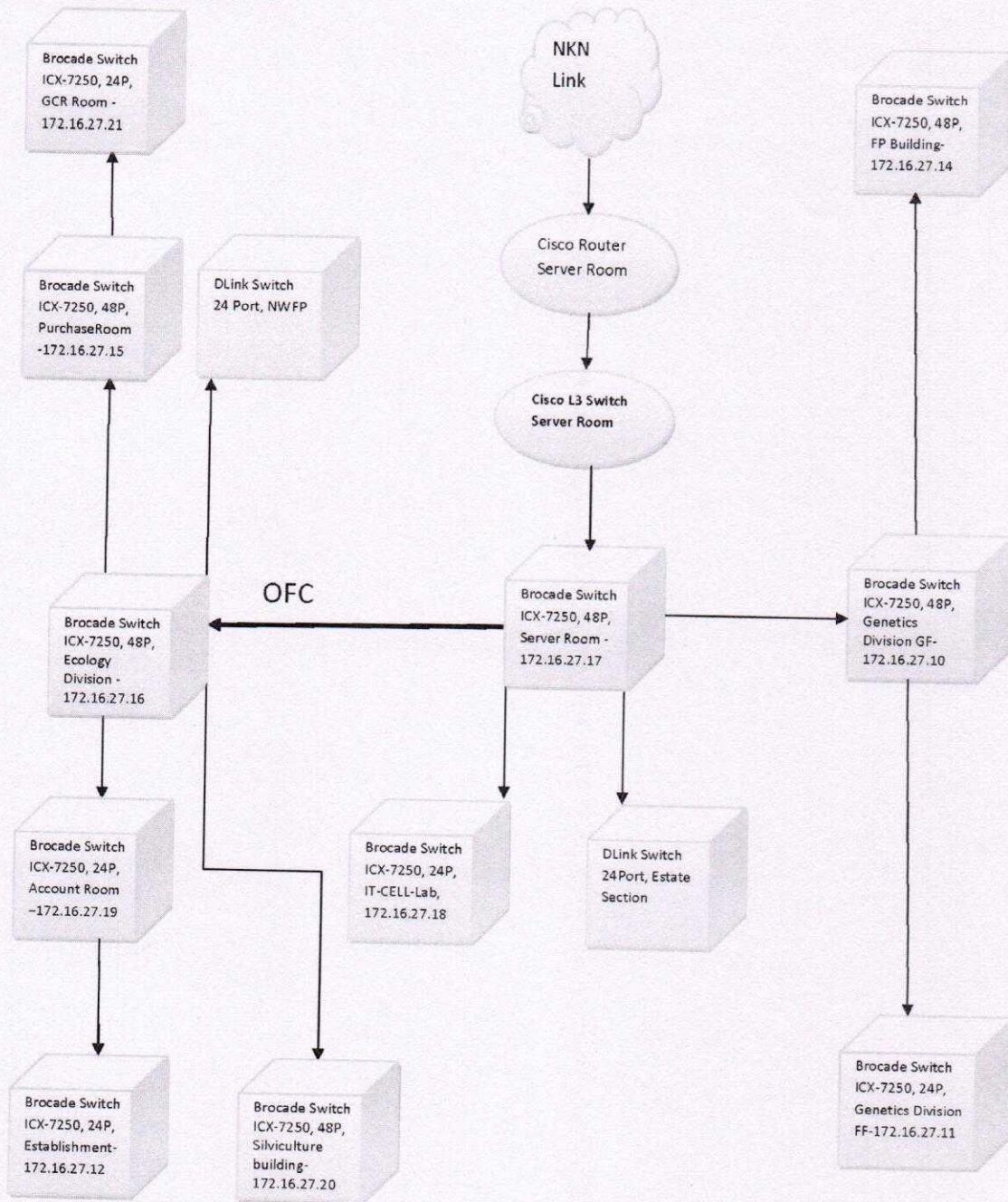
(ii) LAN topology for IFGTB, Coimbatore

IFGTB NETWORK TOPOLOGY



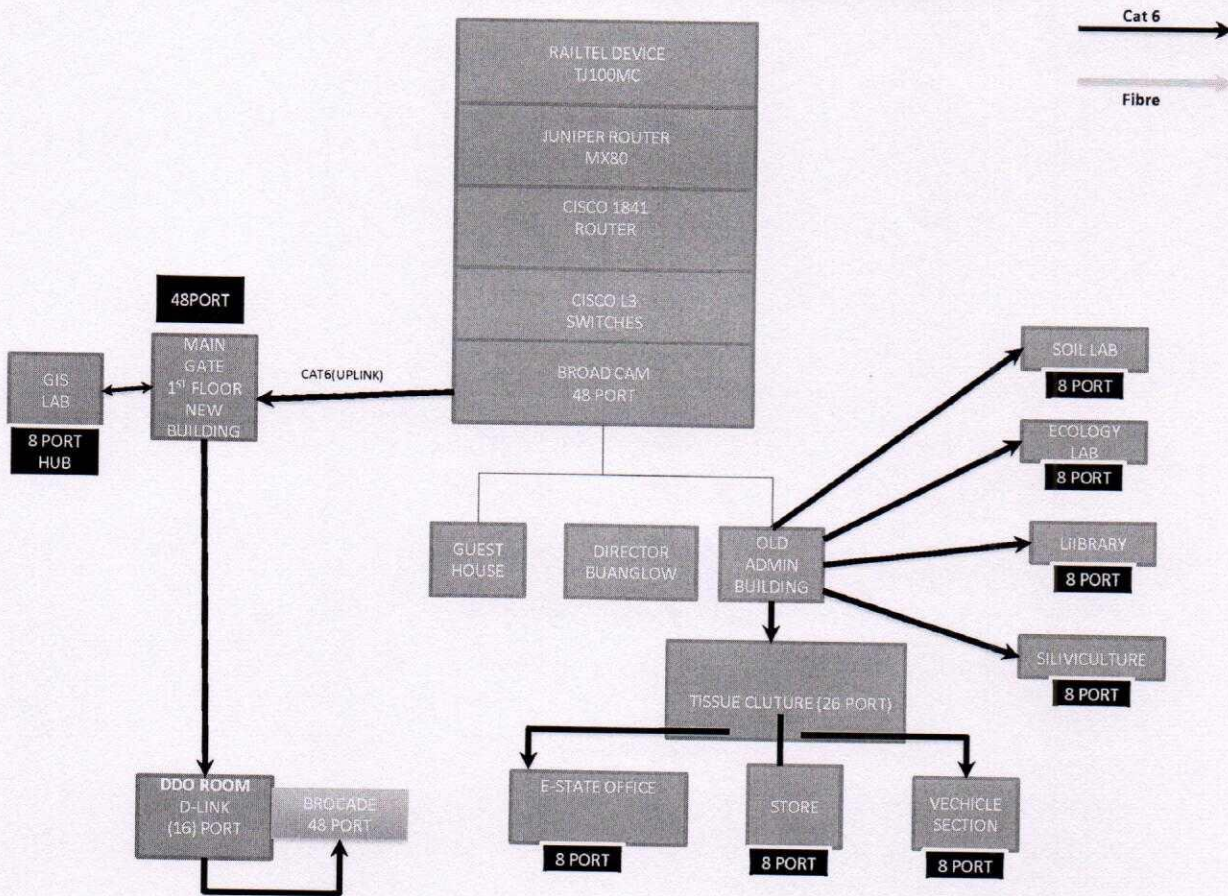
(iii) LAN topology for TFRI, Jabalpur

TFRI LAN TOPOLOGY

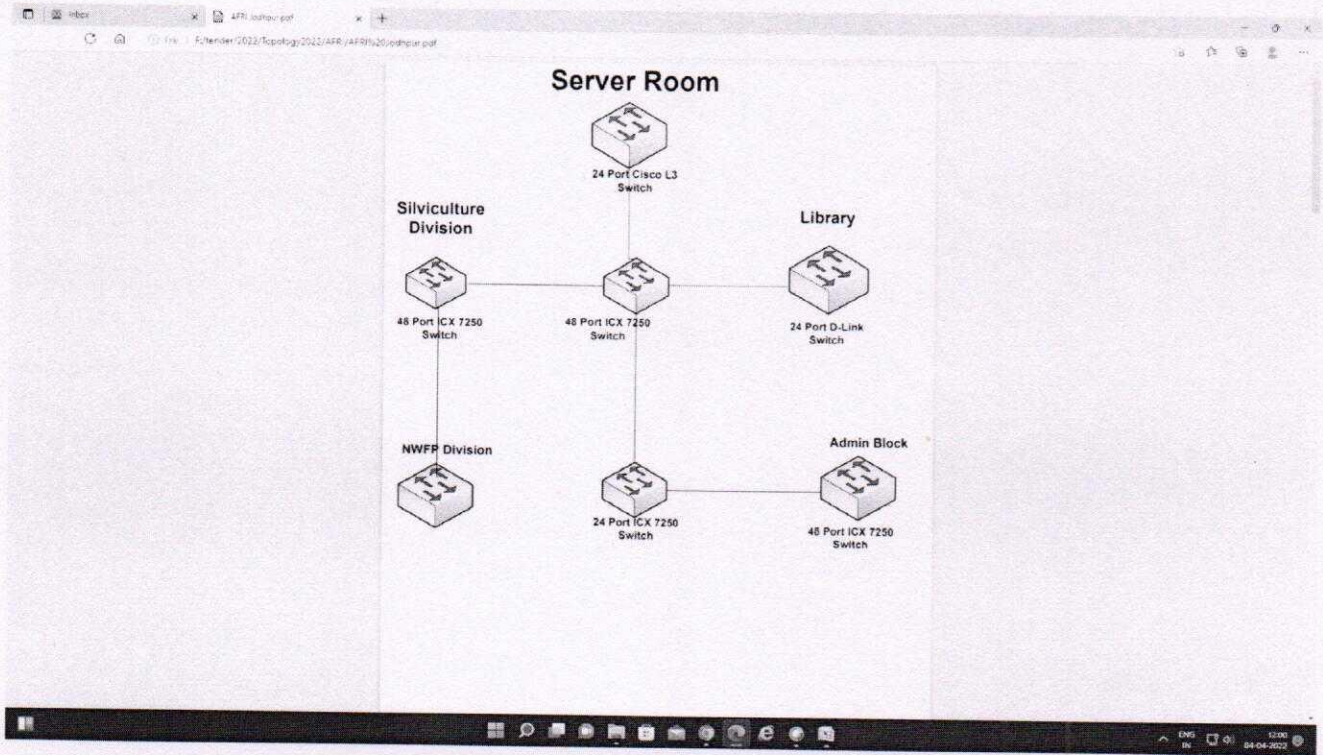


(iv) LAN topology for IFP, Ranchi

NETWORK AND SWITCHES & ROUTER INSTALLED AT IFP ,RANCHI



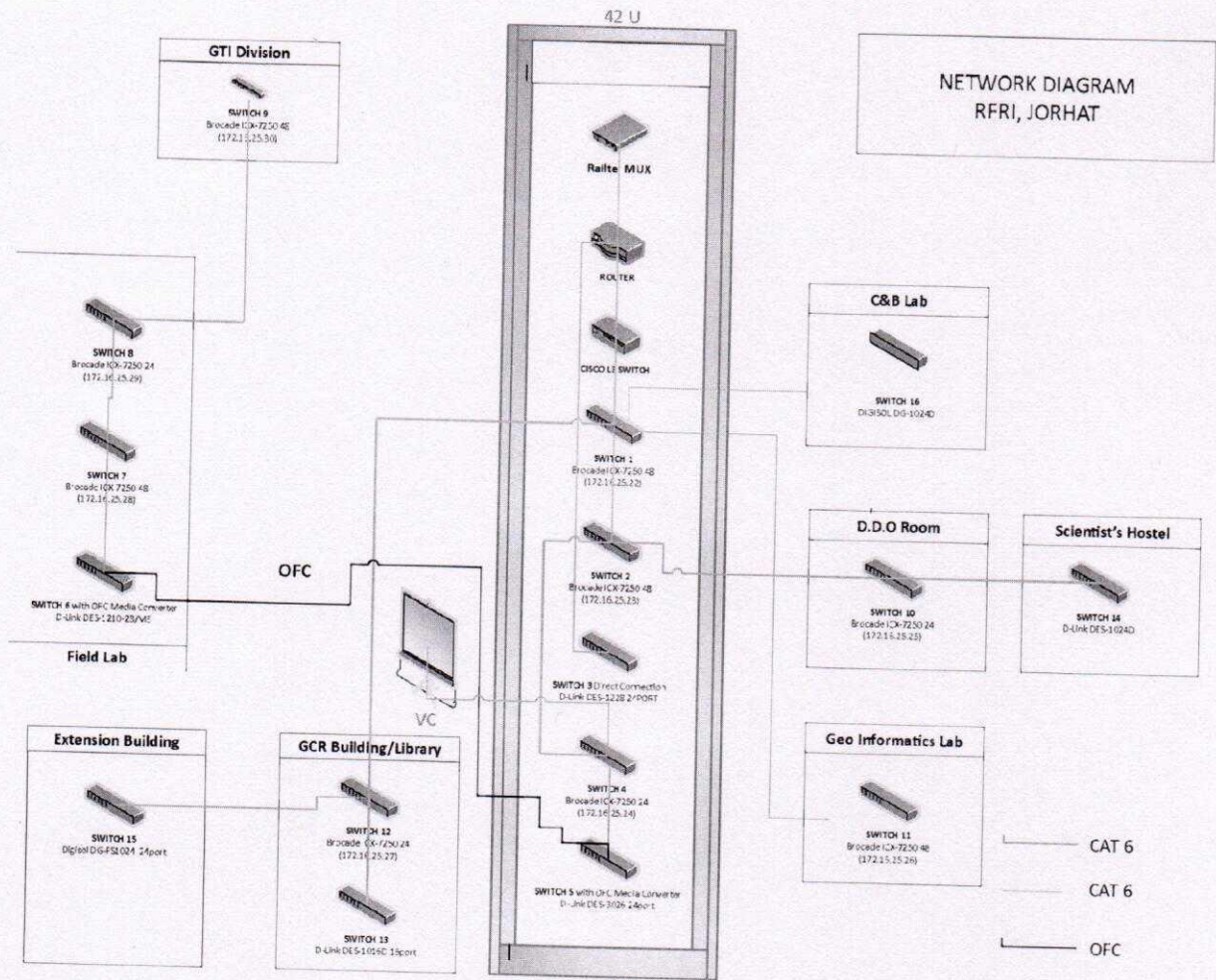
(v) LAN topology for AFRI, Jodhpur



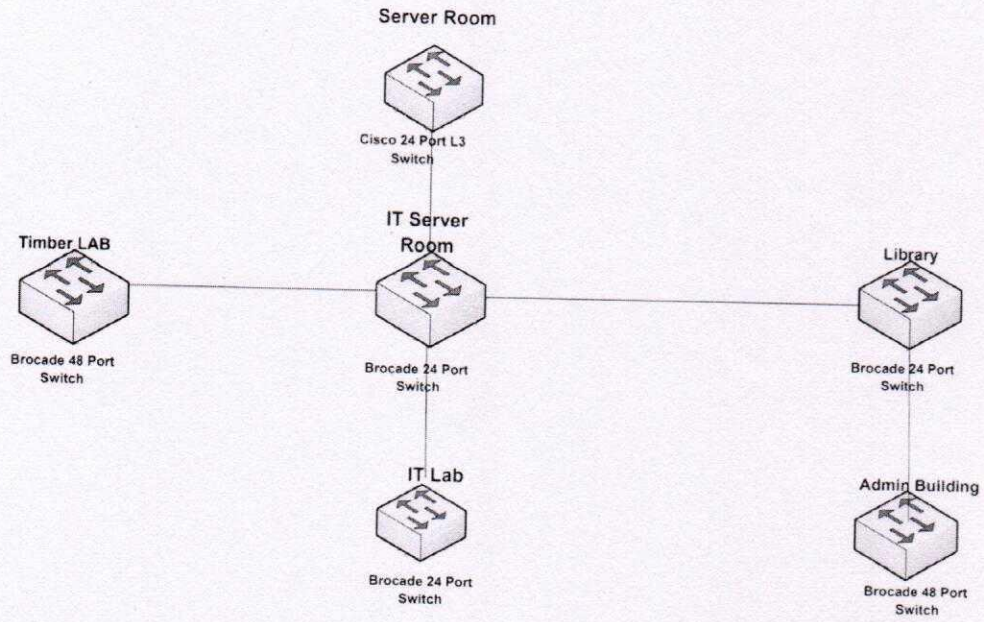
Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 36

सहायक महाविदेशक
Asstt. Director General
पशासनिक निदेशालय

(vi) LAN topology for RFRI, Jorhat



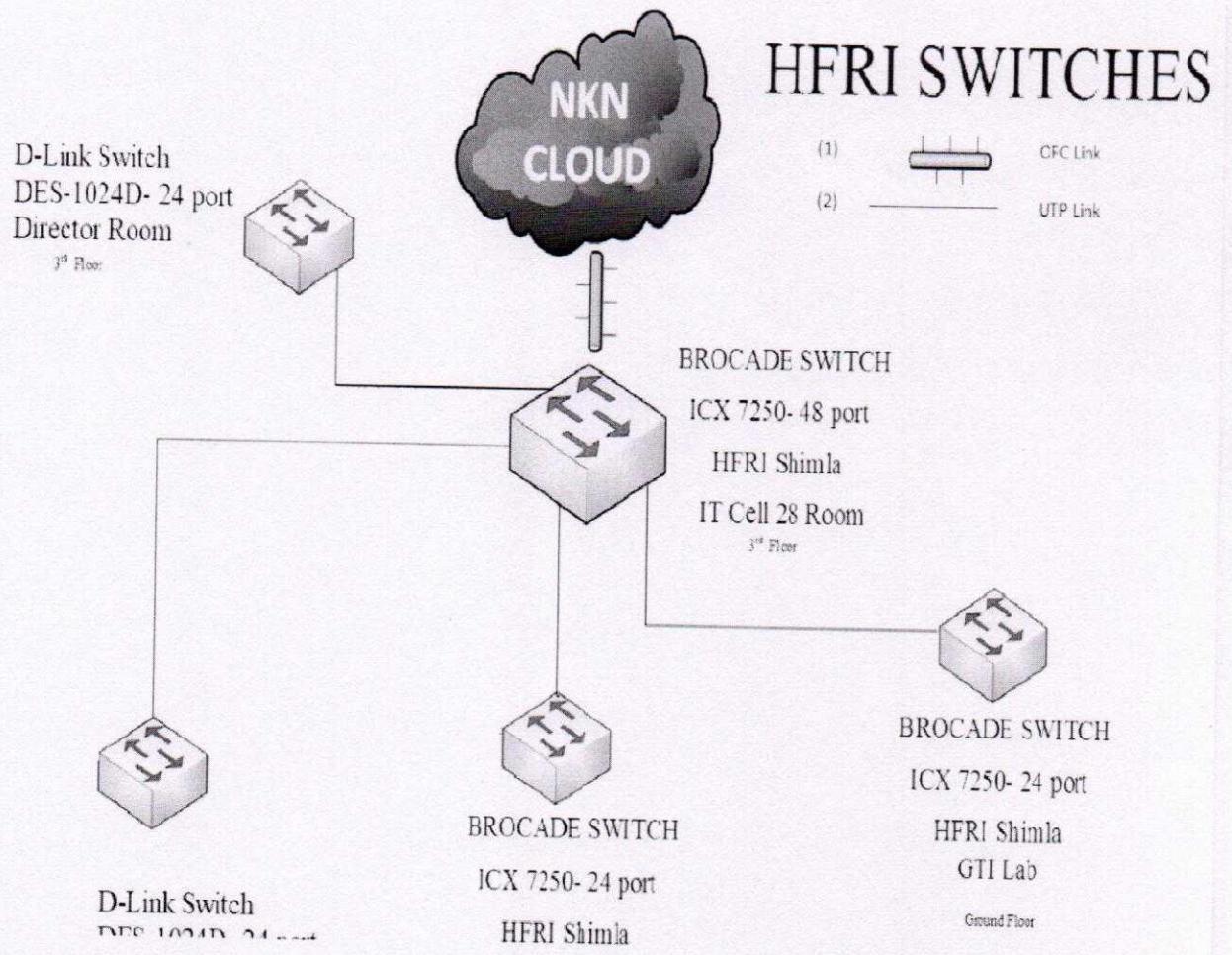
(vii) LAN topology for IWST, Bangalore




Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 28

सहायक महानिदेशक
Assistant Director General
प्रशासनिक निदेशालय

ix) LAN topology for HFRI, Shimla




Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 39


सहायक महानिदेशक
Asstt. Director General
एनालिटिक निदेशक

**I. LIST OF EQUIPMENTS TO BE CONSIDERED FOR COMPREHENSIVE
MAINTENANCE CONTRACT**

ICFRE / FRI				
SNo	Switches Details	Serial Numbers	Date of Purchase/ Installation	Quantity
1	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000115	07.03.2011	2
2	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N011	19.06.2017	1
3	DAX: DX 5024GS 24 ports	DXSW0530A624000126	07.03.2011	1
4	D-Link : DGS 1024 C	H0JH41B00053	17.09.2009	1
5	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000115	07.03.2011	1
6	DAX: DX 5048GM + 01 MM SFP 48 ports	GOSWA640B126000025	07.03.2011	1
7	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N012	19.06.2017	1
8	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N00T	19.06.2017	1
9	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000125	07.03.2011	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 40


सहायक महानिदेशक
Asstt. Director General


10	D-Link: DES 3225G +02 MM SFP 24 ports	S30Q1G3000290	17.09.2009	3
11	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N00P	19.06.2017	1
12	Cisco: Cisco 2950G 8 ports	FHK0912X0AV	13.04.2017	1
13	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N00P	19.06.2017	1
14	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000114	07.03.2011	1
15	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3818N022	19.06.2017	1
16	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3818N027	19.06.2017	1
17	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N00B	19.06.2017	1
18	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000102	07.03.2011	1
19	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N002	19.06.2017	1
20	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000127	07.03.2011	1
21	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N01B	19.06.2017	1
22	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000101	07.03.2011	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 41

सहायक महानिदेशक
Assit. Director General
पञ्जाब विभाग

23	DAX: DX 5024GS + 01 MM SFP 24 ports	5024GS1109282684	07.03.2011	1
24	DAX: DX 5048GM + 01 MM SFP 48 ports	GOSWA640A613000003	07.03.2011	1
25	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3852N01E	19.06.2017	1
26	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N016	19.06.2017	1
27	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N00V	19.06.2017	1
28	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000114	07.03.2011	1
29	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000104	07.03.2011	1
30	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3821P00V	19.06.2017	1
31	Cisco C3KK-NM14	FA01615VIMY	13.04.2017	1
32	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N008	19.06.2017	1
33	DAX: DX 5024GS + 01 MM SFP 24 ports	DXSW0530A624000442	07.03.2011	1
34	Catalyst 3560 X Series	C3560E- UNIVERSALK9-M	26.07.2012	1
35	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3818N03K	19.06.2017	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 42


सहायक महानिदेशक
Asstt. Director General
 भारतीय वन विभाग


36	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N00A	19.06.2017	1
37	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N007	19.06.2017	1
38	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N00J	19.06.2017	1
39	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N018	19.06.2017	1
40	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N003	19.06.2017	1
41	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N00R	19.06.2017	1
42	Dlink 24 Port		11.02.2021	1
43	DAX: DX 5048GM + 01 MM SFP 48 ports	GOSWA640A613000001	07.03.2011	1
44	DAX 5008F 8 Port			1
TFRI, JABALPUR				
1	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N01G	30-06-2017	1
2	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N011	30-06-2017	1
3	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N00J	30-06-2017	1
4	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N01A	30-06-2017	1
5	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3815N001	30-06-2017	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 43


सहायक महानिदेशक
Asstt. Director General


6	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N004	30-06-2017	1
7	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N001	30-06-2017	1
8	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N009	30-06-2017	1
9	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N015	30-06-2017	1
10	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N00C	30-06-2017	1
11	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N014	30-06-2017	1
12	CISCO CATALYST 3560-X SERIES		15-03-2013	1
13	D Link 24 Port Switch		15-03-2013	1
14	D Link 24 Port Switch		15-03-2013	1
IFP, RANCHI				
1	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N00L	30-06-2017	1
2	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N00W	30-06-2017	1
3	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	DUJ3809N0008	30-06-2017	1
4	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3833P079	30-06-2017	1
5	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	DUH3818N012	30-06-2017	1
6	L3 CISCO CATALYST 3560-X		15-03-2013	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 44


सहायक महानिदेशक
Asstt. Director General

7	COM SWITCH 4200 (26 PORT)			1
8	COM SWITCH 4200(28 PORT)			1
9	DLINK			1
IFGTB, COIMBATORE				
1	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N005	Aug-17	1
2	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N007	Aug-17	1
3	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N013	Aug-17	1
4	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3815N015	Aug-17	1
5	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N005	Aug-17	1
6	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3815N005	Aug-17	1
7	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3818N03E	Aug-17	1
8	CISCO L3 SWITCH		Aug-13	1
9	LINKSYS-SRW224G4-24 PORT		Old Before 2017	1
10	LINKSYS-SRW224G4-24 PORT		Old Before 2017	1
11	LINKSYS-SRW224G4-24 PORT		Old Before 2017	1
12	CISCO SG300-28 28 PORT		2018	1
RFRI, JORHAT				
1	Router CISCO ME 3800X	FOC1523V1UT	08/09/2011	1
2	L3 switch CISCO Catalyst 3560x	FD01729R1MB	Sept 2011	1
3	48 port Brocade ICX 7250-48	DUJ3809N005	16/08/2017	1
4	48 port Brocade ICX 7250-48	DUJ3809N00N	16/08/2017	1
5	24 port D-Link DES-1228/ME	R3GD1D6000161	28/11/2014	1
6	24 port Brocade ICX 7250-24	DUH3818NO2G	16/08/2017	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 45


सहायक महानिदेशक
Asstt. Director General

7	24 port D-Link DES-3026 (with OFC)	PL35187013705	28/02/2002	1
8	24 port D-Link D-Link DES 1210-28/ME	S3434H3000166	28/02/2002	1
9	48 port Brocade ICX 7250-48	DUJ380N00H	16/08/2017	1
10	24 port Brocade ICX 7250-24	DUH3842N004	16/08/2017	1
11	48 port Brocade ICX 7250-48	DUJ3809N002	16/08/2017	1
12	24 port Brocade ICX 7250-24	DUH3815N004	16/08/2017	1
13	48 port Brocade ICX 7250-48	DUJ3809N00Z	16/08/2017	1
14	24 port Brocade ICX 7250-24	DUH3815N01F	16/08/2017	1
15	24 port DIGISOL DG-GS1024D-E	009M3I7004697	February, 2022	1
16	24 port D-Link DES-1024D	F3S2189002274	25/03/2009	1
17	16 port D-Link DES-1016D	F306389002660	31/03/2010	1
18	24 port DIGISOL DG-FS1024		October, 2015	1
19	16 port DIGISOL DG-FS1016D		October, 2016	1
IWST, BANGALOE				
1	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N018	Aug-17	1
2	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N003	Aug-17	1
3	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N00G	Aug-17	1
4	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N00K	Aug-17	1
5	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3818N02W	Aug-17	1
6	Cisco L3 Switch		Aug-12	1
7	HPV1910-24G, 24 Port	CN25BX29R4		1
AFRI, JODHPUR				
1	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N00Y	Aug-17	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 46


 सहायक महानिदेशक
 Asstt. Director General

2	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N007	Aug-17	1
3	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3815N00L	Aug-17	1
4	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3815N00A	Aug-17	1
5	Cisco L3 3560 X Switch		Aug-12	1
6	TEJAS NETWORKS	MODEL TJ1270		
HFRI, SHIMLA				
1	Brocade ICX 7250-48(48 port 10/10/100 port switch with SFP slots) with power cord.	DUJ3809N017	Aug-17	1
2	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3815N01H	Aug-17	1
3	Brocade ICX 7250-24(24 port 10/10/100 port switch with SFP slots) with power cord.	DUH3815N00R	Aug-17	1
4	Cisco L3 3560 X Switch	FOC1514X2E9	Aug-12	1
IFB, HYDERABAD				
1	Cisco L3 3560 X Switch		Aug-12	1
CSFER, ALLAHABAD				
1	Cisco L3 3560 X Switch		Aug-12	1
ARCBR, AIZWAL				
1	Cisco L3 3560 X Switch		Aug-12	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 47


 सहायक महानिदेशक
 Asstt. Director General
 प्रशासनिक निदेशालय

LIST OF LOCATIONS WITH DETAILED ADDRESS

Coordinating and Nodal Agency
Information Technology Division
Directorate of Administration
Indian Council of Forestry Research & Education
P.O. New Forest, Dehradun

List of ICFRE's Institutes			
1	Director Forest Research Institute P.O. New Forest Dehra Dun - 248 006 (Uttaranchal) e-mail : dir_fri@icfre.org	6	Director Institute of Forest Productivity "Aranyodaya" P.O. : A.T.E., Lal Gutwa, via Piska Nagri Ranchi - 835 303 (Jharkhand) e-mail : dir_ifp@icfre.org
2	Director Institute of Forest Genetics & Tree Breeding Post Box No.1061 HPO R.S. Puram Coimbatore - 641 002 (Tamil Nadu) e-mail : dir_ifgtb@icfre.org	7	Director Rain Forests Research Institute Deovan, Post Box No.136, A.T. Road (East) Jorhat - 785 001 (Assam) e-mail : dir_rfri@icfre.org
3	Director Institute of Wood Science & Technology Forest Research Laboratory Campus P.O. Malleswaram Bengaluru - 560 003 (Karnataka) e-mail : dir_iwst@icfre.org	8	Director Arid Forest Research Institute P.O. Krishi Mandi, New Pali Road Jodhpur - 342 005 (Rajasthan) e-mail : dir_afri@icfre.org
4	Director Tropical Forest Research Institute Mandla Road Jabalpur - 482 021 (M.P.) e-mail : dir_tfri@icfre.org	9	Director Institute of Forest Biodiversity (IFB) Dulapally, P.O. Hakimpet Hyderabad - 500 014 (A.P.) e-mail : director_ifb@icfre.org
5	Director Himalayan Forest Research Institute "Conifer Campus", Panthaghati Shimla - 171 009 (H.P.) e-mail : dir_hfri@icfre.org		
List of ICFRE's Centres			
1	Director Centre for Social Forestry and Eco- rehabilitation, Allahabad 3/1, Lajpat Rai Road, New Katra, Prayagraj-211002 email: dir_csfer@icfre.org	3	Officer-in-Charge Wood Biodegradation Centre (Marine), Via Yoga Village, Beach Road, Andhra University Post, Visakhapatnam-530 003, Andhra Pradesh, India
2	Director Advanced Research Centre for Bamboo & Rattan P.B. No. 171, Kulikawan Aizwal - 796001 (Mizoram)		

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 48


सहायक महानिदेशक
Asstt. Director General
प्रशासनिक निदेशालय

LOCATION WISE REQUIREMENT OF SUPPORT TYPE

Coordinating and Nodal Agency
Information Technology Division
Directorate of Administration
Indian Council of Forestry Research & Education
P.O. New Forest, Dehradun

Sl.	Name of Institution / Centre	Required support
1	Indian Council of Forestry Research & Education HQ and Forest Research Institute Dehradun - 248 006 (Uttarakhand)	Two Resident Engineer
2	Institute of Forest Genetics and Tree Breeding Coimbatore - 641 002 (Tamil Nadu)	One Resident Engineer
3	Institute of Wood Science & Technology Bengaluru - 560 003 (Karnataka)	One Resident Engineer
4	Tropical Forest Research Institute Jabalpur - 482 021 (M.P.)	One Resident Engineer
5	Himalayan Forest Research Institute Shimla - 171 009 (H.P.)	One Resident Engineer
6	Institute of Forest Productivity Ranchi - 835 303 (Jharkhand)	One Resident Engineer
7	Rain Forests Research Institute Jorhat - 785 001 (Assam)	One Resident Engineer
8	Arid Forest Research Institute Jodhpur - 342 005 (Rajasthan)	One Resident Engineer
9	Centre for Social Forestry & Eco-Rehabilitation Prayagraj - 211 002 (U.P.)	Call Basis Technical Support
10	Institute of Forest Biodiversity (IFB) Hyderabad - 500 014 (A.P.)	Call Basis Technical Support
11	Advanced Research Centre for Bamboo & Rattan Aizwal - 796001 (Mizoram)	Call Basis Technical Support
12	Wood Biodegradation Centre (Marine), Visakhapatnam-530 003, Andhra Pradesh, India	Call Basis Technical Support

**LOCATION WISE ADDRESS AND CONTACT DETAILS OF
FAULT REPAIRING / SUPPORT CENTRE
TO BE PROVIDED BY THE FIRM**

Sl.	ICFRE Location	Address and Contact details of Fault Repairing Centre of the Firm in each state where ICFRE Institutes are located
1	Dehra Dun (Uttarakhand)	
2	Coimbatore (Tamil Nadu)	
3	Bangalore (Karnataka)	
4	Jabalpur (M.P.)	
5	Jorhat (Assam)	
6	Jodhpur (Rajasthan)	
7	Shimla (H.P.)	
8	Ranchi (Jharkhand)	
9	Prayagraj (U.P.)	
10	Hyderabad (A.P.)	
11	Aizwal (Mizoram)	
12	Visakhapatnam (AP)	

Signature of Bidder :

Name :

Seal :

Date :

Place :

Financial Proposal For Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at ICFRE HQ and its Institutes / Centres across the country for a period of five (5) Years.
Rate to be quoted in Excel File (BoQ) only at eprocurement portal, as per the list of items given below:

Schedule IX

- I. Operations & Maintenance Cost of LAN for 5 (Five) Years for all items mentioned at para A, B, C.
Rate to be quoted for 1(one) year for item at para D.

# (C1)	Items (C2)	Quantity (C3)	Rate (Rs) (C4)
A	Cost of Comprehensive Maintenance of Network Equipments (without taxes etc.)		
1	CISCO 2950G 8 PORTS	1	
2	CISCO C3KK-NM14	1	
3	CISCO CATALYST 3560-X SERIES	14	
4	CISCO SG300-28 28 PORTS	1	
5	CISCO CISCO ME 3800X	1	

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 51

सहायक महाविदेशक
 Asstt. Director General
 प्रशासनिक विदेशालय
 Directorate of Administration
 भा.अ.३१.श्री.प./ICFRE



6	DAX: DX 5024GS + 01 MM SFP 24 PORTS	12
7	BROCADE ICX 7250-48(48 port 10/10/100 port switch with SFP slots)	35
8	D-Link : DGS 1024 C	1
9	DAX: DX 5048GM + 01 MM SFP 48 PORTS	3
10	16 Port L3 switch with 2 Fiber Ports	1
11	12 Port Switch (base-T with 2 Giga Ports)	1
12	BROCADE ICX 7250-24(24 port 10/10/100 port switch with SFP slots)	32
13	D-Link: DES 3225G +02 MM SFP 24 ports	1
14	DLINK 24 PORT	6
15	COM SWITCH 4200 (26 PORT)	1
16	COM SWITCH 4200(28 PORT)	1

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 52

सहायक महानिदेशक
Asstt. Director General
प्रशासनिक निदेशालय
Directorate of Administration
भा.सं.अ.शे.प./ICFRE

17	LINKSYS-SRW224G4-24 PORT	3	
18	24 port D-Link DES-1228/ME	1	
19	24 port D-Link DES-3026 (with OFC)	1	
20	24 port D-Link D-Link DES 1210-28/ME	1	
21	24 port DIGISOL DG-GS1024D- E	1	
22	24 port D-Link DES-1024D	1	
23	16 port D-Link DES-1016D	1	
24	24 port DIGISOL DG-FS1024	1	
25	16 port DIGISOL DG-FS1016D	1	
26	HPJE006A, 24 PORT	1	
27	TEJAS NETWORKS	1	

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 53

सहायक सचिव/असि. डायरेक्टर
 Asstt. Director General
 प्रशासनिक विभाग
 Directorate of Administration
 भारतीय वन संशोधन परिषद/ICFRE

28	D-Link : DGS 1024 C	1
29	D-Link: DES 3225G +02 MM SFP 24 ports	1
30	DAX 5008 F 8 Port	1
31	DAX 5024	1
32	DAX 16 Port	1
B	Cost of Operation and Maintenance of Network Services (without taxes etc.) excluding manpower charges	Lot
C	Emoluments of Resident Engineers to be deputed at ICFRE location as per Schedule- VIIA for five years	9
D	Emoluments of additional Resident Engineer to be deputed or resident Engineer to be removed at any of the ICFRE location for 1 (one) year	1
Total Cost for Operations & Maintenance of LAN for 5 Years is sum of items mentioned at SNo A, B, C.		

Therefore, Total financial Bid Value (Sum of Amount of C4) is (Rupees _____)

Note :

1. The rates are quoted EXCLUDING taxes, levies, octroi etc as applicable.
2. TDS shall be made as per Income Tax Rules.
3. The currency is Indian Rupees only.

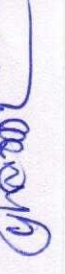
Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes, centres across the country for a period of five (5) Years # 54

सहायक महाविदेशक
Asstt. Director General
प्रशासक निदेशालय
Directorate of Administration
आय.अ.नि.प./ICFRE

4. The Assistant Director General (Admin), ICFRE shall have the power of addition and exclusion of network equipment/resident engineer in the Maintenance Contract, at the start of each quarter, as and when required, under intimation to all concerned. The quarterly payment shall be made on the basis of actual equipment maintained and any withdrawal / addition of equipment / resident engineer.

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes / Centres across the country for a period of five (5) Years # 55

सहायक महानिदेशक
Asstt. Director General
प्रशासनिक विदेशालय
Directorate of Administration
भा.व.अ.वि.प./ICFRE



Annexure-I - Details of Documents

SNo	Details of Document	Compliant (Yes/No)	Page No
1	The tender form downloaded from CPP portal must include ₹ 5000/- (Rupees five thousand only) by crossed Demand Draft (DD) in favour of DDO, ICFRE Revenue Account A/c No. 496902010084490 payable at Dehradun		
2	EMD of ₹ 100000/- (Rupees one lakh only) in the form of Fixed Deposit Receipt (FDR) drawn on nationalised bank in favour of ICFRE Security money/EMD Account A/c No. 496902010089917 payable at Dehradun		
3	The bidder should be a firm registered under Companies Act, 1956 / 2013 for the last five years.		
4	The firm should have minimum annual turnover of ₹ 10 Crore during the last three financial years (2018-19, 2019-20, and 2020-21) and it shall be a profit (profit after tax) making firm in at least two financial years between 2018 and 2021. The annual turnover and P&L statements certified by qualified Chartered Accountant/Company Secretary/Auditors are to be submitted.		
5	Existing Staff Strength of the firm, certified by the HR Head of the firm.		
6	Copy of Firm's Registration / Partnership Deed / Power of Attorney.		
7	GSTIN / PAN/TAN allotted to the company by the Income Tax Department.		
8	Authorisation for signing the tender documents/bids.		
9	Particulars of the Firm as per Schedule III.		
10	Bid Proposal Sheet as per Schedule IV.		
11	Location wise Address and Contact Details of Fault Repairing Centre to be provided by the firm as per Schedule VIII.		

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes/Centres across the country for a period of five (5) Years # 56

सहायक महानिदेशक
Asstt. Director General
प्रशासनिक विभाग
Directorate of Administration
आय.अ.वि.ए./ICFRE

12	Certificate regarding non-depositing of EMD, if exemption is claimed.		
13	The composition of the proposed staff/team to be engaged, the task, which would be assigned to each, and their timing.		
14	Curriculum Vitae (C.V.) of proposed key staff as per Schedule I, with dully recent photograph by the proposed key professional and the document signed by authorized signatory. Key information should include: year with the firm, and degree of responsibility held in various similar assignments during the last 2 (two) years. Key professional staff of permanent nature possessing certifications of management/maintenance of networking hardware with sufficient experience shall be given preference.		
15	Assignment of similar nature and magnitude successfully completed during last five years as per Schedule II. Enclose copies in work order and documents in support of rendering satisfactory services of the assignments detailed in the schedule. Similar assignments undertaken in Government Organisations shall be given preference during evaluation.		
16	Authorization certificate from the OEM/ Authorized Service Partners in India. Failing to provide the Authorization Certificates from OEM/ Authorized Service Partners in India would lead to rejection of the tender bid. The authorization certificates should be specifically for this particular tender, addressed to the ICFRE, clearly authorizing the said Bidder to bid for this specific tender of ICFRE.		
17	Certificate to the effect of having adequate Test and Measuring Instruments available on hand (own) and proposed to be inducted (own & hired to be given separately) for the subject work.		
18	A Certificate to the effect that the company is in the business of Maintenance of Networking Equipments and Hardwares for last five financial years with relevant documentary proof.		
19	ISO certification for quality standards of Maintenance Contract for LAN networking and its peripherals.		
20	Completed particulars as per the Performa given in Schedule VIII.		
21	Declaration in respect of Non-black listing of the firm.		
22	Any other documents in support of technical details.		

Tender for Providing Operation and Maintenance of Networking Equipments and Other Hardware/Software at Indian Council of Forestry Research and Education (ICFRE) HQ and its Institutes/Centres across the country for a period of five (5) Years # 57

सहायक महाविदेशक
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