

TENDER DOCUMENT

**TENDER NOTICE FOR (COMPREHENSIVE) ANNUAL MAINTENANCE
CONTRACT OF NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY,
SERVER, COMPUTERS, PERIPHERALS**

Last Date for sale of Tender Document:
28-09-2015 (1400 hours)

Closing date & Time of receipt of Tender:
28-09-2015 (1500 hours)

Opening of Tender:
28-09-2015, 1530 hours



**FOREST SURVEY OF INDIA
MINISTRY OF ENVIRONMENT, FORESTS & CLIMATE CHANGE
KAULAGARH ROAD, P.O-IPE DEHRADUN.248195**

FOREST SURVEY OF INDIA
Government of India
Ministry of Environment, Forests & Climate Change,
P.O. IPE, Kaulagarh Road, Dehra Dun-248006

**TENDER NOTICE FOR (COMPREHENSIVE) ANNUAL MAINTAINANCE
CONTRACT OF NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY,
SERVER, COMPUTERS, PERIPHERALS**

Tenders are invited for Annual Maintenance Contract (AMC) of **NAS (NETWORK ATTACHED STORAGE) TAPE LIBRARY, SERVER, COMPUTERS, PERIPHERALS** in the Forest Survey of India, Dehradun.

You may quote against this tender enquiry only if you are a registered firm experienced in providing AMC services and in a position to undertake the services as specified in this document. If you fail to abide by this condition your Earnest Money Deposit/ Security Deposit will stand forfeited.

The technical specifications of the computer items proposed to be put under AMC are described as follows:

S. No.	Items	Quantity
1	Workstations	49
2	Desktops	50
3	Printers	29
4	Plotters	3
5	Laptops	7
6	Scanner	2
7	Multifunctional(Printer and Scanner)	4
8	Server	4
9	Plotter cum Scanner	1
10	Storage - NAS	1
11	Tape Library	1

The terms and conditions governing the tender for AMC are given in Annexure I. The Tender form can be purchased from the office of the Forest Survey of India, Dehradun on any working day at the cost of Rs.100/-. The form can also be downloaded from the FSI's website www.fsi.nic.in. A Demand draft of Rs. 100 in favour of the Assistant Director(Accounts), Forest Survey of India, Dehra Dun will have to be submitted with the downloaded form. Unit price for each service must be quoted inclusive of all taxes, levies and duties, packaging, forwarding and any other charges (except Sales Tax which needs to be shown separately). The services will have to be undertaken at the Forest Survey of India, at Dehradun. The quality of the defected items to be replaced shall be strictly in conformity with the sample standard specifications.

Jt. Director(NFDMC)
Forest Survey of India, Kaulagarh Road, Dehradun

Forwarding Letter
(To be filled in by the tendering party)

FROM.....
.....

To,
The Director General
Forest Survey of India
P.O. IPE, Kaulagarh Road, Dehradun

**Sub: TENDER NOTICE FOR ANNUAL MAINTENANCE
CONTRACT(COMPREHENSIVE) OF NAS (NETWORK ATTACHED STORAGE),
TAPE LIBRARY,SERVER, COMPUTERS,PERIPHERALS**

Ref: Your tender notice dated.....

Sir,

I/ We are submitting herewith our tender for the Annual Maintenance Contract of the articles as specified in the tender form and as laid down in tender documents.

I/ We have read and understood all the terms and conditions governing the tender I/ We agree to abide by these terms and conditions.

We are enclosing herewith your receipt No.....dt..... as a proof of having purchased the non transferable tender document.

According I/ We are enclosing herewith our Earnest Money Deposit in the form of bank draft No.....dated..... for **Rs.5000/- (Five thousand only)** payable to Assistant Director(Accounts), FSI for AMC of items mentioned above.

I/ We undertake to replace the defective material, if any, at our cost.

I/ We have duly signed all pages of the tender document together with the copy of the "Terms and Conditions" contained in the tender document booklet. I/ We have signed the copy of these terms and conditions as a token of acceptance of these conditions.

We are enclosing as Annexure the following documents (up-to-date) in original/ attested copies in fulfillment of the conditions laid down in the tender document.

(Write “Yes” or “No” in boxes)

Annexure

- | | |
|---|----------------------|
| 1. Sales Tax Registration Certificate: | <input type="text"/> |
| 2. Income Tax Certificate and PAN No.: | <input type="text"/> |
| 3. Permanent Service Tax No. for maintenance/ repair services: | <input type="text"/> |
| 4. Letter of authority (where required): | <input type="text"/> |
| 5. Copies of at least Three(3) ASC/AMC orders executed in the Central Govt. Departments/State Govt./PSUs by the firm during the last five years along with the particulars(qualification experience etc.) of the Service Engineers deployed by the firm, no. of machines being covered under AMC etc. | <input type="text"/> |
| 6. Company profile with age (10 years minimum): | <input type="text"/> |
| 7. AMC Terms and Conditions: | <input type="text"/> |
| 8. Any other Annexure (Please specify | <input type="text"/> |
| 9. Annual turnover of at least 50 lac for the last two financial years duly audited/certified by the Chartered Accountant/ IT Office | <input type="text"/> |

Yours faithfully

Stamp and Signatures of the Authorized Signatory

Name.....

Complete address.....

.....

.....

.....

Telephone No. (HQs/ Dehradun).....

Email:.....

Fax.....

CERTIFICATE OF ACCEPTANCE OF TERMS AND CONDITIONS

1. I/ We have read and fully understood the Terms and Condition as laid down in respect of this tender. I/ We agree to abide by the same.
2. I/ We undertake to replace the defective material, if any, at our cost.
3. I/ We have duly signed all pages of the tender document.
4. I am/ We are also enclosing as Annexure the documents (Up-to-date) as listed in the covering letter above in fulfillment of the conditions laid down in the tender document to prove that I/ we are qualified for this tender.

Stamp and Signatures of the Authorized Signatory

Name.....

Complete address.....

.....

Telephone No.s (HQs/ Dehradun).....

Email:.....

Fax:.....

Annexure I

Detailed Terms and Conditions Governing the Tender

1. Please do not tear off any leaf of this tender Booklet. A photocopy of this document may be made by the tenderer for his later reference.
2. Please read these terms and conditions carefully. Failure to do so and mistakes in filling in the tender form may lead to disqualification of the tender partly or entirely.
3. Please sign all pages of these terms and conditions, so also all other pages of the Tender Document Booklet.
4. Qualifications for Tendering: Tenderers should be registered Workstations dealers/ Service centers duly registered for payment of the Sales Tax, Service Tax for maintenance/ repair service. Customs duties, Income tax and Excise duty as applicable and must possess the following qualifications.
 - The company should have a local service centre at Dehradun and should be of long and reputed standing (at least 05 years old).
 - The company should have qualified engineers with capacity to station one engineer with FSI.

The company should have experience in providing Standard comprehensive AMC Services for the equipment mentioned in the tender document with experience certificates from at least 3 current AMC sites. During the past five years, the bidder should have executed at least three orders involving maintenance of NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, PERIPHERALS with active and passive components of workstations at the client site having the following parameters:

- Minimum 150 nodes of CAT5/CAT6 UTP connectivity
- Preferable, registered with government institutions for providing AMC/ Maintenance/ repair services of Workstations and related equipment. Maintenance of different computers (approx. 150 numbers).
- The AMC would include problems related to operating system and virus.

During the past three years, the bidder should have executed at least three work orders involving maintenance of, active and passive components of **NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS** at the client site having the following parameters:

- **EMC Cellera NS 120 of capacity 20 TB Raw.**

Product Serial Number	Product Type	Model Number	Description	Qty
CK20009101275	H/W EMC Cellerra NS 120	Cellerra NS 120	Capacity :20 TB with	1

- **Tape Library Tandberg Data T24 along with Symantec Backup Exec**

Product Serial Number	Product Type	Model Number	Description	Qty
000089009365	H/W Tape Library	Tandberg Data T-24	Interface: FC Capacity: 9.6 TB Tapes: 12 with LTO4	1
	S/W Symantec Backup Exec	Symantec	GUI based backup software for taking backup from the NAS using	

	12.5	Corp	NDMP protocol.	
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- **Dell Power Edge Server R2950 and HP server**

Product Serial Number	Product Type	Model Number	Description	Qty
GS7QZ1S and 9S7QZ1S	Server	Power Edge R2950	Intel Xeon CPU E5410@ 2.33GHz with 4 GB RAM	3
SGH840XT1H	Server	HP prolient	-	1

- Preferable, registered with government institutions for providing AMC/ Maintenance/ repair services of **STORAGE SYSTEM** and related equipment.
- Maintenance of **STORAGE SYSTEM**
List of computer, workstations and peripherals:

S.No.	Type	Models	SERIAL NO	MFD
	WORKSTATION			
1		HPxw8400 workstation	SG6490336	NA
2		HP Workstation xw6200	SGH511095Q	NA
3		HP Workstation xw6200	SGH649033C	NA
4		Dell Precision T7500	6K5HF2S	NA
5		HP PXW8600	SGH945PD8Q (3Ywarranty)	NA
6		Dell Precision T7500	5K5HF2S	NA

7		HP Z620 Workstation	SGH422SXWN(3Y warranty)	NA
8		HP Workstation xw8000	SGH43207DX	NA
9		Dell Precision T7400	BSJXT1S	NA
10		HP Workstation xw4100	SGH34304HW	NA
11		Dell Precision T7400	GSJXT1S	NA
12		HP xw8400 Workstation	SGH6490335	NA
13		HP Workstation xw6200	SGH511095N	NA
14		Dell Precision T7500	7K5HF2S	NA
15		HP xw8400 Workstation	SGH6490338	NA
16		Dell Precision T7400	CSJXT1S	NA
17		HP xw8400 Workstation	SGH6490337	NA
18		HP Z620 Workstation	SGH422SXWJ	NA
19		Dell Precision T7500	7TDCF2S	NA
20		HP Workstation xw6200	SGH5110955	NA
21		HP Z820 Workstation	SGH451QRND	NA
22		HP xw8600 Workstation	SGH945PD8N	NA
23		HP Z820 Workstation	SGH51QRNC	NA
24		HP Z620 Workstation	SGH412RKWV	NA
25		HP Z620 Workstation	SGH422SXWH	NA
26		Dell Precision 670	9J71f1S	16-Apr-05
27		HP xw8400 Workstation	SGH6490339	NA
28		HP workstation xw8000	SGH43207DV	NA
29		Dell Precision T7500	4K5HF2S	NA

30		HP xw 8600 workstation	SGH945PD8P	NA
31		HP xw 8600 workstation	SGH945PD8M	NA
32		Dell Precision T7400	JSJXT1S	NA
33		HP Workstation xw6200	SGH511095B	NA
34		HP Z620 Workstation	FSJXT1S	NA
35		HP xw8600 Workstation	SGH945PD8R	NA
36		HP xw8000Workstation	SGH43207DY	NA
37		HP Z620 Workstation	SGH422SXWL	NA
38		HP xw 6400 Workstation	SGH8030PFH	NA
39		HP xw6200 Workstation	SGH511095C	NA
40		HP xw6400 Workstation	SGH8030PFK	NA
41		Dell Precision 650	1MS5B1S	29-Apr-04
42		Compaq Evo W8000	7302-KN6Z0004	Na
43		HP Z800 Workstation	SGH241QPO4	NA
44		HP xw 6400 Workstation	SGH8030PFF	NA
45		HP xw 6400 Workstation	SGH8030PFD	NA
46		HP xw Workstation 4000	SG31000742	NA
47		HP xw Workstation 6200	SGH511095D	NA
48		HP Workstation xw 6400	SGH8030PFG	NA
49		HP xw6400 Workstation	SGH8030PFC	NA
	Desktop			
1		Dell Optiplex 780	5DYJ7BS	24-Nov-10
2		Dell Optiplex 780	CDYJ7BS	24-Nov-10

3		Dell Optiplex 780	GDYJ7BS	24-Nov-10
4		Dell Optiplex 780	FDYJ7BS	24-Nov-10
5		Dell Optiplex 780	3DYJ7BS	24-Nov-10
6		HCL	2084A2312410	NA
7		HCL	2086A4126482	NA
8		HCL	2086A4126500	NA
9		HP Compaq Elite 8300	SGH418QB64	NA
10		Dell Optiplex 780	1FYJ7BS	24-Nov-10
11		HP Compaq	INA9290FWC	NA
12		HP Compaq dx 2480	INA9470M8T	NA
13		Dell Optiplex 780	7DYJ7BS	24-Nov-10
14		HP Compaq dx 2480	INA9470LDJ	NA
15		Compaq	INA80409V3	NA
16		HP Compaq	INA93100XZ	NA
17		HP Compaq Elite 8200	INA214SGH2	NA
18		Dell Optiplex 780	8DYJ7BS	24-Nov-10
19		HP Elite Desk 800	INA502ZM1M	NA
20		HP Compaq Elite 8200	INA214SGMB	NA
21		HP Compaq dx2280	INA80303R4	NA
22		Dell Optiplex 780	HDYJ7BS	24-Nov-10
23		HCL	2086A4126499	NA
24		HCL Infiniti	8053A1170113	NA
25		Compaq	INA80808LH	NA

26		Dell Optiplex 780	6DYJ7BS	24-Nov-10
27		HCL Infiniti	8053A1170103	NA
28		Dell Optiplex 780	2DY7BS	24-Nov-10
29		Dell Optiplex 780	2FYJ7BS	24-Nov-10
30		HP Compaq	IN1516042J	NA
31		Compaq	INA80409RM	NA
32		Compaq	INA80808S1	NA
33		Dell Optiplex 780	4DYJ7BS	24-Nov-10
34		HP Compaq dx2480	INA9470M6G	NA
35		HP Compaq dx 7480	INA9210F87	NA
36		Hp Compaq 8200 Elite	INA214SGHC	NA
37		Dell Optiplex 780	9DYJ7BS	24-Nov-10
38		HP Compaq 8300Elite	INA306WFF9	NA
39		Dell Optiplex 780	JDYJ7BS	24-Nov-10
40		HCL	2084A2312404	NA
41		HCL	2084A2312407	NA
42		Hp Compaq 8200 Elite	INA214SGGF	NA
43		Hp Compaq 8200 Elite	INA214SGG9	NA
44		HCL	2084A2312405	NA
45		HCL	8076A4021844	NA
46		HP Compaq Elite 8200	INA214SGP5	NA
47		HCL	8076A4021845	NA
48		Hp Compaq 8200 Elite	INA214SGMP	NA

49		HCL	8076A4021842	NA
50		HP Compaq Elite 8300	SGH418QB65	NA
	PLOTTER			
1		HP PLOTTER DESIGNJET 4500	SG86KQ900W	NA
2		HP PLOTTER DESIGNJET 4500 MFP Q1271A	SG86IQ9024	NA
3		HP PLOTTER DESIGNJET 4500 MFP	DK63EC9031	NA
4		HP PLOTTER DESIGNJET 4500	SG86JQ9004	NA
	SCANNER			
1		Canon IMAGE CLASS MF4450	HCE18046	Apr-11
2		Xerox Workcentre 5020	220022985	NA
3		Xerox Workcenter 5020	340031687	26-Jul-01
	PRINTER			
1		HP LASERJET 1150	CNCK140052	NA
2		HP LASERJET P1007	VNFNS46802	Aug-10
3		HP LASERJET 1150	CNCK13349	NA
4		HP LASERJET P1007	VNFX69359	Dec-10
5		HP LASERJET 1022	VNRJ71L2HD	Jan-07
6		HP LASERJET 1320	CNCJL46971	NA
7		HP LASERJET 1150	CNCK140342	NA
8		HP LASERJET P1007	VNF4924065	NA

9		HP LASERJET P1606	VNC3D33080	May-12
10		HP LASERJET P1606 dn	VNC3D33072	May-12
11		HP COLOR LASERJET 2550n	NA	NA
12		HP COLOR LASERJET 2600n	NA	NA
13		HP LASERJET P1108	VNF3N04523	Nov-12
14		HP LASERJET 1320	CNMJT08584	NA
15		HP LASERJET P1007	VNF4920434	Nov-08
16		HP LASERJET P1007	VNF8M31192	NA
17		HP LASERJET P1108	VNF4G04003	Jul-13
18		HP LASERJET P1007	VNFNS80359	Dec-10
19		HP LASERJET 1022	VNRJ76B145	11-Jun-07
20		HP LASERJET 1022	VNRJ71L2KZ	19-Jan-07
21		HP LASERJET 1022	VNRJ7680GT	9-Jun-07
22		HP LASERJET P1566	VNF3D04405	Apr-13
23		HP LASERJET 1022	VNRJ71L2J3	Jan-07
24		HP LASERJET 1150	NA	NA
25		HP LASERJET 1160	CNH1F68099	NA
26		HP COLOR LASERJET CP352dn	CNCXC97401	8-Sep-11
27		HP LASERJET 1160	CNH1F68100	NA
28		HP LASERJETP3015	VNBJB2R083	24-Feb-10
29		HP LASERJET P3015	VNBJB2R083	24-Feb-10

	LAPTOP			
1		HP	HP PRO BOOK 4431s	NA
2		HP	HP PRO BOOK 4431s	NA
3		HP	HP PRO BOOK 4431s	NA
4		HP	HP PRO BOOK 4431s	NA
5		HP	HP PRO BOOK 4431s	NA
6		HP	HP PRO BOOK 4431s	NA
7		HP	HP PRO BOOK 4431s	NA

***NA: Not Available**

5. Scope of work

- The work is annual maintenance contract of **NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS** in FSI as given in the **Annexure I** of the tender form.
- Provide 24/7 (Twenty four hours a day and seven days in a week) maintenance and support service and ensure running of **NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS** in the Organization.

- The firm will have to provide services of one computer hardware engineer who has the requisite qualification and experience of handling of workstations, peripherals and adequate knowledge of networking.

- The maintenance contract will include:
 1. Physical inspection of the hardware installations, supervise maintenance and provide consultation and assistance in planning and management of IT infrastructure in the Organization.
 2. The firm has to repair/replace the defective part within the stipulated time. The cost of the part/equipment would be part of AMC and shall not be charged separately.
 3. Beyond the above timings, the service engineers should be available in the Organization on phone call.
 4. Procurement, downloading of free updates of licensed software and their installation etc.

- The work is annual maintenance contract of Workstations /Hardware located in FSI, Dehradun as given in the **Annexure I** of the tender form.
- Provide 24/7 (Twenty four hours a day and seven days in a week) maintenance and support service and ensure running of all the Workstations in the Organization.

- The firm will have to provide services of one computer hardware engineer constantly during working hours on all working days; the engineer should have the requisite qualification and experience of handling of workstations, peripherals and adequate knowledge of networking.

- The maintenance contract will include:

5. Physical inspection of the hardware installations, supervise maintenance and provide consultation and assistance in planning and management of IT infrastructure in the Organization.
6. Beyond the above timings, the service engineers should be available in the Organization on phone call. For this, at least 3 contact numbers shall be made available to the Organization. The service engineer will have to attend the problem within half an hour of making the calls.
7. Procurement, downloading of free updates of licensed software and their installation etc.
8. Software maintenance of equipments including installation/reinstallation of software/drivers, data transfer, etc.
9. Maintenance of **NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS.**
10. Preventive maintenance as well as corrective services to all the machines.
11. The AMC would also include problems related to hardware, softwares, operating system and viruses.
12. The firm shall have to provide the services of one qualified and experienced hardware engineer available at FSI daily during the office hours from 0900 to 1730 hrs. The engineer should have minimum experience of 5 years of having worked with the Government Departments in the field of computer hardware maintenance and peripherals. The minimum qualifications of the Engineer BE/B.Tech/M.Sc.(Engg.), MSc.(IT),MCA.
13. Offer advice to FSI on hardware related matters whenever asked to do so.
14. The above mentioned hardware engineer will be deployed and accepted by the Organization only after verifying their qualification and experience and once his name have been approved after conducting test/interview by the authorized officer/panel of the Organization.

15. Procedure for filling in the Tender Forms:

- i. Bids should be submitted in 'Two Bid System.
- ii. The offers are to be submitted in triple sealed covers. The first inner sealed cover will contain the Part A of tender having all details and will clearly be superscribed with 'Envelope I: Part A of tender for **AMC of NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS**'. The second inner sealed cover will contain only the price schedule (Part B of tender) duly filled in and will clearly be superscribed with 'Envelope 2: Part B of Tender for AMC of Workstations and other equipment'. These two bids should be sealed in the third envelope superscribed with '**TENDER FOR AMC OF NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS**' (see tender title). Non compliance of these directions may lead to rejection of the tender. The financial bid will be opened only of successful tenderers, successful technical bidder will be intimated above date of financial bid through post/email/fax/phone .
- iii. Striking out/ applying whitener or disfiguring any specifications as printed in tender form is not allowed. If in the opinion of the "Evaluation Committee" (constituted for examining the Part A of tender prior to the opening of Part B of tender) such an act is deemed as deliberate, it may lead to the disqualification of the tender and forfeiture of whole or part of the EMD as may be decided by the committee.
- iv. The tenderer is advised to fill the tender form carefully and all queries in the tender form have to be answered in unambiguous terms. Any space meant for answers, if left will be construed as a "NO" answer or non confirmation of a feature or specification. If the information about anything is provided in any annexure, full information about the location of that information should be provided otherwise, the Evaluation Committee is liable to consider the information as 'not provided.
- v. The prices to be quoted however shall be restricted to the specifications as listed in Part A of tender. No price quotes can be provided in Part B if the corresponding response has not been given in Part A of tender.

- vi. A UNIT PRICE for AMC of each item group should be quoted F.O.R Forest Survey of India, Dehradun, and shall cover maintenance, repair and installation for equipment as mentioned in the Annexure I, inclusive of all taxes (including Sales Tax, Uttaranchal Trade Tax, Service Tax, etc.), and charges, if any, for levies, packaging, forwarding, etc. It is made expressly clear that the FSI will not be liable for paying any taxes. Levies separately.

The prices to be quoted in the “Part B of tender” will be restricted to the specifications as listed in Part A of tender or options asked for. Use of photocopies of the tender form for quoting rates/ options is not acceptable. The tendering parties risk disqualification and forfeiture of the EMD if this condition is violated.

16. Earnest Money Deposit:

- i. Tenders have to be accompanied by an Earnest Money Deposit (EMD) of **Rs.5000/- (Five thousand only)** in the form of a Bank Draft/ FDR, payable to the “Assistant Director(Accounts), Forest Survey of India, Dehradun,” at any scheduled Bank located in Dehradun.

EMD in any other Form/Instrument shall not be acceptable.

- ii. It may be noted that no tendering party is exempted from payment of this Earnest Money Deposit. Tenders submitted without EMD shall be summarily rejected. EMD in respect of parties which are not selected shall be returned within two weeks.
- iii. In case of parties retained for AMC, the EMD shall stand converted into a part of the Security Deposit after their short listing. No tendering party is exempted from the Security Deposit.

17. Submission of tenders:

- i. Complete Part A of tender should contain
 - Duly filled in Tender Booklet except the 'Part B of tender' portion
 - Earnest Money deposit equal **Rs.5000/- (Five thousand only)** The documents as listed in the forwarding letter of the Tender Document Booklet (page 2)
 - Copy of receipt foil issued by FSI as proof of having purchased the Tender Document booklet and a Covering letter on company's Authorized Letterhead with their complete address and in case of dealers/ distributors agents, complete address of the dealers/ distributors agents together with their telephone and fax numbers.

All these should be secured fully and put into a sufficiently large envelope as indicated in 7 (i) above. The envelope should be super scribed '**Envelope I: Part A of tender for AMC(COMPREHENSIVE) of NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS**'. The second inner sealed cover will contain only the price schedule (Part B of tender) duly filled in and will clearly be super scribed with '**Envelope 2: Part B of tender for AMC of NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS**.' Name and address of the tenderer should also be mentioned on both the envelopes.

The envelope containing these two envelopes and superscribed '**Tender for AMC of NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS**' should be addressed to, The Director General, Forest Survey of India, Dehradun, P.O. IPE, Kaulagarh Road, Dehradun (Uttaranchal)-248195.

18. Tender Time schedule of the tender is given on the cover page of the tender booklet. In case the FSI office is closed on the last date, the date and time for receipt of completed tenders will automatically get shifted to 15:00 hrs on the next full working day.
19. Validity of offers:
 - i. The complete tenders should reach the office of the Director General, Forest Survey of India, P.O.-IPE, Kaulagarh Road, Dehradun, (Uttarakhand)- 248195,

within the due time and date prescribed. The Director General shall not be responsible for any postal or courier delays.

TENDERS RECEIVED AFTER THE DUE TIME AND DATE SHALL NOT BE ENTERTAINED. THE TENDER BOX SHALL BE CLOSED & SEALED IMMEDIATELY AFTER DUE TIME ON THE DUE DATE.

- ii. Offers made in the tender shall be valid till one year from date of opening of tender.
- iii. Tenders submitted on plain paper / photocopies or unauthorized copies of the Tender Document Booklet shall be considered invalid and shall be summarily rejected. Conditional tenders are also liable to be rejected.
- iv. It may be noted that the Tender Document Booklet is non-transferable. Party purchasing a tender document booklet should be the same as the one filling it up and making the offer.
- v. All offers have to be made clearly in English. There should be no erasing or overwriting. If a striking out is resorted to, it should be signed.
- vi. No alteration or amendments shall be allowed after opening of the tenders.
- vii. Offers submitted by telex, telegram or fax shall not be considered. Conditional tenders are liable to be rejected.
- viii. For a tender to be valid the individuals signing the tender document must specify, whether they are signing as the sole representative/ partners (with proof provided):

Or as Authorized firms/company (with proof provided)

20. Opening of tenders.

- i. Part A of tenders shall be opened in the office of the Director General, Forest Survey of India Forest, Dehradun, as per the schedule indicated on cover page.
- ii. Bids shall be opened in presence of such representatives of the tendering parties, as may be present at the time of opening of tenders.
- iii. Bids shall be read out one by one. Parties are however requested to desist from making comments.
- iv. Representatives of parties are required to be available at Dehradun for any clarifications that may be necessary.

21. The short-list:

- i. A shortlist limited to a maximum of three tenders is expected to be ready by a week's time after the Part A of tender are opened. EMD of other tenderes shall be released once this list is ready. The Part B of tenders of the tenderes in this shortlist will be opened.
- ii. The acceptance of an offer in whole or in part shall be communicated to the successful tenderer in due course and in writing.
- iii. Short listing of a tenderer does not confer any rights on any tenderer, it only means that the offer made is under consideration.

22. Part A of tender evaluation criteria:

- i. In the first stage the Part A of tender shall be evaluated for evaluating their eligibility and suitability by the Evaluation Committee.
- ii. The Part A of tenders will then be evaluated on technical grounds. Based on the items/features offered by the tenderer against the requirements of FSI as given in Tender form and the details provided in the bid, the technical evaluation will be carried out.
- iii. If particular specified information is not explicitly stated, the same characteristic/feature, item could be treated as not available/ not offered and further evaluation will be carried on this basis.
- iv. The bidders must provide complete and unambiguous details in the annexure.
- v. All Bidders shall submit their Part A and Part B of tenders separately only. The tenders shortlisted on basis of evaluation of Part A of tenders by the Evaluation Committee will be financially evaluated.

vi. Technical proposal

If the proposal is found technically appropriate then only the proposal will be considered for financial evaluation.

Financial proposal

The evaluation committee will determine if the financial proposals are complete and without computational errors. The items for which all the firms or majority of firms have quoted will be used to find the lowest financial proposal.

23. General conditions.

- i. The Director General, Forest Survey of India, Dehradun, reserves the right, **without assigning any reasons thereof, to:**
 - Accept or reject whole or nay part of an offer/ tender.
 - Cancel or withdraw the tender notice.
 - Accept or reject any deviations from these conditions.
 - Impose any penalty for misconduct/ non-adherence to tender conditions
- ii. Due weightage may be given for contract with one tenderer.
- iii. Any information suppressed by the tenderer / any information furnished in the contract / tender found to be false, will be treated as disqualification at any stage resulting in the forfeiture of EMD/Security Deposit, cancellation of tender / order and other legal action as may be necessary will be taken against the bidder.
- iv. 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 work, Director General, FSI shall determine the matter and his decision shall be final and binding upon the parties hereto.

NB. The Director General, FSI, Dehradun is not bound to accept the lowest tender or lowest part of any tender.

24. Services by the successful Tenderer/s:

- i. The Successful tender has to sign an agreement as per the Proforma attached (Annexure II) within one week of the issue of work order for the smooth execution of services.
- ii. On receipt of orders, the successful tenderer shall have to start services from the date given in work order.
- iii. The firm shall provide on-site expert services and arrange/replace spare parts/ components for breakdown and remedial maintenance, as and when required for the NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS. The comprehensive maintenance services include

- Identifying the problem.
 - Rectifying the same.
 - Checking and certifying to the satisfaction of FSI representative, the proper functioning of the equipments.
 - The firm shall provide services every day, irrespective of holiday, as and when a fault is reported by FSI.
- iv. At least ONE Preventive Maintenance (PM) on quarterly basis (3 Months) shall be carried out. For this purpose, the service engineer shall make as many numbers of visits as deemed necessary. During PM, the Engineer shall check for proper functioning of the all equipments in list. PM should consist of proper checking of all equipments etc failing which the quarterly AMC charges will not be released.
 - v. The firm will depute skilled Engineer with his own tools, test equipment, testing software, accessories, spares, hardware etc. within the cost quoted.
 - vi. The firm shall maintain logbook for the maintenance and PM work done at FSI with the signature of representative of FSI & contractor. A record will be maintained indicating the working status of all the equipments. Contractor will furnish service reports at the time of presenting the quarterly AMC bill.
 - vii. FSI reserves the right to shift equipment mentioned in list from one division to another depending on the requirement of work. Any such changes will be intimated to the contractor. The contractor may be asked to shift the equipments if required.
 - viii. The contractor shall ensure that none of the equipments are non- functional for more than TWO working days of FSI due to whatever reasons. In case any equipment is non-functional, FSI representative will report to the firm, the nature of fault and the time of failure by Telephone or E-mail or FAX and receive a complaint number from contractor. The firm shall depute their Service Engineer(s) within 24 hours from time of intimation of fault by the representative of FSI. The contractor shall ensure that the faulty system(s) shall be made fully functional within TWO working days from the date of report of fault. The down- time of the equipments device shall not exceed TWO working days.
 - ix. In case, the equipments as mentioned in annexure I are not functional, beyond the allowed maximum downtime of 2 days, the firm shall make alternate arrangement immediately, until the faulty equipment are repaired.
 - x. At the end of contract period, the contractor shall ensure that the equipments originally contracted for maintenance shall be in full working condition, as per original specifications, failing which the security deposit will be forfeited and no further payment will be made.

- xi. It shall be the liability of the contractor firm to carry out on-site corrective maintenance and in no case it shall be allowed to take the machines out of the campus without the permission of OIC (I.T.). The contractor firm will have to report to the Officer In-charge (I.T.) on all working days at 1600 hrs to collect and report the status of all machines. They may have to report on holidays and after normal working hours during emergencies for which no extra charges would be paid.
- xii. Payment for services shall be made at the end of each quarter on receipt of the bill from the contractor. The contractor shall submit with their bill reports on a quarterly basis to FSI of all the machines serviced/ repaired maintained during the quarter along with, log book, call slips/ service slips/ maintenance slips duly signed by the representative of FSI.
- xiii. The services have to be provided F.O.R. FSI, Dehradun.
- xiv. The Director General reserves the right to place the order on any Tenderer in whole or in part or to split the order amongst more than one tenderer.
- xv. Any loss/ damage suffered by the FSI during the installation of system performance of the AMC by the contractor shall have to be made good by the contractor to the entire satisfaction of the FSI.
- xvi. If the contractor violates any of these terms and conditions, he shall be liable to forfeit the whole or a part of performance guarantee/ security deposit as decided by Director General FSI and the contract may be cancelled.
- xvii. The AMC will be valid for a period of one year, but the Director General FSI will have the discretion to extend the contract for a further period of one year or part thereof, if the services are found satisfactory during the first year.
- xviii. The Director General, FSI can withdraw any machine/ equipment from AMC at any time without assigning reasons. The payment for the AMC of that machine/ equipment will be reduced accordingly at a monthly rate obtained by dividing the annual charges by 12. Similarly, he can start AMC of any machine/ equipment for which rates have been approved in the tender at any time and the payment will be made according to the monthly charge obtained above.
- xix. The firm shall have to produce performance warranty equal to 10% of the amount of AMC in the form of Bank Guarantee in the favor of Director General, FSI, Dehradun valid for one year from the of signing the agreement.
- xx. The AMC would also include problems related to operating system and antivirus. The antivirus has to be upgraded regularly.

- xxi. In no case any machine or hardware part would be allowed to be taken outside the office building by the firm unless allowed for the same in writing by Deputy Director (System-Manager), FSI.

25. Disputes:

Any dispute with regard to this tender or its conclusion shall be referred to an Arbitrator appointed by the Ministry of Environment & Forests, New Delhi. The decision of Ministry of Environment, Forests & Climate Change in the matter shall be final. Any dispute arising out of this agreement will be settled under the jurisdiction of Dehradun Court (Under Nainital High Court).

26. Acceptance:

Signing of the tender form and the Detailed Terms and Conditions shall be deemed as the final acceptance of these terms and conditions.

27. Any supplier not abiding by the contractual obligations as mentioned above shall be penalized by way of forfeiting their Security Deposit (converted from EMD) partly or wholly.

Director General
Forest Survey of India
P.O.-IPE, Kaulagarh Road
Dehradun

ANNUAL MAINTENANCE CONTRACT FOR NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS

AT

Forest Survey of India

DEHRADUN

This agreement is made on this day thebetween DIRECTOR GENERAL, FOREST SURVEY OF INDIA, Dehradun (herein after called the DIRECTOR General) on behalf of President of India and(herein after called the Contractor, which unless excluded by the contract, shall include the person carrying on such business from time to time and their heirs, successors and legal representatives) on the other part. Where the quotation were invited for Annual maintenance Contract (AMC) of Computers, Networking, Printers, Scanners, Plotter and other such peripherals of FSI. The contractor submitted a quotation for the said work, which has been accepted by the DIRECTOR GENERAL on the terms & conditions stated in this agreement.

It is agreed by and between the DIRECTOR GENERAL and Contractor as follows:-

1. For the purpose of this agreement the terms **Equipment** means NAS (NETWORK ATTACHED STORAGE), TAPE LIBRARY, SERVER, COMPUTERS, and PERIPHERALS
2. This contract shall remain effective fromto..... The Contractor shall undertake to maintain in best working condition the equipments installed at various locations in FSI, at Kaulagarh Road, Dehradun. The list of equipments, their number & the approved unit rates are appended in **annexure 1**.

3. The contractor shall seek instructions from Deputy Director (System Manager), Forest Survey of India, DehraDun or any other officer authorized by the Director General for the services, hereafter referred to as the FSI Authority.
4. The personnel deployed by the agency (referred as resident engineer) shall not takeout any machine or any other material or document without the permission of the FSI Authority.
5. The Contractor shall compensate in full the loss sustained by Forest Survey of India on account of any theft, burglary and any other kind of damage in the office caused by the persons engaged by the contractor in the said office. The amount of loss to be compensated by the contractor shall be determined by the Director General and the same shall be binding on the Contractor.
6. The contractor shall be fully responsible for any loss, of materials and property of FSI attributable to the negligence of failure of the personnel deployed by the contractor in compliance with the prescribed procedure. All losses suffered by FSI, on this account shall be compensated in full by the contractor. The decision of the Director General in this regard shall be binding on the contractor.
7. FSI, Authority reserve the rights to change the number of machines under AMC and the payments shall be adjusted accordingly.
8. The contractor shall not be permitted to transfer or assign his rights and obligation under the contract to any other organization / otherwise.
10. The contract will be initially be for a period of two years from the date of signing of this contract. It may be renewed for further periods of three months on each occasion till the end of a period of one year after the period for which the tender occasion till the end

of a period of one year after the period for which the tender was accepted. With mutual consent of the parties, the contract period could be extended by a further period of one year on the terms and conditions, which exist, for the contract. The responsibility of getting timely extension / renewal shall be of the contractor.

11. The Director General has the absolute right to terminate the contract before the due date of expiry, without assigning any reason by giving one month's notice in advance to the contractor in writing or by making any payment on this count.

12. The Contractor is bound by the details furnished by him to the FSI while submitting the tender. In case any of the details of such documents furnished by him are found to be false at any stage this would be deemed to be a breach of the terms of contract making him liable for action under relevant clauses.

13. In case of breach of any of the terms of the agreement **or tender (the copy of which is attached herewith duly signed by the contractor)**, the security deposit / performance guarantee of the Contractor is liable to be forfeited by the Director. Any sum of money due or payable to the contractor including the security deposit refundable to him under the contract can be appropriated by the Director against any amount which the contractor may owe to the FSI, Dehradun.

14. In the event of any malpractice on the part of the contractor or his employees, vis-à-vis any FSI staff or otherwise, the contract shall be liable to be terminated immediately.

15. The satisfactoriness of the services rendered by the contractor under his contract will be judged by the FSI Technical Committee. Only if the services provided under this contract are certified satisfactory, will the payment be made for them

16. The Contractor will obtain a certificate from the concern officer and staff followed by System Manager, to the effect that the necessary operation & maintenance services of equipment have been carried out satisfactorily and within time.

17. An amount of Rs..... only for maintenance and servicing of equipment for one year shall be payable in quarterly

installments. This amount is inclusive of all taxes and service tax as applicable. However before payment of quarterly AMC fees, penalty imposed due to delay in providing services and absence of resident engineer accruing in a given quarter will be taken into account and will be adjusted. The total payment will be made in four installments. i.e. each installment after end of each quarter.

18. If any work done by Contractor is found unsatisfactory or is otherwise in contravention of this contract, the DIRECTOR GENERAL, FOREST SURVEY OF INDIA, Dehradun or any other officer authorized for the purpose, by the DIRECTOR GENERAL, FOREST SURVEY OF INDIA, Dehradun shall have the right to terminate the contract by giving a notice of 7 days, In writing without assigning any reasons. The decision of the DIRECTOR GENERAL, FOREST SURVEY OF INDIA, Dehradun shall be final and binding in this regard.

19. The Contractor have to deposit security money 10% of the total amount. The aforesaid amount of bank guarantee has been treated as security deposit for this contract. Failing to go by the terms and conditions of the agreement the aforesaid security money shall be forfeited to the Government and the contractor will not have any claim for the aforesaid money.

20. During the period of AMC the contractor has to provide preventive maintenance of the equipments every quarterly. It is the duty of resident engineer to perform this preventative maintenance and take certificate from concerned staff/officer and approved by System Manager, FSI.

21. In case of urgency it will be duty of resident engineer to check concerned fault and to repair it immediately. In case fault required change of spare parts, it is the responsibility of the engineer to report the matter to the System Manager and get the part arranged after the approval from FSI.

22. If contractor fails to repair any equipment or network within 24 hours, they will be warned and if fault continues to remain for more than 48 hours contractor will be penalized and rate of penalty will be different and will be as given below.

Particulars	Penalty rate per machine
A. COMPUTERS	Rs 150 per day
B. SERVER SYSTEMS	Rs 600 per day
C. PRINTERS	Rs 50 per day
D. SCANNER	Rs 50 per day
E PLOTTER	Rs 100 per day

23. The contractor will take over the maintenance of the equipment w.e.f..... and submit a written report to this effect to the DIRECTOR GENERAL, FSI, Dehradun. Failing to commence the maintenance work from..... the date of actual commencement of maintenance will be counted towards the period of maintenance and no payment shall be made accordingly.

24. All the necessary tools, equipment shall have to be arranged by the Contractor himself.

25. Quoted AMC prices are inclusive of servicing/repairing/preventive maintenance and also cost of stationed engineer.

26. During quarterly preventative maintenance, stationed engineer will have to perform following task in addition to other

- a. Updating of virus software
- b. Removal of temporary files
- c. De fragmentation
- d. Virus checking
- e. Delete of unnecessary files from the systems of computer lab.

28. The firm shall maintain logbook for the maintenance and PM work done at FSI with the signature of representative of FSI & contractor. A record will be maintained

indicating the working status of all the equipments. Contractor will be maintained indicating the working status of all the equipments. Contractor will furnish service reports at the time of presenting the quarterly AMC bill.

29. It shall be sufficient to write "Service Notice", if any notice or letter is sent to Contractor or his authorized agents on the addresses given above by Registered Post, by phone, or by hand delivery to the stationed engineer.

30. All queries and disputes arising out of this contract shall be referred to the Sole Arbitrator appointed by the Ministry of Environment and Forests whose decision shall be final and binding under the contract and no objection shall be taken by the contractor on the ground that Director General, FSI and the Arbitrator are an employee of the Government. The Arbitration shall be in accordance with the Indian Arbitration Act 1940 and the Arbitrator shall be at liberty to extend the time of arbitration with the consent of the Govt. and the contractor.

31. The Courts at Dehradun shall have exclusive jurisdiction to try all suits and other proceedings.

32. And it is further declared and agreed by the said parties to these presents that until the completion of the contract to be executed and performed by the contractor, the security deposit and performance guarantee shall remain in the custody of the Director General, FSI.

WITNESS WHEREOR the contractor and the Director General, FSI, Dehradun acting in the premises as aforesaid have set their respective hands and seals the day and year first above written in the presence of.

Signature:

Witness:

1. _____

2. _____

Signed by M/s _____ on the day month and
year written above in the presence of

Signature: _____

Witness:

1. _____

2. _____