

INDIAN COUNCIL OF FORESTRY RESEARCH & EDUCATION

P.O. NEW FOREST, DEHRADUN - 248 006



TENDER DOCUMENT No. 4-2(Vol-VI)/IT/ICFRE/2015-16/28 Dated: 03.02.106

(Against this office tender Notice No. 4-2 (Vol-VI)/IT/ICFRE/2015-16/

FOR

OPERATION AND MAINTENANCE OF NETWORKING EQUIPMENTS AND OTHER HARDWARE

The interested firm(s) or their authorized representative is invited in the pre-bid conference, for their suggestions in terms and conditions / technical specifications. However, this office is not bound to accept any / all suggestions and the decision of the ADG (IT&FS) shall be final in this regard.

A revised tender document / corrigendum, containing the changes, if any, shall be available on the www.icfre.gov.in website of ICFRE as well on <https://eprocure.gov.in> free-of-cost, soon after the Pre-bid conference, it shall be the responsibility of the tenderer to collect the same.



CONTENTS

Sl.	Particulars	Page
1	Tender Schedule	4
2	Definitions	4
3	Scope of Work	4
4	Period of Maintenance Contract	6
5	Performance Guarantee	6
6	General Terms and Conditions	6
7	The Contract	8
8	Payment Terms	8
9	Service Level Agreement	9
10	Arbitration	12
11	Force Majeure	13
12	Pre-bid Meeting	13
13	Preparation and submission of Proposal	13
14	Proposal Evaluation	15
Schedule I	Format of Curriculum Vitae (C.V.) for proposed key staff	17
Schedule II	Assignment of Similar Nature & Magnitude Successfully Completed during last 3 years	18
Schedule III	Particulars of the Firm	19
Schedule IV	Bid Proposal Sheet	21
Schedule V	Proforma for Bank Guarantee	23
Schedule VI	List of Equipments to be Considered for Maintenance	25
Schedule VII	List of Locations with Detailed Address	34
Schedule VII-A	Location wise requirement of Type of Support	35
Schedule VIII	Location wise Address and Contact Details of Fault Repairing Centre to be Provided by the firm	36
Schedule IX	Logical Diagram of ICFRE Network	37
Schedule X-A	Financial Proposal for Comprehensive Maintenance Contract	38
Schedule X-B	Financial Proposal Brief Summary	47

Notice Inviting e-Tender



INFORMATION TECHNOLOGY DIVISION

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)

Tender No: 4-2 (Vol-VI)/ IT / ICFRE / 2015-16/28 Dated 03.02.2016

e-Tender Notice

For Providing Operation and Maintenance of Networking Equipments and Other Hardware at ICFRE Head Qtr and Its Institutes /Centres for a period of three (3) Years.

e-Tenders are invited by ICFRE, Dehradun for Providing Operation and Maintenance of Networking Equipments and other Hardware at ICFRE Head Qtr and Its Institutes /Centres for a period of three (3) years from the eligible and reputed having experience in the field for the execution of Comprehensive Annual Maintenance Contract (Maintenance Contract) for LAN Hardware mentioned in Schedule VI installed at all locations mentioned in Schedule VII.

ADG (IT&FS)
ICFRE, Dehradun

1. TENDER SCHEDULE

Events	Important date/time	Venue
Published Date	03.03.2016 : 5:00 PM	ICFRE website and CPP portal
Bid document download/Sale start date	03.03.2016 : 5:30 PM	Central Public Procurement Portal (CPPP)
Bid submission start date	03.03.2016 : 5.30 PM	CPP portal
Bid submission end date	18.03.2016 : 2:30 PM	CPP portal
Opening date of technical bids	18.03.2016 : 3.00 PM	Online
Opening date for Financial bids	29.03.2016 : 11.00 AM	Online

2. DEFINITIONS

- a) **ICFRE** means the organisation as a whole including ICFRE Hqtrs. and its Institutes / Centres as listed in **Schedule VII**.
- b) **ADG(IT& FS), ICFRE** mentioned herein means the Assistant Director General (Information Technology & Forestry Statistics), Indian Council of Forestry Research and Education, (ICFRE) Dehradun representing ICFRE and his successors, nominees as may be designated by ICFRE from time to time.
- c) **Locations** mentioned hereunder means the locations of ICFRE HQtrs., its Institutes /Centres as detailed in **Schedule VII**.
- d) **Components / equipment / system** mentioned hereunder included ROUTERS, SWITCHES / HUBS, LAN-EXTENDERS, NMS, MODEM at all the locations listed in **Schedule VII** and the location wise equipments listed in **Schedule VI**.
- 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.

3. SCOPE OF WORK

- a) The Indian Council of Forestry Research and Education (ICFRE), Dehradun, Uttarakhand invites tenders in the prescribed format for "Operation and Maintenance Contract of Networking Equipments comprising of ROUTERS, SWITCHES / HUBS, LAN-EXTENDERS, NMS, MODEM Interface installed at its various regional institutes as per the locational details given in **Schedule VII** and location wise list of equipments is given in **Schedule VI**
- b) Maintenance Contract will be comprehensive and will cover free replacement of defective and burnt out part(s) of the equipment / system and also its regular corrective and preventive services.
- c) The firm shall provide new and original spare parts, assemblies and sub-assemblies in place of such items, which develop defects / suffer breakdown

during the period of Maintenance Contract. These replaced parts shall be the property of ICFRE soon after installation. Released components after replacement would always be firm's property.

- d) 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.
- e) The firm will post qualified and certified resident Service Engineers / Technical Support on call basis, as per the detailed requirements given in **Schedule VII-A**.
- f) As part of Maintenance Contract, the Resident Service Engineer will carry out quarterly preventive maintenance, with prior appointment with the authorized representative of the respective location listed in **Schedule VII**.
- g) The replacement of the components shall be done in the premises at all the locations given in **Schedule VII**, including ICFRE Headquarters at Dehradun. In case any offsite service requirements of equipment(s) prior written permission from the authorised representative of the respective location shall be mandatory.
- h) 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.
- i) The firm will keep fairly good stock of components at the site with the resident engineers so as to minimise the downtime of machines/equipments.
- j) Spare management of all data communication (datacom) equipment like Routers, Switches/Hubs of different makes for maintaining uptime requirement shall be necessarily be arranged by firm.
- k) The Maintenance Contract covers all the location wise equipments listed in **Schedule VI**. Router cables, power supply and other cables of different makes etc. are to be maintained and replaced by the firm.
- l) It shall be mandatory on the part of the firm to hand over all the equipments 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 his risk and cost, 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.**
- m) The firm will submit monthly maintenance report to the authorize representative of respective locations. The firm shall arrange the requisite documentation and maintain necessary records, etc. **The firm shall ensure the communication of quarterly preventive maintenance reports duly signed and stamped by the Director of respective institute 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-n-when required for reference.

4. PERIOD OF MAINTENANCE CONTRACT

- a) Initially the contract shall be for three year subject to satisfactory fulfilment of the obligations laid down in the terms and conditions and contract of the tender document.
- b) The date of initiation of the contract shall be the date of completion of all formalities or from the date of expiry of the existing maintenance contract or warranty period of the equipment concerned whichever is later.
- c) ICFRE reserves the right to renew/extend the contract on the same terms and conditions on quarterly basis, for a period extending upto four quarters in case the ICFRE feels the necessity to do so.

5. PERFORMANCE GUARANTEE

- a) The successful bidder will have to submit a Bank Guarantee (BG) of 15% of the total contract value. The BG should be valid for a period of three months beyond the contractual obligations and would be referred to as the Performance Guarantee. The BG 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 Guarantee in full or in part.
- c) ICFRE may forfeit the Performance Guarantee 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.
- d) Non-fulfilment of Service Level Agreements may further invite forfeiture of performance guarantee partially or in full for.
- e) No interest shall be payable on the Performance Guarantee amount.

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 will be posted on www.icfre.gov.in and at <https://eprocure.gov.in>. It shall be the sole responsibility of the bidder to check for any changes of aforementioned website before submitting the bids.
- c) ICFRE shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.
- d) The bidder shall indicate the complete address of the Company / Office 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**.
- e) An Earnest Money Deposit of Rs. 50,000/- (Rupees fifty thousand only) in the form of Fixed Deposit Receipt 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.
- f) The bid prices for Comprehensive Annual Maintenance Contract be quoted in the attached BOQ1.xls and **Schedule X-A & B** only.
 - g) The bidders shall be allowed to inspect the networking equipments (mentioned in **Schedule VI** 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 (IT&FS) for ICFRE HQtrs. or to Director of respective institute / centre. The ICFRE shall not be responsible for any cost incurred on such inspections.
 - h) Acceptance of the bid shall be communicated to the successful bidder by a formal Letter of Intent (LoI).
 - i) **Within fifteen 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.
 - j) 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.
 - k) The bidder shall indicate the location wise complete address of the Company / Office 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**.
 - l) Commencement of Assignment shall be as per the Memorandum of Agreement formalized with the successful firm.
 - m) The firms have ISO Certified for quality standards of Maintenance of LAN / Networking / related equipments and other peripherals shall be given preference.
 - n) The contractor shall maintain and use genuine/OEM components for replacement wherever needed and the contractor shall not use sub-standard/duplicate component in any condition.
 - o) The tender is not transferable. No assignment and sub contracting is permitted.
 - p) Validity of offer shall be 90 days from the last date of submission of bids.
 - q) 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.

- r) Assistant Director General (IT&FS), ICFRE reserves the right to reject any or all tenders without assigning any reasons.
- s) The authority for the acceptance of the tender will 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 the ICFRE undertake to assign reasons for declining to consider or reject any particular tender or tenders.
- t) Conditional tenders are liable to be rejected.

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(IT&FS), ICFRE shall determine the matter and his decision shall be final and binding upon the parties hereto.
- 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 Assistant Director General (IT&FS), ICFRE has the powers to cancel the contract at one-week 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.
- 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(IT&FS), ICFRE.
- g) This contract shall not be deemed an asset in any form by the firm.

8. PAYMENT TERMS

- i) The firm will submit bill in triplicate on completion of each quarter to the ADG (IT&FS), ICFRE.
- ii) The firm shall ensure the communication of Preventive Maintenance Reports / Service Call Reports of the hardware/software in respect of the equipments under contract on quarterly basis through the Directors of the respective Institute and dully signed and stamped by the respective Directors of the Institutes.
- iii) Payment will be released after scrutiny of these reports and the amount for unsatisfactory maintenance / penalty, 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 prices quoted in the bid shall be full and final and NO claim on account of sales tax, service tax, VAT, work contract tax or any other taxes and duties presently in force for the material used for execution of the work awarded under the contract, will be entertained in future. All such taxes and duties shall be borne by the firm only.
- 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 Assistant Director General (IT&FS) reserves the right of addition and exclusion of equipments in the Maintenance Contract, as and when required, under intimation to all concerned. The quarterly payment shall be made on the basis of actual equipments maintained and any withdrawal / addition of equipments shall be given due consideration and the payment adjusted accordingly.
- vii) The payment is subject to TDS as per Income Tax Rules / Laws.
- 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) Any payment made in excess will have to be refunded by the successful bidder/vendor to the ICFRE immediately as and when asked for. The non-responsiveness on the issue shall force the ICFRE to recover such amount/amount(s) through liquidation of Performance Guarantee.
- x) The successful bidder/vendor will not have any legal right to 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 Bank Guarantee shall be liable for forfeiture, wholly or partly, as decided by Assistant Director General (IT&FS), 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 at all the 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.

c) **In case of Support through Resident Engineer**

- i) The firm will post qualified and certified resident Service Engineers as per the detailed location wise requirement given in **Schedule VII-A**.
- ii) The resident service engineers will report to the respective Head / Incharge of Information Technology Division/Cell of ICFRE Hqtrs. or its Institutes on all working days from 9:00 a.m. to 5:30 p.m.
- iii) The firm will post engineers after assessing the requirement at ICFRE. The engineers will be responsible for maintenance and management of items as per items listed in **Schedule-VI**.
- 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.
- v) The resident engineer may have to report even on holidays and after normal working hours during emergencies for which no extra charges would be paid.
- vi) 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.
- vii) The resident engineer once deputed shall be changed only with the prior permission of the ADG (IT&FS), ICFRE/Director's of ICFRE Institutes. Frequent changes of the engineer will not be allowed.
- viii) The resident engineer shall be granted only one day leave on monthly basis and the absence beyond permissible leave period shall amount to a default and would invite the penalties as defined fore.
- 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 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 equipments 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 will 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 not be counted for down time.
- iii) The down time will be reckoned after **4 hours** from time the firms 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 will 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 will be charged as per the rate tabulated below:

Up to 1 day beyond the resolution time (24 hours)	Rs 1000/- per day
Beyond 3 day	Rs 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	Rs 500/-
Engineer not available beyond 1 day	Rs 1000/- per day will 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, if the firm is able to justify his position and efforts made to comply with the SLA. Such considerations shall not be the right of the firm and shall solely rest at the discretion of the ADG(IT&FS), ICFRE.

i) Preventive Maintenance

The firm has to carryout preventive maintenance of all components / equipments under the contract on quarterly basis. Maintenance

activities not limited to the following should be carried out during the preventive maintenance.

- 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.
- 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 Maintenance Contract or after the completion or abandonment thereof shall be referred to the sole arbitration of the person appointed by the Director General, Indian Council of Forestry Research & Education, (DG, ICFRE) Dehradun in this behalf at the time of dispute. There will be no objection to any such appointment that the arbitrator so appointed is an employee of ICFRE, or government servant or that he had to deal with the matters to which the contract relates or that in the course of his duties as 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 office or being unable to act for any reason, shall be replaced by another person as decided by DG, 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 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 in all cases where the amount of the claim in dispute is Rs. 50,000/- and above.

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 90 (Ninety days).

12. PRE-BID MEETING

- a) Pre-bid meeting shall be held as per tender schedule.
- b) The bidders interested in attending the pre-bid meeting would submit their request for participation on the email head_it@icfre.org atleast one day 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. Only these queries shall be taken up during the meeting.

13. PREPARATION AND SUBMISSION OF PROPOSAL

Online bids are to be submitted under two bid systems i.e. **Cover 1 and Cover 2**. All the pages of bid being submitted online must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Fax/email/offline shall not be considered. No correspondence will be entertained in this matter.

Cover 1. Technical bid
a: Qualifying document

Qualifying documents should be uploaded in CPPP website: <https://eprocure.gov.in/eprocure/app>). The following documents are to be furnished by the Tenderer/Bidder, as Qualifying bid, as signed and scanned copy in pdf format upload in CPP portal.

- i) Authorisation for signing the tender documents / bids.
- ii) Particulars of the Firm as per **Schedule III**.
- iii) Bid Proposal Sheet as per **Schedule IV**.
- iv) Location wise Address and Contact Details of Fault Repairing Centre to be Provided by the firm as per **Schedule VIII**.
- v) Copy of Firm's Registration / Partnership Deed / Power of Attorney.
- vi) Proof of Sales Tax / VAT / Income Tax Registration.
- vii) Proof of Sales Tax/ VAT/Service Tax paid for the latest assessment year.

- viii) PAN/TAN allotted to the company by the Income Tax Department.
- ix) Clearance certificate from Income Tax department for last financial /assessment year or Income Tax Returns.
- x) EMD of Rs 50,000/- (Rupees Fifty Thousand only) in the form of Fixed Deposit Receipt drawn on any nationalised bank in favour of DDO, ICFRE payable at Dehradun. While uploading the bid online a Scanned copy of EMD instrument be submitted for record and reference. **The hardcopy of EMD should be send to ADG(IT & FS), Room No 31, ICFRE HQ, Dehradun-248006 and must be received on or before the last date/time of qualifying bid submission.**
- xi) Tender fee:-The tender form downloaded from above web sites must include **Rs. 1000/-** (Rupees one thousand only) by crossed Demand Draft in favour of DDO,ICFRE, Dehradun payable at Dehradun as tender fee along with the tenders submitted and the scanned copy of the same should be uploaded in the CPP Portal. It is non-refundable. **The hard copy of the same should be send to ADG(IT & FS), Room No 31, ICFRE HQ, Dehradun-248006 and must be received on or before the last date/time of qualifying bid submission.**

In absence of scanned and signed copy of required qualifying documents the tender would be considered as invalid.

b: Technical document

Hard copy of technical and qualifying documents should also be submitted before the end date and time of the bid.

Technical documents should be uploaded in CPPP website: <https://eprocure.gov.in/eprocure/app>). The following documents are to be furnished by the Tenderer/Bidder, as Technical bid, as signed and scanned copy in pdf format upload in CPP portal.

- (i) The composition of the proposed staff / team to be engaged, the task, which would be assigned to each, and their timing.
- (ii) 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.
- (iii) Assignment of similar nature and magnitude successfully completed during last three 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.**

- (iv) 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.
- (v) A Certificate to the effect that the company is in the business of Maintenance of Networking Hardware for at least five years and dully signed by authorized signatory with relevant documentary proof.
- (vi) Declaration in respect of Non-black listing of the firm.
- (vii) Any other documents in support of technical details.

All the documents submitted in the technical proposal should bear seal, stamp and signature of the authorised signatory.

Cover 2: Financial Bid

- (a) The financial proposal must be submitted in the Schedule of financial bid in the form of BoQ1.xls separate for each item. Full details of business terms and conditions, e.g. levies, octori etc., if any other information relevant to the services may please be indicated clearly.
- (b) **Service tax is not to be mentioned in the online financial proposal It will be paid as per Govt. law.**
- (c) TDS will be made as per Income Tax Rules.

The proposal must contain no interlineations or overwriting except as necessary to correct errors made by the concerned themselves, in which cases such corrections must be initialled by the person or persons authorised to sign the proposal. Completed proposal must be submitted mandatorily online at <https://eprocure.gov.in> (the Central Public Procurement Portal) after going through the terms and conditions given thereof.

14. PROPOSAL EVALUATION

The opening, checking, evaluation of bid at various stages shall be done by a evaluation committee appointed by the ICFRE.

The following procedure will 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 bid in toto.

b) Technical Evaluation

The Technical bids of the proposals qualifying in the first round (*Checking of qualifying documents*) shall only be opened. Technical evaluation will be done based on the below given evaluation criteria and point system. Each proposal will be attributed a technical score (St.).

Technical evaluation criteria is as given below :

a)	Firms relevant experience (including similar jobs in hand)	40
b)	Technical qualifications of the key staff proposed 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	100

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

c) Financial Evaluation

The evaluation committee will determine if the financial proposals are complete and without computational errors. The total cost quoted in **BOQ1.xls** shall be considered for financial evaluation. The lowest financial proposals (FM) will be given a financial score (Sf) of 100 points. The financial scores of other proposals will be computed as follows:

$Sf = 100 \times FM/F$ (Where F is amount of financial proposal).

d) Overall Evaluation

Proposal will finally 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 currency is in Indian Rupees)

Assistant Director General (IT&FS)

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

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.

ASSIGNMENT OF SIMILAR NATURE & MAGNITUDE SUCCESSFULLY COMPLETED DURING LAST 3 YEARS

Outline of recent experience on assignments of similar nature

Sl. No.	Name of Assignment	Description and No. of equipments 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 : _____
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 (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 EMD deposited
- a) Fixed Deposit Receipt No.: _____
- b) Name of Bank : _____
- c) Amount : _____
9. Period of validity of tender : _____
10. Details of supporting : _____
documents enclosed : _____
: _____
11. Name and address of the : _____
authorized signatory / : _____
contact person for this tender : _____
12. Whether letter of Authority for : _____
attending bid opening
enclosed with tender ?
13. Whether PAN certificate attached?: _____
14. Sales Tax / VAT Regd. No. : _____
15. Whether the company has : _____
ISO Certification ?
If yes / whether document attached
in technical bid.

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

Date :
Place :

BID PROPOSAL SHEET

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 (IT&FS)
Directorate of Administration,
Indian Council of Forestry Research & Education
P.O. New Forest, Dehradun - 248006**

Sub: Tender Document for Operation and Maintenance of Networking Equipments and other Hardware

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 90 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 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 **Rs. 50,000/-** (Rupees fifty thousand 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.
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 Guarantee equivalent to 15% of the total order 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.

Thanking you,

Yours faithfully,

(Signature)

Date:
Place:

Name:
Designation:
Business Address: Seal

PROFORMA FOR BANK GUARANTEE

(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' and the ICFRE having agreed to make an advance payment to the firm for performance of the above contract amounting to _____ (in words and figures) as an advance against Bank Guarantee to be furnished by the firm.

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 Consultant 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.

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 consultant 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 _____ 201__ at _____

Signature & Seal of Authorised Signatory of Bank

Schedule VI

LIST OF EQUIPMENTS TO BE CONSIDERED FOR MAINTENANCE

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
ICFRE Hqrs., Dehradun					
1	Switch	Cisco Catalyst 2950	L2 Switch, 12 x 10/100 Base-T, 1x1000 Base-LX Ports	1	7/7/2005
2	Switch	Cisco Catalyst 3750	L3 Switch, 12 Gigabit Port Capable (4x1000Base-LX, 3x1000Base-T required)	1	7/7/2005
3	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 1x1000Base-T Ports	1	7/7/2005
4	Switch	Cisco Catalyst 2950	L2 Switch, 48x10/100 Base-T, 1x1000Base-T Ports	3	7/7/2005
5	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 2x1000Base-LXPorts	1	7/7/2005
6	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 2x1000Base-LXPorts	1	7/7/2005
7	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 1x1000Base-LX, 1x1000Base-SX Ports	1	7/7/2005
8	Switch	Cisco Catalyst 2950	L2 Switch, 12x10/100 Base-T, 1x1000Base-LX, 1x1000Base-SX Ports	1	7/7/2005
9	Switch	Dlink des 1024D	Dlink 24*10/100 BASE -T	4	
10	Switch	DAX	15 port dax 0512G - L3-1AC	1	
11	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	04/01/2012*
12	Switch	DLINK	Giga port Media conveter	1	
13	Switch	DAX	24 Port DX5026 MGV	1	

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
14	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	190	
15	Connectivity at all location of icfre head qtr		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
IFGTB, Coimbatore					
1	Switch	ACCTON	24 Port 10/100 Mbps Switch	1	28/2/2002
2	Switch	CISCO LINKLYS SRW 224G4	24 PORT 10 / 100 mbps + 4 Port GB Switch	3	9/8/2006
3	Switch	Intelligent Networks	24 Port 10 / 100 mbps + 4 Port Gb Switch	3	18/3/2009
4	Switch	Cisco Linksys SRW 224	24 Port 10 / 100 mbps + 4 Port Gb Switch	3	10/2/2009
5	Switch	D link DES 3026	24 Port 10/100 Mbps Fibre Port Switch	1	10/2/2009
6	Switch	Cisco SG 300	28 Port 10/100 GB+4 port GB Switch	3(2+1)	28-03-13 (2) 02-04-15(1)
7	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	06/02/2013*
8	Patch Panel	D link	24 Port Cat 5 Patch Panel	7	28/02/2001
9	Patch Panel	Krone	24 Port Cat 6 Patch Panel	3	9/8/2006
10	Patch Panel	Ampernet	24 Port Cat 6 Patch Panel	2	
11	Patch Panel	Molex	24 Port Car 6 Patch Panel	1	20/04/2015
12	Media Converter	Mrotek	Unmanaged F/E Fcat-01	2	25/10/2007
13	Optic Fibre	Optic Fibre	6 Core Optic Fibre	1	30/10/2001
14	LIU Unit	LIU	12 Port LIU	2	30/10/2001
15	Transceiver		ST-SE Transceiver	2	30/10/2001
16	ST Connector		ST Connector	12	30/10/2001
17	Coupler		Coupler	12	30/10/2001
18	Fibre Optic Patch Cord	Fibre Optic Patch Cord	ST - SCFibre Optic Patch Cord	2	30/10/2001

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
19	I/O Single		I/O Single with Surface Mount Box and Face Plate	210 (118+22)	10-02-09 (118) 20-04-15 (22)
20	I/O Dual		I/O Dual with Surface Mount Box and Face Plate	14 (13+1)	10-02-09(13) 20-04-15(1)
21	I/O Single		I/O Single with Surface Mount Box and Face Plate	22	10/2/2009
22	I/O Dual		I/O Dual with Surface Mount Box and Face Plate	3	10/2/2009
23	Rack		19" 15 U Rack	4 (3+1)	18-03-09(3) 20-04-15(1)
24	Rack		19" Rack	1	18/03/2009
25	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	348 (325+23)	09-08-06 (325) 20-04-15 (23)
26	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
IFB, HYDERABAD					
1	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	24/01/2013*
2	Switch	D-Link	Local switches (16port, 24 port)	2	24/01/2013
3	I/O Box	D-Link	Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	1	24/01/2013
4	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	22	
IFP, RANCHI					
1	Switch	Netgear FS608 v2	8 Port Ethernet Switch, Unmanaged 10/100 MBPS	8	
2	Switch	D Link	16 PORT Switch	1	

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
3	HUB	Complex	8 Port Hub	1	
4	Switch	D Link	24 Port 10/100	1	
5	HUB	Dlink	8 Port Hub	1	
6	Switch	D Link	8 Port 10 / 100	1	
7	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	55	
8	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
9	Switch	D Link (DS 1016D)	16 Port 10/100	2	30/10/2013
10	Managable Switch	D Link (DGS 3120-48DC) (S/N.R3KF1CB000099)	48 PORT 100/1000	1	30/10/2013
11	Managable Switch	D Link (DGS 3120-24DC) (S/N.RCLR1CC000348)	24 PORT 100/1000	1	30/10/2013
12	Managable Switch	D Link (DGS 3120-24DC) (S/N.R3LR1CC000398)	24 PORT 100/1000	1	30/10/2013
13	L3 SWITCH	CISCO 3560-X SERIES (S/N.FD01634R154)	24 PORT	1	30/07/2013*
HFRI, Shimla					
1	Switch	D Link	24 Port 10/100	2	28-03-2008
2	Switch	D Link	24 Port 10/100	1	2013
3	Switch	D Link	8 Port 10/100	1	28-03-2008
4	Switch	D Link	8 Port 10/100	1	2011
5	Switch	Dlink	24 Port 10/100 in accounts room for 10 connection connected through a LAN port	1	2010
6	DSLAM	Zyxel	Type IV residential quarters of scientists and officers for internet connection through EPABX and connected via 4 ADSL Modem and 1 ADSL modem at type -III	Zyxel -1 No. & ADSL Modem 6 Nos.	2010

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
7	Switch	Cisco WS-C3560X-24TS	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	21/01/2013*
8	Switch	Dlink	8 Port 10/100 through LAN port for Director & GCR Residences and other in GCR room for two computers	2	2008 & 2011
9	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	80	2008 & onward
10	Connectivity		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
AFRI, Jodhpur					
1	Switch with 2 Fiber ports and one Fiber Module	Intel 510 T	24 x network mode – Ethernet 10 Bas –T/ 100Base-TX-RJ-45	1	2001
2	Switch with 2 Fiber ports and two Fiber Modules	DES 1024 R	24 x network mode – Ethernet 10 Bas –T/ 100Base-TX-RJ-45	1	This switch was installed in place of Intel 510 T switch under AMC
3	Hub	Intel 330 T	330 T	1	2001
4	Switch	Dlink	DES 1016 D	1	-
5	Switch	Dlink	DES 1024 D	1	This switch was installed in place of Intel 330 T switch under AMC
6	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	11/01/2013*
7	Switch	D Link	8 Port	10	2012
8	Switch	Linksys SR 2024	24 Port	2	2009
9	Switch	D link DES 1024D	24 port	2	2012
10	Fiber Media Converters	Optilink	OL-ECO 4005 A20	2	2015

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
11	I/O Box	Amp	Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	150	2000
12	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
RFRI, Jorhat					
1	Switch	US ROBOTICS	24 Port	2	2001 (1 no. defective taken by CMC in March, 2015 for replacement, but till date it has not been returned)
2	Switch	D LINK	24 Port + 1 OFC Port	2	2002
3	Switch	D LINK	24 Port	1	2002
4	Switch	D LINK	24 Port	2	2008
5	Switch	D LINK	24 Port	2	2009
6	Switch	DLINK	24 Port	2	2010
7	Switch	DLINK	24 Port	1	2011
8	Switch	DLink	24 Port	1	2014 (Need AMC after expiry of 1 yr. Warranty i.e. from 28/11/2015)
9	Switch	DLink	24 Port	1	2015 (Need AMC after expiry of 1 yr. Warranty i.e. from 25/03/2016)
10	Patch Panel	US Robotics	24 Port	3	2001
11	Patch Panel	DLink	24 Port	9	Not under warranty, Need AMC
12	Switch	Intex	8 Port	1	2010
13	Switch	DLINK	8 port	2	2010
14	Switch	DLINK	8 port	1	2011
15	Switch	DIGISOL	8 port	1	2013
16	Lan Extender	D Link (DSL-1504G)	4 Port	1 Pair (2 nos.)	2009
17	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	22/01/2013*

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
18	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	220	
19	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
IWST, Bangalore					
1	Switch	3-COM	24 port 3-COM manageable and stackable switch with Fibre Port	4	2 Nos in 2001 2 Nos in 2008
2	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	21/01/2013*
3	Switch	3-COM	24 port 3-COM S3300 manageable and stackable switch without FibrePort	3	1 No in 2001 1 No in 2008
4	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	150	
5	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
6	Switch	HP	24 Port HP-V1910 manageable switch with fibre port	1	
7	Switch	HP	24 Port hp 1410 unmanageble switch	1	
FRI, Dehradun					
1	Switch	Dax	26 port DAX-DX5024GS	13	
2	Switch	Dax	26 port DAX-DX5048GM	4	
3	Switch	Cabletron	Cabletron switch MAC6000	1	
4	Switch	DAX	DAX- DX5024GS 24 port	4	

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
5	Switch	DAX	Dax 8 port switch UTP to fiber	1	
6	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	250	
7	Switch	Dlink	Dlink 24 switch 10/100base T 10/100 base FL	2	
8	Switch	Dax-DX	Dax-dx 5024PS (unmanaged)	1	
9	Connectivity at all location of FRI		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
TFRI, Jabalpur					
1	Switch	D Link	24 PORT 100 mbps Fast Ethernet	1	2008
2	Switch	ACCTON	ACCTON 24 PORT 100 Mbps Fast Ethernet Switch (With OFC module)	1	1999
3	L3 Switch	Cisco WS-C3560X- 24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	15/03/2013*
4	Switch	Dlink	24 PORT 10/100 mbps Fast Ethernet (with OFC Module)	2	2008
5	Switch	D Link	24 PORT 10/ 100 mbps Fast Ethernet	8	2008
6	Fibre Optic Patch Cord	Fibre Optic Patch Cord	ST-SC Fibre Optic Patch Cord	2	1999
7	Patch panel	D Link	24 PORT Cat 5 Patch panel	4	1999
8	Patch panel	D Link	24 PORT Cat 6 Patch panel	8	2008
9	Rack		19" rack	4	1999
10	Rack		19" rack	8	2008
11	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	135	

S.No.	Item Name	Make	Configuration	Qty	Date of purchased/ installation
12	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable	
CSFER, Allahabad					
1	L3 Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	28/01/2013*
Shore Laboratory, Vishakhapatnam					
1	L3 Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	11/07/2013*
ARCRBR, Aizawal					
1	L3 Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1	30/07/2013*

*** These switches are under 5 years warranty from the date of installation and shall be included in the maintenance contract thereafter.**

LIST OF LOCATIONS WITH DETAILED ADDRESS

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

List of ICFRE's Institute			
1	<p>Director Forest Research Institute P.O. New Forest Dehra Dun - 248 006 (Uttaranchal) e-mail : dir_fri@icfre.org</p>	6	<p>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</p>
2	<p>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</p>	7	<p>Director Rain Forests Research Institute Deovan, Post Box No.136, A.T. Road (East) Jorhat - 785 001 (Assam) e-mail : dir_rfri@icfre.org</p>
3	<p>Director Institute of Wood Science & Technology Forest Research Laboratory Campus P.O. Malleswaram Bangalore - 560 003 (Karnataka) e-mail : dir_iwst@icfre.org</p>	8	<p>Director Arid Forest Research Institute P.O. Krishi Mandi, New Pali Road Jodhpur - 342 005 (Rajasthan) e-mail : dir_afri@icfre.org</p>
4	<p>Director Tropical Forest Research Institute Mandla Road Jabalpur - 482 021 (M.P.) e-mail : dir_tfri@icfre.org</p>	9	<p>Director Institute of Forest Biodiversity (IFB) Dulapally, P.O. Hakimpet Hyderabad - 500 014 (A.P.) e-mail : director_ifb@icfre.org</p>
5	<p>Director Himalayan Forest Research Institute "Conifer Campus", Panthaghathi Shimla - 171 009 (H.P.) e-mail : dir_hfri@icfre.org</p>		
List of ICFRE's Centre			
1	<p>Director Centre for Social Forestry and Eco-rehabilitation, Allahabad 3/1, Lajpat Rai Road, New Katra, Allahabad-211002 email: dir_csfer@icfre.org</p>	3	<p>Director Advanced Research Centre for Bamboo & Rattan P.B. No. 171, Kulikawan Aizwal - 796001 (Mizoram)</p>
2	<p>Director Centre for Forestry Research & Human Resource Development P.O. Poama, Kundalikala Chhindwara - 480 001 (M.P.) e-mail : head_cfrhrd@icfre.org</p>	4	<p>Officer-in-Charge Wood Biodegradation Centre (Marine), Via Yoga Village, Beach Road, Andhra University Post, Visakhapatnam-530 003, Andhra Pradesh, India</p>

LOCATION WISE REQUIREMENT OF TYPE OF SUPPORT

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

Sl.	Name of Institution	Required support
1	Forest Research Institute Dehra Dun - 248 006 (Uttaranchal)	One Resident Engineer
2	Institute of Forest Genetics and Tree Breeding Coimbatore - 641 002 (Tamil Nadu)	One Resident Engineer
3	Institute of Wood Science & Technology Bangalore - 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 Allahabad - 211 002 (U.P.)	Call Basis Technical Support
10	Institute of Forest Biodiversity (IFB) Hyderabad - 500 014 (A.P.)	Call Basis Technical Support
11	Centre for Forestry Research & Human Resource Development Chhindwara - 480 001 (M.P.)	-----
12	Advanced Research Centre for Bamboo & Rattan Aizwal - 796001 (Mizoram)	Call Basis Technical Support
13	Wood Biodegradation Centre (Marine), Visakhapatnam-530 003, Andhra Pradesh, India	Call Basis Technical Support

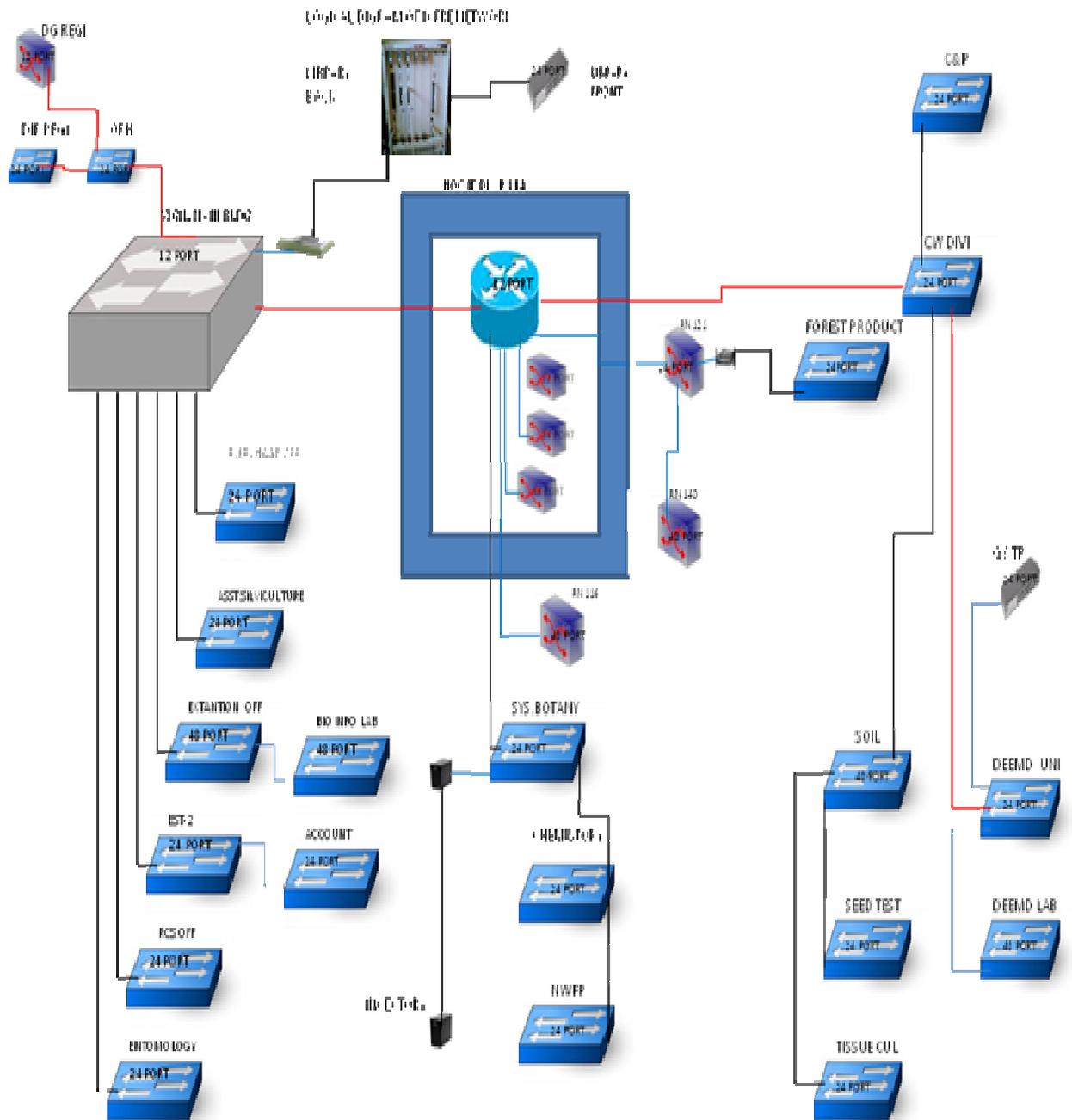
**LOCATION WISE ADDRESS AND CONTACT DETAILS OF
FAULT REPAIRING / SUPPORT CENTRE
TO BE PROVIDED BY THE FIRM**

Sl.	ICFRE Location	Address and Contact details of Fault Repairing Centre of the Firm
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	Allahabad (U.P.)	
10	Chhindwara (M.P.)	
11	Hyderabad (A.P.)	

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

Date :
Place :

LOGICAL DIAGRAM OF ICFRE/FRI CAMPUS NETWORK



**FINANCIAL PROPOSAL
COMPREHENSIVE MAINTENANCE CONTRACT**

The financial bid should be in a separate
"Cover 2".

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
ICFRE Hqrs., Dehradun						
1	Switch	Cisco Catalyst 2950	L2 Switch, 12 x 10/100 Base-T, 1x1000 Base-LX Ports	1		
2	Switch	Cisco Catalyst 3750	L3 Switch, 12 Gigabit Port Capable (4x1000Base-LX, 3x1000Base-T required)	1		
3	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 1x1000Base-T Ports	1		
4	Switch	Cisco Catalyst 2950	L2 Switch, 48x10/100 Base-T, 1x1000Base-T Ports	3		
5	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 2x1000Base-LXPorts	1		
6	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 2x1000Base-LXPorts	1		
7	Switch	Cisco Catalyst 2950	L2 Switch, 24x10/100 Base-T, 1x1000Base-LX, 1x1000Base-SX Ports	1		
8	Switch	Cisco Catalyst 2950	L2 Switch, 12x10/100 Base-T, 1x1000Base-LX, 1x1000Base-SX Ports	1		
9	Switch	Dlink des 1024D	Dlink 24*10/100 BASE -T	4		
10	Switch	DAX	15 port dax 0512G - L3-1AC	1		
11	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
12	Switch	DLINK	Giga port Media conveter	1		
13	Switch	DAX	24 Port DX5026 MGV	1		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
14	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	190		
15	Connectivity at all location of icfre head qtr		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
IFGTB, Coimbatore						
1	Switch	ACCTON	24 Port 10/100 Mbps Switch	1		
2	Switch	CISCO LINKLYS SRW 224G4	24 PORT 10 / 100 mbps + 4 Port GB Switch	3		
3	Switch	Intelligent Networks	24 Port 10 / 100 mbps + 4 Port Gb Switch	3		
4	Switch	Cisco Linksys SRW 224	24 Port 10 / 100 mbps + 4 Port Gb Switch	3		
5	Switch	D link DES 3026	24 Port 10/100 Mbps Fibre Port Switch	1		
6	Switch	Cisco SG 300	28 Port 10/100 GB+4 port GB Switch	3		
7	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
8	Patch Panel	D link	24 Port Cat 5 Patch Panel	7		
9	Patch Panel	Krone	24 Port Cat 6 Patch Panel	3		
10	Patch Panel	Ampernet	24 Port Cat 6 Patch Panel	2		
11	Patch Panel	Molex	24 Port Car 6 Patch Panel	1		
12	Media Converter	Mrotek	Unmanaged F/E Fcat-01	2		
13	Optic Fibre	Optic Fibre	6 Core Optic Fibre	1		
14	LIU Unit	LIU	12 Port LIU	2		
15	Transceiver		ST-SE Transceiver	2		
16	ST Connector		ST Connector	12		
17	Coupler		Coupler	12		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
18	Fibre Optic Patch Cord	Fibre Optic Patch Cord	ST - SCFibre Optic Patch Cord	2		
19	I/O Single		I/O Single with Surface Mount Box and Face Plate	210		
20	I/O Dual		I/O Dual with Surface Mount Box and Face Plate	14		
21	I/O Single		I/O Single with Surface Mount Box and Face Plate	22		
22	I/O Dual		I/O Dual with Surface Mount Box and Face Plate	3		
23	Rack		19" 15 U Rack	4		
24	Rack		19" Rack	1		
25	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	348		
26	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
IFB, HYDERABAD						
1	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
2	Switch	D-Link	Local switches (16port, 24 port)	2		
3	I/O Box	D-Link	Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	1		
4	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	22		
IFP, RANCHI						
1	Switch	Netgear FS608 v2	8 Port Ethernet Switch, Unmanaged	8		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
			10/100 MBPS			
2	Switch	D Link	16 PORT Switch	1		
3	HUB	Complex	8 Port Hub	1		
4	Switch	D Link	24 Port 10/100	1		
5	HUB	Dlink	8 Port Hub	1		
6	Switch	D Link	8 Port 10 / 100	1		
7	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	55		
8	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
9	Switch	D Link (DS 1016D)	16 Port 10/100	2		
10	Managable Switch	D Link (DGS 3120-48DC) (S/N.R3KF1CB0 00099)	48 PORT 100/1000	1		
11	Managable Switch	D Link (DGS 3120-24DC) (S/N.RCLR1CC0 00348)	24 PORT 100/1000	1		
12	Managable Switch	D Link (DGS 3120-24DC) (S/N.R3LR1CC0 00398)	24 PORT 100/1000	1		
13	L3 SWITCH	CISCO 3560-X SERIES (S/N.FD01634R 154)	24 PORT	1		
HFRI, Shimla						
1	Switch	D Link	24 Port 10/100	2		
2	Switch	D Link	24 Port 10/100	1		
3	Switch	D Link	8 Port 10/100	1		
4	Switch	D Link	8 Port 10/100	1		
5	Switch	Dlink	24 Port 10/100 in accounts room for 10 connection connected through a LAN port	1		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
6	DSLAM	Zyxel	Type IV residential quarters of scientists and officers for internet connection through EPABX and connected via 4 ADSL Modem and 1 ADSL modem at type -III	7		
7	Switch	Cisco WS-C3560X-24TS	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
8	Switch	Dlink	8 Port 10/100 through LAN port for Director & GCR Residences and other in GCR room for two computers	2		
9	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	80		
10	Connectivity		Network Connectivity between the above hardware through Cat5 / MM Fibre / SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
AFRI, Jodhpur						
1	Switch with 2 Fiber ports and one Fiber Module	Intel 510 T	24 x network mode – Ethernet 10 Bas –T/ 100Base-TX-RJ-45	1		
2	Switch with 2 Fiber ports and two Fiber Modules	DES 1024 R	24 x network mode – Ethernet 10 Bas –T/ 100Base-TX-RJ-45	1		
3	Hub	Intel 330 T	330 T	1		
4	Switch	Dlink	DES 1016 D	1		
5	Switch	Dlink	DES 1024 D	1		
6	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
7	Switch	D Link	8 Port	10		
8	Switch	Linksys SR 2024	24 Port	2		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
9	Switch	D link DES 1024D	24 port	2		
10	Fiber Media Converters	Optilink	OL-ECO 4005 A20	2		
11	I/O Box	Amp	Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	150		
12	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
RFRI, Jorhat						
1	Switch	US ROBOTICS	24 Port	2		
2	Switch	D LINK	24 Port + 1 OFC Port	2		
3	Switch	D LINK	24 Port	1		
4	Switch	D LINK	24 Port	2		
5	Switch	D LINK	24 Port	2		
6	Switch	DLINK	24 Port	2		
7	Switch	DLINK	24 Port	1		
8	Switch	DLink	24 Port	1		
9	Switch	DLink	24 Port	1		
10	Patch Panel	US Robotics	24 Port	3		
11	Patch Panel	DLink	24 Port	9		
12	Switch	Intex	8 Port	1		
13	Switch	DLINK	8 port	2		
14	Switch	DLINK	8 port	1		
15	Switch	DIGISOL	8 port	1		
16	Lan Extender	D Link (DSL-1504G)	4 Port	1 Pair		
17	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
18	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	220		
19	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
IWST, Bangalore						
1	Switch	3-COM	24 port 3-COM manageable and stackable switch with Fibre Port	4		
2	Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
3	Switch	3-COM	24 port 3-COM S3300 manageable and stackable switch without FibrePort	3		
4	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	150		
5	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
6	Switch	HP	24 Port HP-V1910 manageable switch with fibre port	1		
7	Switch	HP	24 Port hp 1410 unmanageable switch	1		
FRI, Dehradun						
1	Switch	Dax	26 port DAX-DX5024GS	13		
2	Switch	Dax	26 port DAX-DX5048GM	4		
3	Switch	Cabletron	Cabletron switch MAC6000	1		
4	Switch	DAX	DAX- DX5024GS 24 port	4		
5	Switch	DAX	Dax 8 port switch UTP to fiber	1		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
6	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	250		
7	Switch	Dlink	Dlink 24 switch 10/100base T 10/100 base FL	2		
8	Switch	Dax-DX	Dax-dx 5024PS (unmanaged)	1		
9	Connectivity at all location of FRI		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
TFRI, Jabalpur						
1	Switch	D Link	24 PORT 100 mbps Fast Ethernet	1		
2	Switch	ACCTON	ACCTON 24 PORT 100 Mbps Fast Ethernet Switch (With OFC module)	1		
3	L3 Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
4	Switch	Dlink	24 PORT 10/100 mbps Fast Ethernet (with OFC Module)	2		
5	Switch	D Link	24 PORT 10/ 100 mbps Fast Ethernet	8		
6	Fibre Optic Patch Cord	Fibre Optic Patch Cord	ST-SC Fibre Optic Patch Cord	2		
7	Patch panel	D Link	24 PORT Cat 5 Patch panel	4		
8	Patch panel	D Link	24 PORT Cat 6 Patch panel	8		
9	Rack		19" rack	4		
10	Rack		19" rack	8		
11	I/O Box		Network Connectivity till the user end through I/O Box – Cat 5 or otherwise	135		

S.No.	Item Name	Make	Configuration	Qty	Unit Rate (₹)	Total Cost (₹)
12	Connectivity at all Location of institute		Network Connectivity between the above hardware through Cat5 / MM Fibre /SM Fibre / Copper etc. to be ensured by the Firm	As applicable		
CSFER, Allahabad						
1	L3 Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
Shore Laboratory, Vishakhapatnam						
1	L3 Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
ARCRBR, Aizawal						
1	L3 Switch	Cisco WS-C3560X-24	24 x 10/100/1000 Ethernet PoE+ Ports Layer 3 Switch	1		
TOTAL						

(Rupees _____)

Note :

1. The rates must be quoted including taxes, levies, octroi as applicable.
2. TDS will be made as per Income Tax Rules.
3. The Assistant Director General (IT&FS), ICFRE reserves with him the power of addition and exclusion of machines 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 equipments maintained and any withdrawal / addition of equipments shall be given due consideration and the payment adjusted accordingly.

Signature of Bidder :.....

Name :

Seal :

**FINANCIAL PROPOSAL
BRIEF SUMMARY**
"Cover 2".

S.No.	Item	Amount
1	Cost of Comprehensive Maintenance Contract of Equipments (As per Schedule X-A)	
2	Cost of Operation and Maintenance of Network Services	
3	Any other cost if applicable (Attach separate sheet for presenting details if any)	
	Total Cost of the Proposal	

(Rupees _____
_____)

Note :

1. The rates must be quoted including levies, octroi as applicable.
2. TDS will be made as per Income Tax Rules.
3. **Service tax is not to be mentioned in the online financial proposal. It will be paid as per Govt. Law.**
4. The Assistant Director General (IT&FS), reserves with him the power of addition and exclusion of machines 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 equipments maintained and any withdrawal / addition of equipments shall be given due consideration and the payment adjusted accordingly.

Signature of Bidder :.....

Name :

Seal :