

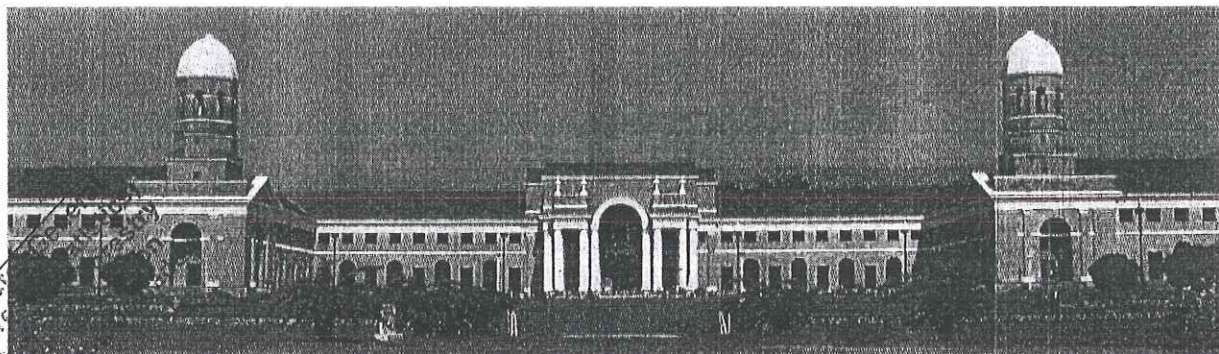
INDIAN COUNCIL OF FORESTRY RESEARCH & EDUCATION

P.O. NEW FOREST, DEHRADUN - 248 006



Corrigendum No. 4-2(Vol-VI)/IT/ICFRE/2015-16/46 Dated: 19.2.2016

CORRIGENDUIM TO OPERATION AND MAINTENANCE OF NETWORKING EQUIPMENTS AND OTHER HARDWARE



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CORRIGENDUIM

TO

OPERATION AND MAINTENANCE OF NETWORKING EQUIPMENTS AND OTHER HARDWARE

The corresponding para of aforementioned tender document 4-2(Vol-VI)/ IT / ICFRE / 2015-16/28 dated: 03.02.2016 (Tender ID on e-Procurement System is 2016 ICFRE 71721 1) may be read as :

(the changes made have been highlighted as **Bold** and Double Underlined)

6. GENERAL TERMS AND CONDITIONS

e) An Earnest Money Deposit of Rs. 50,000/- (Rupees fifty thousand only) in the form of Fixed Deposit Receipt / **Demand Draft** drawn on any nationalised bank in favour of D.D.O., ICFRE 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 in any case. 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.

i) Within thirty days of issue of Letter of Intent (LoI) the successful bidder shall:

- Sign a '**Comprehensive Maintenance Contract for the period of three year**', on a stamp paper of Rs. 100/- to be furnished by the firm.
- Furnish a Performance Guarantee (as per the **Schedule V**) issued by a Nationalised Bank in favour of DDO, ICFRE, Dehradun, having validity of three months beyond the date of expiry of the Contract, for an amount equivalent to 15% of the total contract value.
- Furnish a dully acknowledged list of hardware taken over under Maintenance Contract by the firm as a part of the agreement.

p) Validity of **Bid** shall be 90 days from the last date of submission of bids.

7. THE CONTRACT

e) The Assistant Director General (IT&FS), ICFRE has the powers to cancel the contract at one-**month** notice, if the services of the firm are found unsatisfactory or otherwise and may lead to forfeiture of Performance Guarantee in part or in full.

9. SERVICE LEVEL AGREEMENT (SLA)

In case of Support through Resident Engineer

ix) 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 services of the resident engineers may**

be utilised for enhancing the Network and IT Services during office hours.

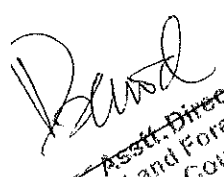
h) Penalty applicable

- 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 will be charged as per the rate tabulated below:

Up to 1 day beyond the resolution time (24 hours)	<u>Rs.</u> 1000/- per day
Beyond 3 day	<u>Rs.</u> 2000/- per day per equipment involved will 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 upto 1 day	<u>Rs.</u> 500/-
Engineer not available beyond 1 day	<u>Rs.</u> 1000/- per day will be charged and deducted from the quarterly payment to be made to the firm.

General Note :

All taxes may be mentioned explicitly in online BoQ. The ICFRE shall pay the taxes (Service Tax / VAT) as per Government Law from time to time. Any contradictions regarding price inclusive of Service Tax / VAT prices, as may have been mentioned in the tender document be ignored and the financial aspects be presented as per the online BoQ.


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