



**Central Academy for State Forest Service,
P.O., New Forest,
Dehradun-248006**

(Uttarakhand)



**Tender for the engagement of Agency for
Comprehensive IT Facility Management
Services**

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SECTION I

INTRODUCTION AND TENDER DETAILS



भारत सरकार, पर्यावरण, वन एवं जलवायु परवतमा मंत्रालय/Govt. of
India, MoEF&CC,

केंद्रीय अकादमी राज् वन सेवा/ Central Academy For State Forest Service,

डाकघर- न्यू फॉरेस्ट/P.O.- New Forest, देहरादून /Dehradun-248 006.

दूरभाष नं /Tel. No. 0135-2754648 , फैक्स/Fax-0135-2756168

Email- casfos.dd-mef@gov.in



Tender Notice No. 6-40/Comp-AMC/CASFOS-2018/

Dated July, 2019

Central Academy for State Forest Service, a Central Government Department under the Ministry of Environment, Forest & Climate Change, Government of India invites sealed bids from reputed Firms/Companies for the engagement of Agency for Comprehensive IT Facility Management Services installed in various locations of the Central Academy for State Forest Service, Post Office, New Forest, Dehradun-248006 (Uttarakhand).

Bidder shall submit the Tender proposal, complete in all respect as per the Bid Information sheet to the following address:

The Principal
Central Academy for State Forest Service (CASFOS)
P.O. New Forest, Dehradun-248 006 (Uttarakhand)
Tel. No.:0135-2751518
Email: casfos.dd-mef@gov.in

DISCLAMIER:

1. Though adequate care has been taken while preparing the Tender Document, the Bidders/ Agency/ Experts shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within 15 (Fifteen) days from the date of notification of Tender/ Issue of the Tender Documents, it shall be considered that the Tender Document is complete in all respects and has been received by the Bidder(s).
2. Central Academy for State Forest Service, Dehradun (CASFOS) reserves the right to modify, amend or supplement this Tender Document including all formats and Annexure.
3. While this Tender has been prepared in good faith, neither CASFOS nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender, even if any loss or damage is caused by any act or omission on their part.

Bid Information Sheet (BIS)

NIT No. & Date	Tender No: 6-40/Comp-AMC/CASFOS- Dated:18.06.2018
Broad Scope	Notice Inviting Tender for Agency for Comprehensive IT Facility Management Services for a Period of 02 (Two) Years at Central Academy for State Forest Service, Dehradun
Period of the Work	12 (Twelve) Months from the date of Notification of Award (NOA)
Cost of Tender Document	Free of cost
Earnest Money Deposit (EMD)	INR 30,000/- (Rupees Thirty Thousand Only) in the form of Demand Draft (DD)/ Bankers Cheque drawn in favour of “Principal, Central Academy for State Forest Service.” Payable at Dehradun or in the form of Bank Guarantee as per the prescribed format (With a validity of 180 days from the last Due date of Bid Submission). EMD to be deposited along with the Tender document submission.
Contract Performance Security	Within 30 days from the issuance of the Notification of Award (NOA) from CASFOS, the successful bidder shall furnish an unconditional and irrevocable Contract Performance Security. The Contract Performance Security shall be in the form of either Banker’s Cheque or Demand Draft drawn in favour of “Principal, Central Academy for State Forest Service.” Payable at Dehradun or in the form of Bank Guarantee as per the prescribed format and shall be in the currency of the Contract. The value of the Performance Security shall be 10% of the Total Contract Value , validity of which should remain up to 90 days beyond the Contractual Period/ Defect Liability Period
Pre-bid Conference	Not Applicable
Last Date & Time of Submission of Bids	16 /08/2019 up to 11:00 HRS`
Opening of Techno Commercial Bids	19 /08/2019 , 15:00 HRS onwards
Opening of Financial Bids	To be intimated subsequent to the shortlisting of Techno Commercial Bids
Name, Designation, Address and other details (For Submission of Response to NIT)	The Principal Central Academy for State Forest Service (CASFOS) P.O. New Forest, Dehradun-248 006 (Uttarakhand) Tel. No.:0135-2751518 Email: casfos.dd-mef@gov.in

SECTION II

SCOPE OF WORK (SOW) AND ELIGIBILITY CRITERIA

1. WORK CONTENT

The contractor is required to provide Comprehensive IT Facility Management services for a period of One Year as mentioned in the Tender Document. The contractor shall be responsible for management of the Technical service personal in compliance with statutory requirements and other terms & conditions of the contract.

2. CONTRACTOR'S SCOPE OF WORK

2.1 CASFOS intends to hire Comprehensive Facility Management Services from the agency in the area of Information Technology (IT) for a period of **one** Year. On an average basis, CASFOS intends to deploy **two** Onsite Technical Service Personnel at CASFOS Office whose address is mentioned on the Cover Page (Page no.01) of the Tender Document.

2.2 The overall scope of work is mentioned below:-

- a) **Two** Onsite Technical Service Personnel(This is subject to change per requirement.. The payment to the service provider shall be adjusted in accordance to the minimum wages rates approved by the Govt. of India)
- b) Comprehensive AMC of all IT Hardware asset (excluding the Consumables)
- c) Installation and Configuration of new Hardware and Software.
- d) Apply Operating System Patches and Antivirus Updates etc.
- e) Co-ordinate with respective Vendor/ OEM to resolve the Hardware and Software Problem(s) as & when required.
- f) Assist in Recovery in case of System Crash and Database Failure.
- g) Liaise with Internet Service Provider (ISP) for Resolution of Problems related Bandwidth.
- h) Hardware & Software Asset Management Services.
- i) Server and Database Management Services.
- j) Local Area Network (LAN), Firewall & Security Management, Wi-Fi.
- k) Arrangements for Training, Presentation and Video Conferencing in Board Room and Conference Room.
- l) Maintenance and Updating of Intranet Portal.
- m) Regular upkeep of CASFOS website.**
- n) Management and maintenance of CCTV system.**

2.3 The Contractor shall be responsible for the antecedents of the personnel deputed for work. The Contractor shall obtain all necessary regulations, licenses, approvals and sanctions under the labor laws and other statutory requirements as applicable from time to time.

2.4 The Onsite Technical Service Personnel should be available on a full-time basis from 09:00 AM to 06:00 PM from Monday to Saturday(Sunday also in case of request)

Alternate Person(s) has to be deployed as replacement if any regular deployed person stays on leave for half-day or full day. Any deviation to the same needs prior approval from CASFOS, failing which the replacement shall be treated as null and void.

2.5 It is expected that at least One Technical Service Personnel should be available on site at all times. The minimum qualification and experience of the Technical Service Personal and their functional responsibilities would be as follows:

S.N	Category	No.	Qualification & Experience	Nature of Service
1	Onsite Technical Service Personnel	2	Bachelor of Science in Information Technology (BSc IT). OR Bachelor in Computer Application(BCA) OR Diploma in Computers Science & Engineering from recognized Polytechnic. Experience: Minimum 05(Five) Years on Installation/Configuration Windows/Linux and support on Intel/AMD/HP Servers/Desktop. Knowledge of LAN, WLAN &WAN Concepts. Support on Firewall management.	Server, Network LAN, WAN, WLAN, User Support, Virus Control Service, IT Infrastructure Maintenance Support Hardware Assist Management service, Data Backup support, Infrastructure Maintenance Support

2.6 The Minimum payment to the Technical Service Personnel deployed at CASFOS Office by the Contractor shall conform to the minimum wages notified by the Govt. of India, **plus applicable PF, ESI Components**. Payment of the mentioned amount to the Technical Service Personnel should not be a constraint for the Bidder & he should be able to manage this kind of liquidity of funds, anytime during the execution of this contract

2.7 The Contractor will accept Full and Exclusive Liability for all the Payments to be made by it to its Personnel in accordance with the laws of the Land including any Statutory Obligations under the Law imposed by the Central Govt.

2.8 CASFOS will have no liability whatsoever concerning the Personnel deployed by the Contractor and the Contractor will keep CASFOS indemnified against all losses, damages or liabilities arising out of or imposed in connection with the services provided by it. No relationship of Contractor and its Employee shall be entertained between CASFOS and the Persons deployed by Contractor. The Contractor shall ensure that all persons deployed by them shall be efficient, skilled, honest and conversant with the nature of work as required.

2.9 Penalties, if any, imposed by court for legal violation including third party liabilities, if any shall be recovered from the bills submitted for payment by the contractor

2.10 The contractor shall comply with all acts, labour laws or other statutory rules, regulations, byelaws or which might become applicable with regard to the performance of the work included herein or touching this contract but not limited to Minimum Wages Act 1948, Contract Labour (Regulation & Abolition Act 1970, Industrial Dispute Act, 1947, P.F & Misc Provision Acts, and other applicable Acts, Rules and Regulations etc. The contractor shall keep CASFOS and its officials indemnified from and against all actions, claims, demands and liabilities whatsoever under and in respect of the breach of provision of any Acts, Rules and Regulations as may be applicable from time to time. Action also can be taken under section 406 of the IPC in cases where the Contractor deducts contributions from the wages of his Employees but does not pay the same to the ESIC which amounts to criminal breach of trust.

2.11 The Contractor can claim for the increase in minimum wages and resultant increase in PF & ESI components etc. and any other increase in relation to wages/ Taxes announced by the Central Government from time to time (whichever is higher) which will be compensated by CASFOS only for the actual amount increased against submission of documentary evidences so as to enable the Contractor to meet the statutory obligation.

2.12 For any infringement of these provision, CASFOS shall be at liberty to rescind the contract, without any liability to any compensation whatsoever to the Contractor.

2.13 If CASFOS or its authorized officers are not satisfied with the manner or performance of the services provided by the contractor, then they will take such remedial measures as it may be called upon to do to the entire satisfaction of CASFOS.

2.14 In case of dispute the decision of the Principal, CASFOS, Dehradun will be final and binding upon the Contractor.

2.15 The Contractor shall make regular and full payments of wages/ salaries and other payments to the deployed Personnel and furnish necessary proof, as and when demanded by the officer-in-charge.

2.16 The Contractor shall maintain all registers, returns, and forms etc., required under various Acts which will be inspected by CASFOS as well as appropriate authorities time to time. The engagement of outsourced person shall be purely on temporary basis. The Contractor shall at all times make it absolutely clear to the staff hired by them in CASFOS that such deputed have no claim whatsoever for any regular employment in CASFOS. Any staff hired for CASFOS can be removed at any time by giving notice to the Contractor

and he will have to provide suitable replacement acceptable to CASFOS within 02 (Two) working days

2.17 The Contractor shall ensure that only authorized employees enter the premises of CASFOS, with proper identity proofs wherever required.

2.18 No escalation will be payable on the final quoted price during the validity of the Contract (Excluding the statutory variations). The amount of statutory contributions e.g. PF, ESI rates will be suitably computed as per prevailing rates. The Contractor has to pay to the Technical Service Personnel latest by 05th calendar date of every month and maintain necessary records prescribed in the statutes and or as directed by the officer in charge.

3. DESCRIPTION OF SERVICES AND DELIVERABLES

User Support

3.1 It will involve enabling the CASFOS Officers/ Staffs for optimum use of IT Infrastructure deployed at Site to achieve efficiency in their routine work. It would cover basic guidance and support for handling the IT Infrastructure which will constitute items like Desktops, Laptops, Printers, Operating Systems, Office Software, Internet and other such Applications installed at all specified location of CASFOS.

To ensure continuous availability of PCs, Servers, Printers, and other equipment included in the contract available at various locations as per the details.

- To ensure continuous availability of PCs, Servers, Printers, and other equipment included in the contract available at various locations as per the details.
- To maintain the PC's, Servers, Printers, UPS, Laptop, **CCTV** and other Hardware Equipment.
- To repair/ replace faulty components with standard spares excluding consumables – Cartridges and Toner
- Installing/Configuring/Troubleshooting of Operating System (OS).
- Liaisoning with Web Developers for data backup and other support.
- Arrangement for Video conference, Projector Systems for meetings in CASFOS office Service Support for all IT peripherals like Data Card, Pen Drive, External Hard Disk etc.
- Relocation of IT equipment

3.2 Help Desk Services

Log user calls and give them a call ID number and respond to the call immediately maximum within 30 (Thirty) Minutes. A Monthly report has to be submitted based on total user support provided during preceding Calendar Month. The said report has to be submitted within 1st week of every Month.

3.3 Hardware Asset Management Service

It will cover all the IT hardware of CASFOS such as Servers, Network Devices, Desktops, Laptops, Printers, Scanners, other peripherals etc. covered as per Annexure A of this Tender Document. The activities will involve maintenance of hardware asset database by recording information like configuration details, serial number, asset code, warranty, AMC details and issue details etc. and regular updation of the same.

3.4 Virus Control Service

- All the Servers, Desktops, Laptops of CASFOS will be required to be covered.
- Use of CASFOS's Licensed Copies of Antivirus Software for Servers, Desktops and Laptops.
- Registering and updating the Antivirus Tool on all the Servers, Desktops and Laptops.
- Diagnosing and rectifying any virus problems that can be fixed by the Antivirus tools or OS patches.
- Make its own arrangement to get all software bug fixes, patches, upgrades from the concerned software principals. However, CASFOS shall provide necessary software support agreements that have provision of the same.

3.5 Network, Server Application and Data Backup Support

To ensure that the network is trouble free and well optimized along with liaising with the Internet Service Provider for uninterrupted Internet connectivity.

- LAN Management, Network Security Management
- Re-patching of patch cords on need basis.
- Manage effectively and efficiently the day today network operations of internal LAN
- Fault Management - Diagnose active/passive network device issues and resolution thereof through concerned local vendor/supplier.
- Performing backup operations for the servers as per the defined backup strategy, ensuring proper storage and handling of media to prevent data loss.
- Maintaining log sheets of backups taken, server backup and restore operation.
- Maintenance & customization (if required) of Intranetportal

3.6 I T Infrastructure Maintenance Support

- This includes upkeep & smooth operation of all IT infrastructures.
- For items out of warranty, AMC should include comprehensive onsite maintenance, service repair, rectification, replacement etc. of all the items/ hardware components/ devices listed in Annexure - A as well as any associated and related hardware equipment/ devices.
- The IT Infrastructure maintenance support will cover the Servers with Operating System,
- Desktops, Laptops, Printers etc. installed at CASFOS. The deputed personnel will ensure backup of data in the system before attending/

rectification of fault and will be responsible for restoration of the same after rectification.

- The indicative details of the existing IT Infrastructure with CASFOS along with quantity and warranty expiry date is given at Annexure - A of this tender document subject to quantity variations covered under GCC Clause no. 29.
- Diagnosing the reported problem and attending to the same and coordinating with the Supplier/ OEM to resolve the issues for the items under warranty.
- Repair of the hardware, which is found to be faulty at site or at their local service center.

3.7 Scheme for Provision of the Services

- a) Some of the devices are under Warranty with their respective OEMs. for these devices only Facility Management Services are to be provided at present (The details are in Annexure - A). These devices will be shifted to the FMS along-with AMC from the date next to expiry of their respective warranties. Any additional IT items purchased by CASFOS during the period of contract would come under the IT FMS service till the new purchased items are under OEM warranty. This will be done through Addendum signed by CASFOS and service provider.
- b) The IT hardware to be covered under AMC will be decided upon each quarter after a census by the FMS service provider's staff on site and the CASFOS staff. The hardware to be included/ removed from this list will only be done on a quarterly basis.
- c) The FMS service provider will initiate action immediately after reporting of any fault by the helpdesk. If the complaint cannot be closed in **24 Hrs.** then the FMS service provider will provide a standby hardware of equivalent configuration and take the faulty hardware under repair which shall be restored after repairs.
- d) The maintenance work shall normally be carried out within CASFOS's office premises. However hardware can be allowed to be taken to their workshop on specific request by the FMS service provider if the same is not possible at the site. For this purpose proper gate pass will be issued to the FMS service provider.
- e) For the upkeep of IT Infrastructure under warranty, FMS service provider will make necessary arrangements/ coordination with the supplier firms.
- f) Transport Charges & Transit Insurance for transportation of the computers and accessories for repairs safely to and fro its workshop will have to be borne by the FMS service provider.
- g) All tools and kits to their staff are to be provided by the FMS service provider.
- h) Defective spare parts removed from the system will be replaced with spare parts of equivalent or better performance and on replacement the working spare parts installed in the system will become the property of CASFOS and the spare parts removed for repairs/ replacement shall become the property of the Contractor.

- i) Carry out remedial maintenance and assembly repair to maintain the computer systems in good health & condition. All IT hardware needs to be cleaned once in a quarter as part of the maintenance activity.
- j) The FMS service provider shall keep sufficient stock of essential/ critical hardware and spares for the computers and accessories installed at CASFOS. A minimum inventory of essential spares should be a Stand-by Computer, Laptop, Printer, Power Adaptor, Interface Card/ Cable, Hard Disk, Keyboard, Mouse etc. of equivalent configuration as per existing ones and adequate spares to maintain the required level of uptime and reliability.
- k) It is a mandatory requirement that the Technical Service Personnel should have mobile phones.
- l) Necessary infrastructure should be available at the works/ premises of the FMS service provider to carryout repairs of defective hardware/ parts for which he must have a Workshop/ Office in Dehradun.
- m) The service provider shall depute a person from the top management for attending quarterly review meeting with CASFOS Management for reviewing the quality of FMS & AMC service delivery and technical Issues.
- n) On expiry of the Contract, the Contractor shall hand over the system in perfect working condition to CASFOS, failing which Contract Performance Security shall be forfeited.

3.8 Reports for Performance Monitoring of the Service Levels

The FMS Service Provider shall furnish to CASFOS the following reports as per the frequency mentioned below.

- Call Analysis Report (Monthly basis)
- IT Asset Report (Quarterly basis)

3.9 Uptime Efficiency

The Contractor will maintain individual 95% uptime efficiency for individual unit as well as other IT infrastructure like Server etc. not under warranty. Records of the same should be submitted to CASFOS in the 1st Week of every Month for the downtimes of the last month as part of the standard periodical reports.

4. ELIGIBILITY CRITERIA

- a) This is a limited tender for the eligible Comprehensive IT Facility Management Services Outsourcing Firms who fulfil eligibility criteria laid down in the tender documents. The tenders for this contract will be considered only from those Firms/ Companies who meet the requisite eligibility criteria as mentioned below under this clause no. 4 in addition to

the Technical Eligibility Criteria at 4.1 and Financial Eligibility Criteria at 4.2 of Tender Document.

- b) The Bidder should be a body incorporated in India under the Companies Act, 1956 or 2013 including any amendment thereto, Government owned Enterprises, Limited Liability Partnership Firms, Partnership Firms or Proprietorship firms.
- c) The bidder must have the following quality certifications:
- ISO 9000:2005 or latest as revised by the ISO for Quality Management Standard.
 - ISO/ IEC 20000-1:2005 or ISO/ IEC 20000-1:2011 or latest as revised by the ISO for Service Management System (SMS) Standard
 - ISO 27001:2013 Certification for IT security Maintenance Services within the boundaries of Network Operations Centre etc.
- d) The offers submitted without documentary proof shall not be evaluated and will be liable for rejection without any further correspondence in any manner.
- e) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a tender will be an offence under laws of India. Such action will result in the rejection of the tender, in addition to other punitive measures.

4.1 TECHNICAL ELIGIBILITY CRITERIA

- a) The bidder should have successfully executed contracts of similar nature of work means, Providing Comprehensive IT Facility Management Services (in Maintenance of LAN, Desktops, Laptops, Switches, Routers, WAN etc.) to the Central Government/ State Government/ Autonomous Bodies/ Central PSUs/ State PSUs/ JVCs of PSUs/ Private Sector in Companies

And

- b) Company should have Registration with EPF and ESIC authorities
And
c) Company should have GST Registration Certificate.
d) The bidder should have a fully functional test and repair centre in Dehradun.
e) **The Company should be ISO certified.**

The bidder shall submit details of similar work experience in the Performa of Format-VI under Section V under Forms & Formats along with documentary proof such as client's certificates clearly indicating the required details as type of IT FMS provided including list of Hardwares, Softwares and numbers of different categories of Professional Support Staff deployed, commencement and actual completion date and contract amount payable etc. In addition, they will be required to submit list showing name & address, category of Professional Support Staff supplied and ESI, PF & Service Tax challans in support of work experience.

4.2 FINANCIAL ELIGIBILITY CRITERIA

Annual Turn Over:

The participating Bidder should have a Minimum Average Annual Turnover of INR **50 lakh** for the last financial years preceding the Bid Deadline. In case the audited annual accounts for the year 2017-18 are not available with the bidder, Minimum Average Annual Turnover shall be considered for the average of its last years.

Net Worth for the last financial year should be positive.

Financial data for latest last audited financial years has to be submitted by the bidder in Format VII under Section V of Forms & Formats of tender along with audited balance sheets. The financial data in the prescribed format shall be certified by Chartered Accountant with his stamp and signature. In case audited balance sheet of the last financial year is not made available by the bidder, he has to submit an undertaking certifying that 'the balance sheet has actually not been audited so far'.

4.2.1 The tender submission of bidders, who do not qualify the Technical Eligibility Criteria & Financial Eligibility Criteria stipulated in the clauses 4.1 & 4.2 above, shall not be considered for further evaluation and therefore would be rejected. The mere fact that the bidder is qualified as mentioned in clause 4.1 & 4.2 shall not imply that his bid shall automatically be accepted. The same should contain all technical data as required for consideration of tender as prescribed.

4.2.2 Certificates of Service Tax Registration, Income Tax Registration, GST Registration, PAN Card, DVAT Registration Certificate to be submitted.

4.2.3 Each bidder will be required to confirm and declare in the Tender (Formats attached under Section V) submittal that:-

(i) They have not been blacklisted or deregistered by any Central/ State Government Department or Public Sector Undertaking or Private Sector Company.

(ii) Also, that none of their work was rescinded by the client after award of contract during the last 03 (Three) Years.

4.2.4 The bidder shall submit a written authorization letter from company or firm.

4.2.5 Non-compliance of any of the above conditions will result in Technical disqualification of the party. Financial bid of the technically disqualified party(s) will not be considered.

5 OTHERS DETAILS

5.1 The Bidder shall furnish documentary evidence in support of meeting Eligibility Criteria as indicated in Section II to the satisfaction of CASFOS

5.2 Strict adherence to the formats wherever specified, is required. Wherever, information has been sought in specified formats, the Bidder shall refrain from referring to brochures/ pamphlets. Non-adherence to formats and/ or submission of incomplete information may be a ground for declaring the Bid as non-responsive. Each format has to be duly signed and stamped by the authorized signatory of the Bidder.

5.3 Late bids (EMD received after end date and time of submission of tender) shall not be accepted under any circumstances

5.4 CASFOS takes no responsibility for delay, loss, or non-receipt of the EMD sent by Post/ Courier.

5.5 CASFOS reserves the right to accept or reject any or all proposals without assigning any reasons. No bidder shall have any cause of action or claim against the CASFOS for rejection of his proposal

5.6 CASFOS shall award work after evaluation looking into feasibility, capacity and competency of the bidder.

SECTION- III

GENERAL CONDITIONS OF CONTRACT (GCC) AND INSTRUCTIONS TO BIDDERS (ITB)

GENERAL CONDITIONS OF CONTRACT

1. DEFINITIONS

1.1 In this **TENDER** (as here-in-after defined) the following words and expressions shall have the meanings hereby assigned to them except where the context otherwise required.

1.1.1 ARBITRATOR means the person or persons appointed by agreement between the owner and the Contractor to make a decision on or to settle any dispute or difference between the owner and the Contractor referred to him or her by the parties.

1.1.2 BID means the Techno Commercial and Price Bid submitted by the Bidder along with all documents/ credentials/ attachments/ annexure etc., in response to the Tender, in accordance with the terms and conditions hereof.

1.1.3 BIDDER means Bidding Company/ Expert submitting the Bid. Any reference to the Bidder includes Bidding Company/ Experts including its successors, executors and permitted assigns as the context may require.

1.1.4 CHARTERED ACCOUNTANT means a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949.

1.1.5 COMPANY means a body incorporated in India under the Companies Act, 1956 or Companies Act, 2013 including any amendment thereto.

1.1.6 CONTRACT shall mean the Agreement between the Owner and the Contractor for the execution of the works including therein all contract documents.

1.1.7 CONTRACTOR/ SUCCESSFUL BIDDER means the person or the persons, firm or Company or corporation whose tender has been accepted by the Owner and includes the Contractor's legal representatives his/ her successors and permitted assigns.

1.1.8 CONTROLLING OFFICER means the authorized Controlling Person/body of the contract from Human Resource P&A Department of designation not below the rank of General Manager or as suitably appointed by CASFOS to perform the duties delegated by the Owner

1.1.9 DAY means a day of 24 hours from midnight to midnight irrespective of the number of hours worked in that day.

1.1.10 EARNEST MONEY DEPOSIT (EMD) means the unconditional and irrevocable Tender Security in the form of Demand Draft/ Banker's Cheque/ Bank Guarantee to be submitted along with the Bid by the Bidder as prescribed in the Tender.

1.1.11 ENGINEER/ENGINEER-IN-CHARGE shall mean the person designated from time to time by CASFOS/ Owner and shall include those

who are expressly authorized by him to act for and on his behalf for operation of this Contract.

1.1.12 EFFECTIVE DATE means the date of issuance of Notification of Award/ Letter of Allocation from which the Time for Completion shall be determined.

1.1.13 NOTIFICATION OF AWARD (NOA) means the official notice issued vide Letter/ E-mail by the owner notifying the Contractor that his bid has been accepted.

1.1.14 OFFICER IN CHARGE means the authorized representative appointed by CASFOS to perform the duties delegated by the Owner.

1.1.15 OWNER means here in the context of this Tender Document as Central Academy for State Forest Service, Dehradun shall include the legal successors or permitted assigns of the Owner.

1.1.16 CASFOS means Central Academy for State Forest service, Dehradun under MoEFCC.

1.1.17 SITE means the land and other places upon which the Facilities are to be installed, and such other land or places as may be specified in the Contract as forming part of the Site.

1.1.18 TENDER means the process whereby Owner invite bids for Projects/ Works/ Facilities that are submitted within a finite deadline by the Bidder/ Contractor.

1.1.19 TOTAL CONTRACT VALUE means the summarized value of the entire work to be executed by the executing agency/ contractor as per Scope of Work including all statutory taxes, duties and levies.

1.1.20 WEEK means a period of any consecutive seven days.

1.1.21 WORKING DAY means any day which is not declared to be holiday or rest day by the Owner.

INTERPRETATIONS

1. Words comprising the singular shall include the plural & vice versa
2. An applicable law shall be construed as reference to such applicable law including its amendments or re-enactments from time to time.
3. A time of day shall save as otherwise provided in any agreement or document be construed as a reference to Indian Standard Time.

4. Different parts of this contract are to be taken as mutually explanatory and supplementary to each other and if there is any differentiation between or among the parts of this contract, they shall be interpreted in a harmonious manner so as to give effect to each part.
5. The table of contents and any headings or sub headings in the contract has been inserted for case of reference only & shall not affect the interpretation of this agreement

2. SERVICE POINTS & TIMINGS

The contractor shall be required to provide IT Facility Management Services including deployment of Technical Service Personnel at the Registered Office Address of Central Academy for State Forest Service, Dehradun at the earliest.

3. CONTRACTOR'S TAX LIABILITY

Contractor is liable to pay all taxes, duties, royalties, statutory minimum payments/ contributions to be paid to and/ or on behalf of the Technical Service Personnel deployed by the Contractor, overheads etc. except Service Tax/ GST which shall be reimbursed by CASFOS on actual against documentary proof based on tax invoices raised by the tenderer. In case of any variation (positive/ negative) in existing rates of taxes/ duties/ levies or a new tax/ duty/ levy is introduced or any existing tax/ duty/ levy is abolished or any change in application of any Tax in the course of the performance of this Contract, which will/ may impact the overall pricing in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to factor any such change by addition to the Contract Price or deduction therefrom, as the case may be. All these adjustments would be carried out by considering the base price of taxes equivalent to the amount mentioned under taxes and duties.

Contractor shall mandatorily obtain registration under GST Law at Central Level and/ or in respective State as may be required by the Employer (Central Academy for State Forest Service, Dehradun). Further, Contractor shall be bound to file specified returns under GST Law prior to the due date and ensure compliance with the statutory requirements of the Law within specified timelines.

In case Contractor does not comply with all the statutory requirements under GST, Employer (Central Academy for State Forest Service, Dehradun) shall not be responsible for any delay in release of any due payment to the Contractor.

4. CONTRACTOR'S LIABILITY

4.1 The contractor shall maintain adequate Spares and Professional Support Staff as per requirement.

The contractor shall provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the CASFOS office.

4.2 Contractor shall, on award of the contract, furnish the list containing names and address of the Professional Support Staff which he proposes to deploy with CASFOS.

4.3 Contractor shall, on day to day basis, find out whether the deployment is full and in case of absentees he shall make replacement immediately. The payment in respect of the overlapping period of replacement/ substitute shall be the responsibility of the Contractor.

5. TERMINATION OF CONTRACT

5.1 If it is found that the quality of works carried by the contractor and/ or the services rendered are unsatisfactory or that the contractor has violated any terms and conditions of the contract and/ or agreement, then in that event, CASFOS will be entitled to terminate this contract at any time without assigning any reasons with a **notice period of one month.**

5.2 If at any stage during the period of the contract any case involving moral turpitude is instituted in a Court of Law against the contractor or his employees. The Corporation reserves the exclusive and special right to the outright termination of the contract and the contractor shall not be entitled to any compensation from the company whatsoever.

5.3 CASFOS, by written notice to the Contractor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for CASFOS's convenience, the extent to which performance of the Contractor under the Contract is terminated, and the date upon which such termination becomes effective.

5.4 CASFOS may at any time terminate the Contract by giving written notice of one month to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent. In this case, termination will be without compensation to the Contractor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to CASFOS.

6. APPLICABLE LAW

The Contract shall be interpreted in accordance with the laws of the Union of India. Only Dehradun Courts shall have exclusive jurisdiction in all matters pertaining to this Tender related to all legal/ Arbitration matters.

7. SETTLEMENT OF DISPUTES

All disputes and differences of any kind whatsoever arising out of or in connection with the contract, whether during the progress of the works or after their completion and whether before or after the determination of the contract shall be referred by the Contractor to the owner and the owner shall within a reasonable time after their presentation made and notify decisions thereon in writing. The decisions, directions, classification, measurements, drawings and certificates with respect to any matter the decision of which is specially provided for by these or other special conditions, given and made by the owner or by the Controlling Officer/ Officer-in-charge on behalf of the owner, are matters which are referred to hereinafter as accepted matters and shall be final and binding upon the Contractor and shall not be set aside on account of any infirmity, omission, delay or error in proceedings, in or about the same or any other ground or for any other reasons and shall be without appeal.

In the event of any dispute or difference between the parties hereto as to the operation of this contract or the respective rights and liabilities of the parties on any matter in question, dispute or difference on any account, or as to the withholding by CASFOS of any certificate to which the Contractor may claim to be entitled to or if the owner fails to make a decision within a reasonable time, then and in any such case, the Contractor after 30 (Thirty) days of presenting his final claim on disputed matter may demand in writing that the dispute or differences be referred to arbitration. Such demand for arbitration shall specify

the matters which are in question, dispute or differences and only such disputes or differences of which the demand has been made and no other, shall be referred to arbitration. Obligations during pendency of arbitration work under the contract, shall unless otherwise directed by the owner/Engineer, continue during the arbitration proceedings and no payment due or payable by the owner shall unless withheld on account of such proceeding, provided however, it shall be open for the arbitrator or arbitrators to consider and decide whether or not such work should continue during arbitration proceedings.

8. ARBITRATION

Matters in question, dispute or differences to be arbitrated upon shall be referred to for decision to a sole arbitrator i.e., the Principal of CASFOS, whose decision shall be final and binding on the Contractor. The work shall be continued as per programme during the pendency of arbitration.

9. AMENDMENT TO TENDER DOCUMENTS

9.1 At any time prior to the deadline for the submission of tenders, **Principal CASFOS** may, for any reason, whether at his own initiative or in response to a clarification or query raised by a prospective tenderer, modify the tender documents by an amendment. A prospective bidder requiring any clarification of the tender documents may send their queries on E-mail/ Letters not later than the date of seeking clarifications given NIT.

9.2 Without prejudice to the order of preference, the provisions in such addenda shall take priority over the Invitation to Tender and Tender Documents issued previously. Tenderers should download such addenda and consider them in the tender submittal.

9.3 In order to afford prospective tenderers reasonable time for preparing their tenders after taking into account such amendments, the **Principal CASFOS** or the owner may, at his discretion, extend the deadline for the submission of tenders.

10. TENDER/ BID VALIDITY

The Tender shall be valid for a period of **180 days** (both days inclusive i.e. the date of submission of tenders and the last date of period of validity of the tender) from the last due Date of Submission of Tenders. In exceptional circumstances, prior to expiry of the original tender validity period, the owner may request that the Tenderers extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by facsimile. A Bidder may refuse the request without forfeiting his EMD. A Bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of his EMD for the period of the extension.

11. EARNEST MONEY DEPOSIT (EMD)

The bidder shall be required to submit a sum as specified in the Bid Information Sheet as Earnest Money Deposit, for keeping the offer open till such date as might be specified in the tender. Bids not accompanied with requisite amount and validity of Earnest Money Deposit as provided in the Bid Information Sheet shall be summarily rejected. The Earnest Money Deposit must be having a validity of 180 days from the last due date of Bid submission.

11.2 It shall be understood that the Tender Document has been issued to the bidder and the bidder is permitted to bid in considerations of the stipulation on his/ her part, that after submitting his/ her bid, he/ she will not withdraw from his offer or modify the terms and conditions thereof in a manner not acceptable to CASFOS.

11.3 If the bidder fails to observe or comply with the said stipulation, the EMD amount shall be liable to be forfeited.

11.4 The EMD of the successful bidder will be returned after submission of Contract Performance Security as defined in this Tender Document and obtaining confirmation.

11.5 The EMD of the unsuccessful bidders shall be returned to them within 30 (Thirty) Days of issue of NOA to the successful bidder. However, no interest will be payable thereon.

11.6 In case it is found that, the bidder(s) has furnished misleading/ wrong or fraudulent information/ documents or information furnished by them is not found to be true, the Earnest Money of the bidder(s) will be forfeited.

11.7 In case the bidder withdraws the bid after bid opening, then the EMD of the respective bidder shall be forfeited.

11.8 In case the bidder withdraws or varies the bid any stage before award of the contract, then the EMD of the respective bidder shall be forfeited.

12. CONTRACT PERFORMANCE SECURITY

12.1 Against this contract, within 30 (Thirty) days from the issuance of the Notification of Award (NOA) from CASFOS, the successful bidder shall furnish an unconditional and irrevocable Contract Performance Security. The Contract Performance Security shall be in the form of either Banker's Cheque or Demand Draft or Bank Guarantee and shall be in the currency of the Contract. The value of the Performance Security shall be 10% of the total contract value, BG validity of which should remain upto 90 days beyond the Contractual Period/ Defect Liability Period as defined in the Tender Document. The Contract Performance Security shall be towards faithful performance of the contractual obligations and performance of equipment.

12.2 Bank Guarantee towards Performance Security shall be from any Indian scheduled Bank as given in Format XI or a branch of an International Bank situated in India and registered with Reserve Bank of India as scheduled foreign bank in case of Indian bidder.

This Bank Guarantee shall be valid for a period of 90 days beyond the Contractual Period/ Defect Liability Period as defined in the Tender Document.

12.3 The Contract Performance Security may also be submitted in the form of 'crossed payee accounts only' Demand Draft/ Banker's Cheque in favour of **"The Principal, Central Academy for State Forest Service, Dehradun"** payable at Dehradun, India.

12.4 Failure of the successful bidder to comply with the requirements of this article shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

12.5 The Contract Performance Security has to cover the entire contract value including extra works/ services also. As long as the Performance Security submitted at the time of award takes care the extra works/ services executed and total executed value are within the awarded contract price, there is no need for additional Contract Performance Security. As soon as the total executed value is likely to burst the ceiling of awarded contract price, the contractor should furnish additional Contract Performance Security within 21 (Twenty One) days from the date of issuance of such award against additional/ extra work.

12.6 Further, any delay beyond 30 days shall attract interest @ 1.25% per month on the total Performance Security amount, calculated on pro-rata basis accordingly. CASFOS at its sole discretion may cancel the work & forfeit 100% of EMD, in case Contract Performance Security is not submitted within 60 (Sixty) days from issuance of NOA. However, total project completion period shall remain same. Part Security shall not be accepted.

12.7 The Contract Performance Security shall be forfeited by CASFOS in the event of Contractor's failure to complete its obligations under the Contract or breach of any of the Contract Conditions. This may be in addition to the application of Penalties which CASFOS may recover.

12.8 The Contract Performance Security shall be released within 60 (Sixty) days from the date of expiry of Contract.

13. PAYMENT TERMS

13.1 The payment shall be made by CASFOS at the end of every month's billing period within 30 (Thirty) days of bills submission based on the documentary proof jointly signed by the Controlling Officer or his representative/ personnel authorized by him. The same shall be verified and certified by the deputed Officer in Charge/ Project Manager. No other claim on whatsoever account shall be entertained by CASFOS. The payments made by CASFOS shall, however, be subject to necessary deductions on account of penalty imposed by CASFOS, if any, on the contractor, TDS, Service Tax/ GST under reverse charge as applicable, etc.

13.2 The contractor shall arrange to submit the monthly bills to CASFOS within 15 days from the close of billing period and with the monthly bills the contractor shall be required to submit the following:

- i. The Contractor shall make all payments including wages to its personnel on or before **7th** of every month through NEFT/ RTGS. After making the payment, the Contractor shall raise the bill/ claim to CASFOS for payment/ reimbursement of such amount along with proof of payment.
- ii. Details of deployment shall be duly verified by executive concerned and forwarded by Officer in Charge/ Project Manager. Further a summary of the bill shall be attached.
- iii. Invoice, duly taking into account deployment as prescribed.
- iv. Bank Transfer details to corroborate the payment.
- v. Copy of previous month's contract specific EPF Challan.
- vi. Copy of previous month's contract specific ESI Challan.
- vii. Necessary undertakings, if applicable.
- viii. Monthly Call Analysis Report, IT Asset Report (Quarterly) and Efficiency Record

- ix. Any other supporting document as demanded by CASFOS for the Contractor's payment purposes.

14. PENALTY CLAUSE

- a) Failure to maintain SLA with uptime at 95% per month, at the sole description of CASFOS, Penalty may be imposed & recovered from the Contractor, if required. Details of deficiencies are given as under

Sl. No.	Offence	Penalty (with or without warning) applicable on monthly basis
1.	Single User Unit (Desktop, Printer, Scanner, Intercom/Digital Phone/Cordless etc.)	INR 250/- per unit up to maximum 10% of full AMC value.
2.	Multi User System (Server, Firewall, Network Switch. EPBAX, Video Conference System, Projector, Network Printers etc.)	Rs. 1500/- per system up to maximum 10% of full AMC value

- b) The above indicated penalties shall be doubled, if the uptime is less than or equal to 90% per Month.
- c) If there is continuous failure to maintain the uptime below 90% for total 03 (Three) Months, then CASFOS reserves the right to withhold the payment and also cancel the contract. However, delay on account of supplier/ OEM for items under warranty, penalty clause as mentioned above in section 17. a), b), c) may not be applicable.
- d) The deduction from the payment shall be done after deduction of respective Man power cost on pro-rata basis for the days/ half day's absence of the personnel. The technical person is considered to be absent for half day/ full day as described in Clause no. 2.4 of Section II.
- e) If Monthly Call Analysis Report is not submitted in the 1st Week of the next month there will be penalty @ INR 200/- for every delayed week.
- f) If Quarterly IT Asset Report is not submitted in the 1st Week of the next quarter, there will be penalty @ INR 500/- for every delayed week.

15. STRUCTURING OF BID SELECTION PROCESS

- g) A Single Stage Two Envelop Bid System has been envisaged under this Tender Document i.e. Bidders have to submit both Techno-commercial bid and financial bid together in response to this Tender Document in separate sealed envelopes. Bids not accompanied with requisite EMD will be summarily rejected. In the first stage, Techno-commercial bids shall be evaluated as per Minimum Eligibility Criteria and acceptability of technical specification IT FMS Agencies separately and the list of short listed Bidders shall be intimated. In the second stage, financial bids submitted by the short-listed Bidders shall be evaluated in which the Lowest (L1) Bid for the complete scope of Work will be considered as successful bidder. L1 Price bid would be ascertained considering all applicable exemptions & Cenvatable components of Service Tax etc, if applicable,

16. FINANCIAL BIDS

- i. The prices quoted in the financial bid should be without any conditions.
- ii. The price bid must be filled in completely, without any error, erasures or alterations as per the specified format given in Format.
- iii. The prices should be mentioned in Indian Rupees only in clearly readable format without any overwriting.
- iv. The Financial bid shall be on a fixed price basis and, no price variation on any account shall be considered.
- v. Price quotation accompanied by vague and conditional expression such as “subject to immediate acceptance”, “subject to confirmation before sales” etc. will be treated as being at variance and shall be liable for rejection.
- vi. The envelop consisting of Financial Offer shall be marked as “Envelope II - Financial Bid”
- vii. Prices quoted shall be FIRM for the entire period of Contract.
- viii. It is the responsibility of the Bidder to clearly identify all costs associated with any item or series of items in this Tender Document and submit the total cost in the financial bid.
- ix. The financial bid should include incidental charges and customization charges if any.
- x. The bidder shall ensure that there is no discrepancy in the rates mentioned in figures and words. In case of any discrepancy, the unit rate mentioned in the words shall be taken as final and binding.
- xi. In the event of arithmetic calculation mistake, the individual price in words shall be considered for calculation.
- xii. The bidder must fill and submit the rates as per instructions given above. If the bidder does not quote a price/ rate for any item in the Form of Bid, his tender may be summarily rejected.
- xiii. If there is a discrepancy in the Unit Rate mentioned against each individual item & the total price, then the unit rate for the items individually will be taken as final & binding.

17. DEVIATIONS

The bidder should clearly read and understand all the terms and conditions, specifications, etc. mentioned in the original tender documents. If the bidder has any observations, the same may be indicated in his forwarding letter along with the bid. Bidders are advised not to make any corrections, additions or alterations in the original tender documents. If this condition is not complied with, tender is liable to be rejected.

18. WITHDRAWAL OF BIDS

No Tender can be withdrawn after bid opening and during tender validity period. Submission of a tender by a bidder implies that he had read all the tender documents including amendments if any, visited the site and has made himself aware of the scope and specifications of the job to be done, local conditions and other factors having any bearing on the required job.

19. CLARIFICATIONS OF THE BIDS

To assist the examination, evaluation and comparison of the tenders, CASFOS may at his discretion ask the bidders for any clarifications as considered essential. All such correspondence shall be in writing and no change in price or substance of the tender shall be either sought or permitted. Above clarification and their response shall form part of the tender and shall be binding on the bidder.

20. CANVASSING

No bidder is permitted to canvass to CASFOS on any matter relating to this tender. Any bidder found doing so may be disqualified and his bid may be rejected.

21. RIGHT OF ACCEPTANCE/ REJECTION OF BIDS

CASFOS reserves the right to accept, split, divide, cancel or reject any bid or to annul and reject all bids at any time prior to the award of the contract without incurring any liability to the affected bidders or any obligation to inform affected bidder, the grounds of such action. If the bidder, as individual or as a partner of partnership firm, expires after the submission of his bid but before award of services, the CASFOS shall deem such bid as invalid.

22. AWARD OF CONTRACT

CASFOS shall issue Notification of Award (NOA) in duplicate to the successful bidder in writing by a Registered Letter/ Courier/ Speed Post or per bearer. Duly signed and stamped duplicate copy of NOA has to be returned by the selected bidder within 15 (Fifteen) days of receipt of NOA as a token of acknowledgement of the contract. Issuance of NOA against an offer made shall constitute a legal and binding contract between CASFOS and the selected bidder. Successful bidder is required to submit Contract Performance Security as per the format and timeline defined in this Tender Document. Duly signed and stamped Contract Agreement (CA) on non-judicial stamp paper of requisite value has to be signed with CASFOS within 30 (Thirty) days of issuance of NOA. In case of non-response by the successful bidders against the NOA, CASFOS may take appropriate actions for the successful execution of the subject Tender

23. METHOD OF BID SUBMISSION

The Techno Commercial & Price Bids in response to this Tender Document shall be submitted by the Bidder in the manner as provided below.

(A) ENVELOPE- I

DOCUMENTS LISTED BELOW & TECHNO- COMMERCIAL DOCUMENTS AS PER CLAUSE 4.1 ARE TO BE SUBMITTED IN OFF-LINE MODE AS HARD COPIES ONLY

The Bidder shall submit Techno Commercial Proposal as per the Eligibility documents asked in the Tender Document. Envelope shall be super scribed as “Techno Commercial Documents for Comprehensive IT Facility Management Services at Central Academy for State Forest Service, Dehradun” comprising of following Documents

- i. Covering Letter as per Format I.
- ii. General particulars of the Bidder as per the Format II
- iii. Earnest Money Deposit as prescribed in the Tender Document
- iv. Experience Details as per Format VI
- v. Contractual Turnover of last 03 years as per Format VII
- vi. No Deviation Confirmation as per Format VIII
- vii. E Banking Mandate Form as per Format IX
- viii. All Document in support of meeting Eligibility Criteria as given in Clause 4.1 in the Tender Document

- ix. Signed and stamped (Only First & Last Page) Copy of Tender Document Documents including amendments & clarifications by Authorized signatory.
- x. Copy of the certificate of registration with PF and ESI authorities
- xi. Service Tax Registration Certificate & GSTIN including Provisional ID (MANDATORY)
- xii. Copy of registration under EPFO.
- xiii. Copy of registration under ESI.
- xiv. Copy of PAN Card
- xv. An undertaking that the agency has not been blacklisted by any Government Department/ Autonomous bodies or any of its branch as on the date of submission of the bid.

B) ENVELOPE II

PRICE BID(S) QUOTING OFFERED PRICES AS PER THE FINANACIAL PROPOSAL FORMAT V OF SECTION V UNDER FORMS & FORMATS ARE TO BE SUBMITTED IN OFF-LINE MODE ONLY AS HARD COPIES

The Bidder shall submit Price Bids in the given Format only. Envelope shall be super scribed as “Price Bid for Comprehensive IT Facility Management Services at Central Academy for State Forest Service, Dehradun.”

The Sealed Techno-commercial Envelope and Financial Envelope shall be placed in a Bigger Single Envelope which shall have the Sticker details as mentioned under clause no 28 & will be sent as per the provision mentioned under clause no 27 below.

24. TECHNO COMMERCIAL & PRICE BIDS PROPOSAL DUE DATE

The Bidder should submit the Techno Commercial & Price Bid Proposals in offline Mode only in Hard Copies so as to reach the address indicated below by 11:00 HRS (IST) on or before **16/08/2019** in the name of

**The Principal,
Central Academy for State Forest Service (CASFOS)
P.O. New Forest, Dehradun-248 006 (Uttarakhand)
Tel. No.:0135-2751518
Email: casfos.dd-mef@gov.in**

25. STICKER FOR THE BID ENVELOPE

The Sealed Techno-commercial Envelope and Financial Envelope shall be placed in a Bigger Single Envelope which shall have the following Sticker details:

Response to Tender document for “the Comprehensive IT Facility Management Services at CASFOS	
Tender Document No.	6-40/Comp-AMC/CASFOS-2018
Due Date of Submission	16.08.2019
Do not Open Prior to	19.08.2019
Bids Submitted by	(Enter Full name and address of the Bidder)
Authorized Signatory	(Signature of the Authorized Signatory) (Name of the Authorized Signatory) (Stamp of the Bidder)
Bid Submitted to	Central Academy for State Forest Service, P.O. New Forest, Dehradun-248 006 (Uttarakhand) Tel. No.:0135-2754575

Important Note: The Bidders shall not deviate from the naming and the numbering formats mentioned above, in any manner.

26. QUANTITY VARIATION

The indicative details of the existing IT Infrastructure with CASFOS along with quantity and warranty expiry date is given at Annexure - A of this tender document. Quantity variation of +/- 20% shall be considered without change in total price of the contract.

27. ZERO DEVIATION

This is a ZERO Deviation Process. Bidder is to ensure compliance of all provisions of the Tender Document and submit their Techno Commercial/ Price Proposal accordingly.

28. DEFAULT IN CONTRACTUAL OBLIGATION

28.1 In case of any default or delay in performing any of the contract obligation, CASFOS reserves the right to forfeit the Performance Security/ Recover the actual damages/ loss from the Contractor but in any case, total liability of the Contractor under this contract shall not exceed total contract value/ price.

28.2 In addition to above clause, CASFOS may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Contractor, terminate the Contract in whole or part as following.

28.2.1 If the Contractor fails to deliver any or all of the Work as required by CASFOS.

28.2.2 If the Contractor fails to perform any other obligation(s)/ duties under the Contract.

28.2.3 If the Contractor, in the judgment of CASFOS has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

29.KEY ASSUMPTIONS AND EXCLUSIONS

The services offered are dependent on the following assumptions:

- a) The entire proposal is based on the inputs provided by CASFOS and can be reworked/ updated at the time of finalization.
- b) The deployed team would be responsible to log service calls and to resolve services related calls.
- c) To ensure the up keeping of Server Room and Hub Room.
- d) The deliverable report shall be either on paper or via email as convenient. Either review or time stamped messages shall authenticate validity.
- e) The deployed team shall escalate the problems to the Supplier/ OEM on best effort basis to resolve the problem.
- f) The deployed team shall notify to the CASFOS IT authorities in case of noncompliance in service levels by any Supplier.
- g) Seating arrangement, Desktop, Telephone and Internet access to the deputed personnel shall be provided by CASFOS.

30.PENALTY

In case of any default or delay in performing any of the regulatory/ open-access obligations, CASFOS reserves the right to recover the same from the Contractor subject to the maximum of 10% of the total contract price.

31.FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligations required to be performed by them under the Contract the relative obligation of the party affected by such Force Majeures shall upon notification to the other party be suspended for the period during which Force Majeures event lasts. The cost and loss sustained by the either party shall be borne by the respective parties. The term "Force Majeures" as employed herein shall mean acts of God, earthquake, war (declared or undeclared), revolts, riots, fires, floods, rebellions, explosions, hurricane, sabotage, civil commotions and acts and regulations of respective Government of the two parties, namely the CASFOS and the Contractor. Upon the occurrence of such cause(s) and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing immediately but not later than 48 (Forty-Eight) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim. Time for performance of the relative obligation suspended by the Force Majeures shall then stand extended by the period for which such cause lasts. If deliveries of bought out items and/ or works to be executed by the Contractor are suspended by Force Majeure conditions lasting for more than 06 (Six) Months, CASFOS shall have the option to terminate the Contract or re-look into the Contract provisions at its sole discretion.

32.CORRESPONDENCE

Bidder requiring any Techno-Commercial clarification of the bid documents may contact in writing by Fax/ E Mail.

Name	Contact Number	Email id
Shri A. Damodaran , IFS I/c IT Cell.	0135-2751518	casfos.dd- mef@gov.in

Verbal clarifications and information given by the CASFOS or its employees or its Representatives shall not be in any way entertained.

SECTION- IV

EVALUATION CRITERIA

1. EVALUATION OF BIDS

1.2 Evaluation of minimum eligibility criteria- This evaluation will be done to check if the bidder qualifies the criteria of “work experience” & “Financial standing” as laid down in Clause No. 4.1 and 4.2 of Section-II of Tender Documents. Bidders, which do not qualify in any of the minimum eligibility criteria or bid criteria, shall not be considered for further evaluation and shall be rejected.

1.3 Evaluation of Responsiveness- CASFOS will determine whether each bidder is substantially responsive to the requirements of the Tender Documents

i.e. it conforms to all terms, conditions and specifications of the tender document. In case of any inconformity or query, CASFOS may seek clarifications so as to get the genuine queries addressed & resolved. However, even after the clarifications sought, if inconformity persists then the Bids will be liable to be rejected.

1.4 Evaluation of the Financial Bids: The evaluation of financial proposals by the owner will take into account, in addition to the tender amounts, the following factors:

- a. Lowest Bidder (L1) of the Price offered as per Format V under Section V of Forms & Formats”
- b. Price offered by the Lowest Bidder (L1) mentioned above shall be evaluated exclusive of the Service Tax
- c. Offers, deviations and other factors, which are in excess of the requirements of the tender documents shall not be taken into account in tender evaluation.
- d. Any alteration in BOQ will not be given any cognizance.

2. AWARD OF CONTRACT

2.1 CASFOS will award the contract of “Comprehensive IT Facility Management Services” to the Lowest Bidder (L1) of the Price offered as per Format V under Section V of Forms & Formats to the Contractor/ Bidder whom has been determined to be substantially responsive, technically & commercially suitable, complete & in accordance with the tender document.

2.2 In case of a tie, when the evaluated Financial offers of two or more Technically qualified bidders are same and Lowest (i.e.L-1), then the Bidder having higher MAAT will be recommended for the Notification of Award (NOA).

2.3 CASFOS will notify the successful bidder in writing, through NOA (Notification of Award), that his bid has been accepted. The issue of the NOA shall constitute the formation of the contract, and the bidder shall commence the work and commence the services immediately thereafter.

2.4 The Letter of NOA would be sent in duplicate to the successful bidder who will return one copy to CASFOS duly acknowledged, signed and stamped by the authorized signatory of the bidder, as an unconditional acceptance of the NOA, within 15 (Fifteen) Days from the date of issue of NOA. The date of commencement of services will be notified to the successful bidder in the NOA issued

2.5 No correspondence will be entertained by CASFOS from the unsuccessful bidders.

2.6 Upon Letter of Acceptance being signed and returned by the successful bidder CASFOS will promptly notify the unsuccessful bidders and would start the process of discharge/return of their EMDs.

SECTION- V

FORMS & FORMATS

COVERING LETTER

(The Covering Letter should be submitted on the Letter Head of the Bidding Company)

Reference No. _____

Date _____

From _____ (Insert name and address of Bidding Company)

Tel.#:

Fax#:

Email Address#

To

The Principal,
Central Academy for State Forest Service,
P.O. New Forest,
Dehradun-248 006 (Uttarakhand)

Sub: Bid for Comprehensive IT Facility Management Services at CASFOS as per Tender Document Number

Dear Sir/ Madam,

1. We, the undersigned.... [insert name of the 'Bidder'] having read, examined and understood in detail the tender Document for "Comprehensive IT Facility Management Services at CASFOS" hereby submit our Bid comprising of Techno Commercial Bid and Price Bid. We confirm that neither we nor any of our Parent Company/ Affiliate / Ultimate Parent Company has submitted Bid other than this Bid directly or indirectly in response to the aforesaid tender.
2. We give our unconditional acceptance to the Tender Document, dated [Insert date in dd/mm/yyyy], issued by CASFOS. In token of our acceptance to the Tender Document, the first and last pages have been initialed by us and enclosed with the response to Tender Document.
3. We have enclosed an Earnest Money Deposit of INR 30,000/- (Indian Rupees Thirty Thousand Only), in the form of Demand Draft/ Banker's Cheque/ Bank Guarantee no..... (Insert reference of the DD/ Banker's Cheque/ Bank Guarantee) dated..... (Insert date of DD/ Banker's Cheque/ Bank Guarantee) from (Insert name of Bank providing DD/ Banker's Cheque/ Bank Guarantee) and valid up to and including in line with Bid Information Sheet, Section - I and Clause No. 14, Section - III of this tender.
4. We have submitted our Price Bid strictly as per this tender, without any deviations, conditions and without mentioning any assumptions or notes for the Price Bid in the said format(s)
5. We hereby unconditionally and irrevocably agree and accept that the decision made by Central Academy for State Forest Service, Dehradun in respect of any matter regarding or arising out of the tender shall be binding on us. We hereby expressly waive any and all claims in respect of Bid process.

6. We confirm that there are no litigations or disputes against us, which materially affect our ability to fulfill our obligations with regard to execution of projects of capacity offered by us.
7. We confirm that we have studied the provisions of the relevant Indian laws and regulations as required to enable us to submit this response to Tender Document, in the event of our selection as Successful Bidder.
8. We are enclosing herewith our response to the Tender Document with formats duly signed as desired by you in the Tender Document for your consideration.
9. It is confirmed that our response to the Tender Document is consistent with all the requirements of submission as stated in the Tender Document and subsequent communications from CASFOS.
10. The information submitted in our response to the Tender Document is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or commissions in our response to the Tender Document.
11. We hereby declare that our company has not been debarred/ black listed by any Central/ State Govt. Ministry or Department/ Public Sector company/ Government autonomous body/ Private Sector Company.
12. We confirm that all the terms and conditions of our Bid are valid up to (Insert date in dd/mm/yyyy) for acceptance (i.e. a period of one hundred and eighty days (180) days from the date of opening of tender).
13. Contact Person

Details of the representative to be contacted by CASFOS are furnished as under:

Name :

Designation :

Company :

Address :

Phone Nos. :

Mobile Nos. :

Fax Nos. :

E-mail address:

14. We are enclosing herewith the Envelope-I (Covering Letter, EMD, Techno-Commercial documents etc. as per clause no. 26.A of Section - III, GCC) and Envelope II (Price Bids) containing duly signed formats, each one duly sealed separately, in one original as desired by you in the tender for your consideration as per clause no. 26.0 of Section - III, GCC.
15. It is confirmed that our Bid is consistent with all the requirements of submission as stated in the tender and subsequent communications from CASFOS. The information submitted in our Bid is complete, strictly as per the requirements stipulated in the tender and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our Bid. We confirm that all the terms and conditions of our Bid are valid for acceptance for a period as specified in BDS from the date of opening of "Techno-Commercial/ Un-priced Bid". We confirm that we have not taken any deviation so as to be deemed non-responsive.

16. We have neither made any statement nor provided any information in this Bid, which to the best of our knowledge is materially inaccurate or misleading. Further, all the confirmations, declarations and representations made in our Bid are true and accurate. In case this is found to be incorrect after our selection as Successful Bidder, we agree that the same would be treated as a Seller's event of default.

Dated the _____ day of _____, 20...

Thanking you,

Yours faithfully,

(Name, Designation and Signature of Authorized Person)

GENERAL PARTICULARS OF THE BIDDER

(To be submitted on the Letter Head of the Bidding Company)

Name of the Company/ Bidder	
Registered Office Address in case of Company	
Address of the Bidder	
E-mail	
Web site	
Authorized Contact Person(s) with name, designation Address and Mobile Phone No., E-mail address/ Fax No. to whom all references shall be made	
Year of Incorporation	
Have the Bidder/ Company ever been debarred by any Govt. Dept. / Undertaking for undertaking any work.	
Reference of any document information attached by the Bidder other than specified in the Tender Document	
Bank Details (Name, Account No, IFSC Code)	
PAN /Service Tax Registration No	
Whether the bidder is registered/ likely to be registered under GST	YES / NO If answer is Yes, then bidder will be treated as registered bidder and he will have to provide further details as stated below
GST ID (Proof to be submitted - GST number acknowledgement OR e-mail received from Government of India)	
GSTN Address	

(Signature of Authorized Signatory)

FORMAT FOR CONTRACT PERFORMANCE
SECURITY BANK GAURANTEE

(To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper of Appropriate Value should be in the name of the issuing Bank)

Bank Guarantee No.:

Date:

NOA/Contract No.....

..... [Name of Contract]

To

The Principal,
Central Academy for State Forest Service,
P.O. New Forest,
Dehradun-248 006 (Uttarakhand)

Dear Sir / Madam,

We refer to the Contract ("the Contract") signed on(insert date of the Contract) between you and M/s (Name of Contractor)..... ,
(or)

vide notification of award issued on (insert date of the notification of award) ... by you to M/s..... (Name of Contractor) having its Principal place of business at (Address of Contractor) and Registered Office at (Registered address of Contractor)..... ("the Contractor") concerning IT Facility Management Services for the complete execution of the Comprehensive IT Facility Management Services at Central Academy for State Forest Service, Dehradun for a period of 02 (Two) Years.

By this letter, we, the undersigned, (insert name & address of the issuing bank), a Bank (which expression shall include its successors, administrators, executors and assigns) organized under the laws of and having its Registered/ Head Office at (insert address of registered office of the bank) do hereby irrevocably guarantee payment to you up to i.e., ten percent (10%) of the Contract Price until ninety (90) days beyond the Defect Liability Period i.e., upto and inclusive of.....(dd/mm/yy).

We undertake to make payment under this Bank Guarantee upon receipt by us of your first written demand signed by your duly authorized officer or authorized officer of the Owner declaring the Contractor to be in default under the Contract and without cavil or argument any sum or sums within the above-named limits, without your need to prove or show grounds or reasons for your demand and without the right of the Contractor to dispute or question such demand.

Our liability under this Bank Guarantee shall be to pay to you whichever is the lesser of the sum so requested or the amount then guaranteed hereunder in respect of any

demand duly made hereunder prior to expiry of the Bank Guarantee, without being entitled to inquire whether or not this payment is lawfully demanded.

This Bank Guarantee shall remain in full force and shall be valid from the date of issuance until ninety (90) days beyond the Defect Liability Period of the Facilities i.e. up to and inclusive of (dd/mm/yy) and shall be extended from time to time for such period (not exceeding one year), as may be desired by CASFOS on whose behalf this Bank Guarantee has been given.

Except for the documents herein specified, no other documents or other action shall be required, notwithstanding any applicable law or regulation.

Our liability under this Bank Guarantee shall become null and void immediately upon its expiry, whether it is returned or not, and no claim may be made hereunder after such expiry or after the aggregate of the sums paid by us to you shall equal the sums guaranteed hereunder, whichever is the earlier.

All notices to be given under shall be given by registered (airmail) posts to the addressee at the address herein set out or as otherwise advised by and between the parties hereto.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between you and the Contractor, and this security may be exchanged or surrendered without in any way impairing or affecting our liabilities hereunder without notices to us and without the necessity for any additional endorsement, consent or guarantee by us, provided, however, that the sum guaranteed shall not be increased or decreased.

No action, event or condition which by any applicable law should operate to discharge us from liability hereunder shall have any effect and we hereby waive any right we may have to apply such law so that in all respects our liability hereunder shall be irrevocable and, except as stated herein, unconditional in all respects.

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed _____ (value _____ in figures) [_____ (value in words) _____]
2. This Bank Guarantee shall be valid upto _____ valid date _____
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (validity date) _____]

For and on behalf of the Bank

[Signature of the authorised signatory(ies)]

Signature _____

Name _____

Designation _____

POA_____

Contact Number(s): Tel._____ Mobile_____

Fax Number_____

Email_____

Common Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s)_____ Mobile_____

Email_____

Note :

1. For the purpose of executing the Bank Guarantee, the non-judicial stamp papers of appropriate value shall be purchased in the name of Bank who issues the 'Bank Guarantee'.
2. The Bank Guarantee shall be signed on all the pages by the Bank Authorities indicating their POA nos. and should invariably be witnessed.
3. The Bank Guarantee should be in accordance with the proforma as provided. However, in case the issuing bank insists for additional paragraph regarding applicability of ICC publication No: 758, the following may be added at the end of the proforma of the Bank Guarantee [i.e., end paragraph of the Bank Guarantee preceding the signature(s) of the issuing authority(ies) of the Bank Guarantee]:

“This Guarantee is subject to Uniform Rules for Demand Guarantee, ICC publication No. 758 except that article 15(a) is hereby excluded.”

**PROFORMA OF BANK GUARANTEE FOR
EARNEST MONEY DEPOSIT (EMD)**

(To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper of
Appropriate Value should be in the name of the issuing Bank)

Bank Guarantee No.:

Date:

To

The Principal,
Central Academy for State Forest Service,
P.O. New Forest,
Dehradun-248 006 (Uttarakhand)

Dear Sir / Madam,

Whereas M/s. (Insert name of bidder) having its Registered/ Head Office at (Insert address of the bidder) (Hereinafter called "the bidder") has submitted its bid for the performance of the Contract for Comprehensive IT Facility Management Services at Central Academy for State Forest Service, Dehradun under Tender No (Hereinafter called "the bid")

KNOW ALL PERSONS by these present that WE (Insert name & address of the issuing bank) having its Registered/ Head Office at (Insert address of registered office of the bank) (hereinafter called "the Bank"), are bound unto Central Academy for State Forest Service (CASFOS) (hereinafter called "the Employer") in the sum of INR 30,000/- (Indian Rupees Thirty Thousand Only) for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this day of 20....

THE CONDITIONS of this obligation are:

- (1) If the Bidder withdraws/ varies its bid during the period of bid validity specified by the Bidder in the Bid Form; or
- (2) If the Bidder does not accept the corrections to arithmetical errors identified during preliminary evaluation of his bid pursuant to the Tender; or
- (3) If, as per the requirement of Qualification Requirements the Bidder is required to submit a Deed of Joint Undertaking and he fails to submit the same, duly attested by Notary Public of the place(s) of the respective executants (s) or registered with the Indian Embassy/ High Commission in that Country, within ten days from the date of intimation of post - bid discussion; or
- (4) In the case of a successful Bidder, if the Bidder fails within the specified time limit
 - (i) To sign the Contract Agreement, in accordance with Tender,
 - or
 - (ii) To furnish the required Contract Performance Security, in accordance with Tender.
 - or

(5) In any other case specifically provided for in Tender.

We undertake to pay to the Employer up to the above amount upon receipt of its first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer will note that the amount claimed by it is due to it, owing to the occurrence of any of the above-named CONDITIONS or their combination, and specifying the occurred condition or conditions.

This guarantee will remain in full force up to and including (insert date of validity as per Tender documents), and any demand in respect thereof must reach the Bank not later than the above date.

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed _____ (value in figures) [_____ (value in words) _____]
2. This Bank Guarantee shall be valid upto _____ valid date _____
3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (validity date) _____]

For and on behalf of the Bank

[Signature of the authorised signatory(ies)]

Signature _____

Name _____

Designation _____

POA _____

Contact Number(s): Tel. _____ Mobile _____

Fax Number _____

Email _____

Common Seal of the Bank _____

Witness:

Signature _____

Name _____

Address _____

Contact Number(s) _____ Mobile _____

Email _____

PROFORMA FOR QUOTING THE RATES FOR
COMPREHENSIVE IT FACILITY MANAGEMENT SERVICES

(To be submitted on the Letter Head of the Bidding Company)

FINANCIAL PROPOSAL

Reference No. _____

Date _____

From _____ (Insert name and address of Bidding Company)

Tel.#:

Fax#:

Email Address#

To

The Principal,
Central Academy for State Forest Service,
P.O. New Forest,
Dehradun-248 006 (Uttarakhand)

Sub: Financial Proposal of Comprehensive IT Facility Management Services at CASFOS
as per Tender Document Number

Dear Sir/ Madam,

I/ We, _____ [Insert Name of the Bidder] submit herewith the Financial Proposal in Reference to the said Tender for selection of our company for the Comprehensive IT Facility Management Services for a period of 02 (Two) Years at Central Academy for State Forest Service, Dehradun. I/ We agree that this offer shall remain valid for a period of 180 (One Hundred and Eighty) days from the date of opening of Tender or such further period as may be mutually agreed upon.

The Prices offered for the Comprehensive IT Facility Management Services at Central Academy for State Forest Service, Dehradun are as follows:

(i) Annual Cost (Rs): In figures:(Rs.)

In words:

(ii) Total Cost for two years (Rs) in figures: Rs

In Words: Rupees

Dated the _____ day of _____, 2018

Thanking you,

Yours faithfully,

(Name, Designation and signature of Authorized Person)

Notes :

- 1.Total Cost shall be quoted on FIRM Price basis and in Indian Rupees (INR) Only. Conditional Proposal shall be rejected.
- 2.In the event of any discrepancy between the values entered in figures and words, the value entered in words shall prevail.
- 3.The values (both in figures and words) should be clear and there should not be any overwriting. In case of any overwriting, CASFOS reserves the tight to take appropriate decision.
- 4.All figures are to be rounded off to the nearest Rupee only. No figures should be given in Paisa.
- 5.The Bidder needs to ascertain the correctness of Taxes and Duties. Successful Bidder/ Contractor needs to give a detailed break up of Taxes and Duties within 21 (Twenty One) Days from the date of issuance of NOA.

PROFORMA FOR SUBMITTING WORK EXPERIENCE

(To be submitted on the Letter Head of the Bidding Company)

1. Name of the Firm/ Company :
2. Address of the Firm/ Company :
3. EPF account No :
4. ESI Registration No :
5. Pan No. of the Firm /Company :
6. Service Tax Registration No :
7. GST Registration No :
8. Details of Work Experience :

Sr. No	Details of Work & Client	Period of Work	Reference of Work Order	Date of Commencement	Date of Completion	Value of Work Order
1						
2						
3						

Dated the _____ day of _____, 20...

Thanking you,

Yours faithfully,

(Name, Designation and Signature of Authorized Person)

Notes:

1. Only the value of contract as executed by the Bidder in his own name should be indicated.
2. All the details should be supported by documentary proof e.g. client's work order copies, completion certificates clearly indicating the required details as type of services offered along with list of equipments covered and numbers of different categories of Professional Support Staff supplied, commencement and actual completion date and contract amount etc.
3. In addition, they will be required to submit ESI, PF & Service Tax challans in support of his work experience. TDS certificates for all payments received and copy of final/ last bill paid by client shall also be submitted.

PROFORMA FOR SUBMITTING TURNOVER FOR LAST
03 (THREE) FINANCIAL YEARS

(To be submitted on the Letter Head of the Bidding Company)

S No	Financial Year	Turn Over (In INR)	Remarks
1	2014-15		
2	2015-16		
3	2016-17		

Dated the _____ day of _____, 20...

Thanking you,

Yours faithfully,

(Name, Designation and Signature of Authorized Person)

Signature of the Chartered Accountant (With Seal)

Notes:

In addition to the above, the Bidder has to submit the following documents/ information:

1. Copy of audited balance sheet(s) for last 03 Financial Years ending on 31st March 2017
2. In case, audited balance sheet for FY 2016-17 is unavailable, audited balance sheet(s) for FY 2013-14, FY 2014-15 & FY 2015-16 needs to be submitted.

**PROFORMA FOR “NO DEVIATION”
CONFIRMATION**

(To be submitted on the Letter Head of the Bidding Company)

Reference No. _____

Date _____

From _____ (Insert name and address of Bidding Company)

Tel.#:

Fax#:

Email Address#

To

The Principal,
Central Academy for State Forest Service,
P.O. New Forest,
Dehradun-248 006 (Uttarakhand)

Sub: No Deviation Confirmation for Comprehensive IT Facility Management Services
at CASFOS as per Tender Document Number

Dear Sir/ Madam,

We understand that any 'deviation/ exception' in any form may result in rejection of Bid. We, therefore, certify that we have not taken any 'exception/ deviation' anywhere in the Bid and we agree that if any 'deviation/ exception' is mentioned or noticed, our Bid may be rejected.

Dated the _____ day of _____, 20...

Thanking you,

Yours faithfully,

(Name, Designation and Signature of Authorized Person)

PROFORMA FOR “e-BANKING MANDATE”

(To be submitted on the Letter Head of the Bidding Company)

1. Vendor/ Customer Name :
2. Vendor/ Customer Code :
3. Vendor/ Customer Address :
4. Vendor/ Customer E-mail ID :
5. Particulars of Bank Account
 - a) Name of Bank :
 - b) Name of Branch :
 - c) Branch Code :
 - d) Branch Address :
 - e) Telephone Number :
 - f) Type of Account : Current/ Savings
 - g) Account Number :
 - h) RTGS IFSC Code of the Branch:
 - i) NEFT IFSC Code of the Branch :
 - j) 9 digit MICR Code

I/ We hereby authorize CASFOS to release any amount due to me/ us in the Bank Account as mentioned above. I/ We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or lost because of incomplete or incorrect information, I/ We would not hold the CASFOS responsible.

(Signature of Vendor/ Customer)

LIST OF BANKS

(For Reference Purpose)

SBI AND ASSOCIATES	OTHER PUBLIC SECTOR BANKS
1. State Bank of India	1. IDBI Bank Limited
2. State Bank of Bikaner & Jaipur	FOREIGN BANKS
3. State Bank of Hyderabad	1. Bank of America NA
4. State Bank of Indore	2. Bank of Tokyo Mitsubishi UFJ Ltd.
5. State Bank of Mysore	3. BNP Paribas
6. State Bank of Patiala	4. Calyon Bank
7. State Bank of Travancore	5. Citi Bank N.A.
NATIONALISED BANKS	6. Deutsche Bank A.G
1. Allahabad Bank	7. The HongKong and Shanghai Banking
2. Andhra Bank	8. Standard Chartered Bank
3. Bank of India	9. Societe Generale
4. Bank of Maharashtra	10. Barclays Bank
5. Canara Bank	11. Royal Bank of Scotland (RBS)
6. Central Bank of India	12. Bank of Nova Scotia
7. Corporation Bank	13. Development Bank of Singapore (DBS)
8. Dena Bank	14. Credit Agricole Corporate and
9. Indian Bank	SCHEDULED PRIVATE BANKS
10. Indian Overseas Bank	1. Federal Bank Limited
11. Oriental Bank of Commerce	2. Kotak Mahindra Bank Limited
12. Punjab National Bank	3. Axis Bank Limited
13. Punjab & Sind Bank	4. ICICI Bank Limited
14. Syndicate Bank	5. HDFC Bank Limited
15. Union Bank of India	6. Yes Bank Limited
16. United Bank of India	7. IDFC Bank Limited
17. UCO Bank	8. IndusInd Bank
18. Vijaya Bank	9. Karur Vysya Bank
19. Bank of Baroda	10. South Indian Bank
	11. RBL Bank

SECTION- VI

ANNEXURE - “A”

INDICATIVE LIST OF ITHARDWARES

Sl.No.	(A) COMPUTERS	Qty.
1.	Computer Note Book (Laptop) Make: Lenovo, Intel Core 2 Duo	01 Nos.
2.	Computer Laptop Model 4431	01 Nos.
3.	HP Elite 8100 PC with TFT 18.5"	20 Nos.
4.	Computer Systems HCL P-IV with /TFT 18.5"	10 Nos.
5.	Desktop PC HP Z400 workstation with TFT 24"	01 Nos.
6.	Desktop PC Compaq SG 37501L with TFT 18.5"	01 Nos.
7.	Desktop HP 406-GI with TFT 18.5"	40 Nos.
8.	Desktop Dell Optiplex 5060MT with 21.5" (Only FMS Support)	20 Nos.
9.	HP ProBook 430 G5 Notebook PC (Only FMS Support)	05 Nos.
	Total	99 Nos.
	(B) NETWORKING	
1.	FMS on Checkpoint Firewall (01Nos.), Networking in the Office Building, Computer Lab, and Faculty Rooms etc. Through Server/Wi-Fi Router (08)/Access Point/LAN Switches/WAN Switch/Fiber optical connectivity/Fiber optical media Converters/SFP etc.	01 set
2.	Wi-Fi Networking in the North and South HostelThroughFiber optical connectivity.Server/Wi-Fi Router (16)/Access Point/LAN/WAN (16 Port 01 Nos.)/Switch(02) Fiber MediaConverters(04)	02 sets
	(C) PRINTERS	
1.	HP LaserJet 1505P	02 Nos.
2.	HP LaserJet 1020	01 Nos.
3.	HP LaserJet 1320n	08 Nos.
4.	EPSON L1670 (Only FMS Support)	05 Nos.
5.	HP LaserJet CLJ 1606dn	03 Nos.
6.	HP DESKJET K-209a-z	01 Nos.
7.	HP Color Laser Jet Pro M 452dn	02 Nos.
	Total	22 Nos.
	(D)SCANNER	
1.	Epson perfection V39 EPIL (Only FMS Support)	12 Nos.
2.	Canon Lide 120	05 Nos.
3.	HP Scanner Color trace Smart If GX-T42	01 Nos.
4.	HP Scan Jet 5590	01 Nos.
5.	HP Scan Jet G3110	01 Nos.
	Total	20 Nos.
	(E) UPS	
1.	UPS 650 VA (Offline) Make: APC	06 Nos.
2.	20 KVA on-line UPS (Make- Neo power)	01 Nos.
3.	20 KVA on-line UPS (Make-APC)	01 Nos.
4.	2.2 KVA on-line UPS (Make-APC SU 2200)	01 Nos.
5.	20 KVA on-line UPS (Make-APC) (W.E.F 01.04.2020)	01 Nos.
	Total	10 Nos.
	(F) PLOTTER	
1.	HP Design Jet 510 Plotter	01 Nos.
	(G) CCTV	
1.	CP Plus 16 Channel DVR System	02 Set
2.	CP Plus 8 Channel NVR System	01 Set
	(H) NETWORK ATTACHED STORAGE SERVER	
1.	NETGEAR Ready NAS 426 (Only FMS Support)	01 Nos.
	(I) OTHERS	
1.	COST OF TECHNICAL SERVICE PERSONAL	02 Nos.