



To

All interested Vendors

• **Date : 21st December 2020**

• **Refⁿ : IITG/SNP/E-Pub/CCC-42/2020-21**

SUBJECT: Notice inviting quotation for AMC of Blade Enclosure, Blade Server etc at IIT Guwahati

Dear Sir/ Madam,

The Director, Indian Institute of Technology Guwahati, invites quotations for AMC of Blade Enclosure, Blade Server etc as per details mentioned in the Annexures. The quotation as per the 'Reference' and 'Type of Bid (Single/Double)' indicated in the **CHECK LIST below**, is to be submitted in sealed envelopes to the undersigned on or before **4th January 2021 at 15:00 hrs.**

CHECK LIST

Sl. No.	Department/Section	Description	Reference	Bid Type
01	Computer & Communication Centre	AMC of Blade Enclosure, Blade Server etc	IITG/SNP/E-Pub/CCC-42/2020-21	Single

Tender document is divided into three parts i.e.

- (1) Instruction to Bidders,
- (2) Terms & Conditions, and
- (3) ANNEXURES:

- I) Make, Model, Configuration and Quantity for the proposed AMC
- II) Format for quotation
- III) Format for Compliance statement
- IV) Format for Vendor's detail
- V) Format for Performance Bank Guarantee
- VI) Format for EMD

Kindly read the NIQ document carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the NIQ terms with full understanding to its implications. Any lack of information shall not in any way relieve the bidder of its responsibility to fulfill its obligations under the Bid.

Kindly note that the rate quoted should be FOR IIT Guwahati, Door Delivery basis, for indigenous items and DDP IIT Guwahati, for imported items. Failure to comply with this term may lead to rejection of the quotation.

In case of doubt please contact us at 0361 2582153 or 2973/3356

Thanking you.

Yours Sincerely,

(Mr. Kuntal Bhuyan)
Joint Registrar (S&P)

INSTRUCTION TO BIDDERS

1) Important Date and Time :

- (i) Last date & time of receipt of Tender : **04-01-2021 (15 HRS)**
- (ii) Date & Time of opening of Tender : **05-01-2021 (15 HRS)**
- (iii) Venue of Bid opening : **Computer & Communication Centre**

2) Mode of Bid: Single Bid

In the Single Bid, the vendor must provide the followings:

- (a) Authorization certificate from OEM or OEM authorized service provider.
- (b) List of reputed organizations/Institutions, where similar orders have been executed, if any (copies of the purchase/work orders will have to be enclosed);
- (c) **GST Registration number and clearance certificate** of the firm will have to accompany the quotation;
- (d) Duly filled and signed Compliance certificate as per format at **Annexure –III**
- (e) An Earnest Money Deposit (**EMD**), as applicable, must be enclosed.
- (f) Price or rate must be quoted as per Financial bid format

3) Address for correspondence: The address of the firm submitting the quotation and the Officer to whom the quotation is addressed must appear distinctly on sealed covers. Further, on sealed cover, the following are to be written:

<p>QUOTATION FOR AMC OF(item name) NIQ Ref. No.(please refer Check List) LAST DATE OF SUBMISSION: -04-01-2021 (15 HRS)</p> <p style="text-align: center;">To,</p> <p style="text-align: center;">The Joint Registrar Stores & Purchase Section Indian Institute of Technology Guwahati Guwahati 781 039, Assam, India.</p> <p>From: M/s _____ Address: _____ Phone No.: _____</p>

5) Bid not transferable: The bid documents are not transferable

6) The seal and signature of the authorized official of firms must appear on all the papers and envelopes

7) Late and delayed tender: Late and delayed tender will not be considered. In case any unscheduled holiday occurs on the prescribed closing/opening date the next working day shall be the prescribed date of closing/opening.

8) Conditional tenders not acceptable: All the terms and conditions mentioned herein must be strictly adhered to by all the vendors. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. Printed conditions mentioned in the tender bids submitted by vendors will not be binding on IITG.

9) Any query related to technical specifications and terms and conditions must be made before 7 working days of last date of submission of bids.

TERMS & CONDITIONS

01. **Rates** : Rate should be quoted inclusive of all taxes and duties except service taxes. Failing to provide as per annexure, quotation may not be accepted. The vendor has to clearly mention the price for 1 & 2 & 3 years of AMC rate.
02. **Validity of Quotation:** Quoted rates must be valid for **120 days** from the last date of submission of quotation.
03. **Dealership Certificate** : The bidder should provide authorization certificate from OEM or OEM authorized service provider.
04. **Earnest Money:**

If the quoted value is above Rs.5 Lakhs an Earnest Money Deposit (EMD) for **Rs. 15000/-** in the form of Bank Guarantee **OR** an Account payee Demand Draft **OR** Fixed Deposit Receipt from a Commercial bank in favour of the Registrar, IIT Guwahati, will have to be submitted along with the quotation. Offers received without Earnest Money or valid Certificate shall be summarily rejected. EMD of unsuccessful bidder will be returned within one month of placement of Purchase Order. In case of the successful bidder the EMD will be returned on receipt of the PBG.

Submission of EMD is exempted under the following conditions: (i) If the quoted value is less than Rs.5 Lakhs.
(ii) Firms which are specifically registered for the required items with DGS&D or with NSIC. Copy of valid registration must be enclosed along with the quotation. (iii)Vendors have successfully executed two Purchase Orders in the last three Financial Years in IIT Guwahati, copies of the PO must be enclosed.
05. **Security Deposit: 10% of the contract value will have to be deposited either by an unconditional Performance Bank Guarantee (as per format at Annexure-IV)** or Fixed Deposit Receipt from a Commercial bank in favour of the Registrar, IIT Guwahati, valid till 60 days after the contract period.
06. **AMC Period** : The vendor has to clearly mention the price for 1 & 2 & 3 years of AMC rate. AMC Period will be for one Year or Two Year or Three Year.
07. **Genuine Pricing** : Vendor is to ensure that quoted price is not more than the price offered to any other customer in India to whom this particular item has been sold, particularly to IIT/Institutes and other Government Organization. Copy of the latest price list for the quoted item, applicable in India, must be enclosed with the offer.
08. **GST:**
 - (a) Up-to-date Sales Tax clearance certificate, GST Registration Certificate indicating also the GSTIN number of the firm must be clearly mentioned in the quotation, Certificates must be uploaded.
 - (b) GST Deduction at source as per Order/notification of the Govt. of India will be applicable.
 - (c) GST No of IIT Guwahati is 18AAAJI0130P1Z8
 - (d) HSN/SAC No of the items must be clearly mentioned in the quotation along with GST No.
09. **Payment:** Payments for the AMC for a year to be made to the Service Provider in Two equal Installments – One in every Six Months i.e. 50% of the Payment after completion of Six Months and remaining 50% after completion of Twelve months. A “Service Satisfactory Certificate” from the Computer and Communication Centre to be obtained and enclosed along with the Invoices for processing Payments.

No Advance Payment to be made under any circumstance.
10. **Enquiry during the course of evaluation not allowed:** No enquiry shall be made by the bidder(s) during the course of evaluation of the tender till final decision is conveyed to the successful bidder(s). However, the Purchase Committee or its authorized representative (IIT Guwahati) can make any enquiry/seek clarification from the bidders. In such a situation, the agency shall extend full co-operation. The bidders may also be asked to arrange demonstration of the offered items, in a short period notice, as such the bidders have to be ready for the same.
11. **Acceptance of quotations:** The acceptance of the quotation will rest solely with the Director, IITG, who in the interest of the Institute is not bound to accept the lowest quotation and reserves the right to himself to reject or partially accept any or all the quotations received without assigning any reasons.
12. **Force Majeure:** If the performance of the obligation of either party is rendered commercially impossible by any of the events hereafter mentioned that party shall be under no obligation to perform the agreement under order after giving notice of 15 days from the date of such an event in writing to the other party, and the events referred to are as follows:
 - I) any law, statute or ordinance, order action or regulations of the Government of India,
 - II) Any kind of natural disaster, and
 - III) Strikes acts of the Public enemy, war, insurrections, riots, lockouts, sabotage.
13. **Termination for default:** Default is said to have occurred
 - (a) If the equipment or any of its component is found having poor workmanship, faulty designs, poor performance and bad quality of materials used.
 - (b) If the supplier fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by IIT.
 - (c) If the supplier fails to perform any other obligation(s) under the contract.
 - (d) Under the above circumstances the penalty term under PBG clause 9(ii) shall be invoked. Besides, the Director, IITG, reserves the right to impose any other form of penalty as deemed fit including blacklisting of the vendor.
14. **Applicable Law:**
 - (a) The contract shall be governed by the laws and procedures established by Govt. of India and subject to exclusive jurisdiction of Competent Court and Forum in Guwahati or India only.

(b) Any dispute arising out of this purchase shall be referred to the Director IIT Guwahati, and if either of the parties hereto is dissatisfied with the decision, the dispute shall be referred to the decision of an Arbitrator, who should be acceptable to both the parties, to be appointed by the Director of the Institute. The decision of such Arbitrator shall be final and binding on both the parties.

15. **ADDITIONAL ELIGIBILITY CRITERIA AND TERMS AND CONDITIONS IN ANNEXURE I**

**Sd/-
(Mr. Kuntal Bhuyan)
Joint Registrar (S&P)**

Encl.: ANNEXURE –I, II,III,IV,V &VI

Annexure-I**Make, Model, Configuration and Quantity for the proposed AMC**

Sl No	Item / Make / Model / Configuration	Quantity	Remarks
1	<p><u>Blade Enclosure</u> Make : IBM ; Model : Blade Center H</p> <p>Up-to 10 U Form factor per chassis and it can holds minimum 06 nos. of Blade servers with High-Availability Dual Path.</p> <p>Enclosure should support x86, RISC/EPIC & AMD opteron blade on the same chassis. Enclosure should also support Unix, Linux and Windows Operating environment. Mechanical Devices such as Hard Disks, Fans and Power Units should be completely Hot plug / swap and Redundant to ensure High Availability. Sufficient Power to run a fully loaded enclosure in N+N and N+1 redundant mode, No single point of failure for Power Delivery and should be able to provide reconfiguration of fans, Hot Swap & Redundant variable speed rear access blowers/ fan Modules for cooling and power supplies without manual intervention. 2 x Ethernet module with 10Gig downlink port for all the blades and 4 * 10 Gig and 6 * 1Gig uplink ports per switch. The solution should do minimum 4 slices of the network port and support flexible speed from 100Mbps to 10Gbps. Chassis should also have provision to support dual Redundant Hot-Swap 3/4Gbps or better Intelligent Fiber Channel Switch/Passthrough Modules. It should support virtual MAC. DVD-ROM Drive which can be sheared among all the blade servers. The chassis should have minimum Two USB 2.0/3.0 ports. Dual redundant management Modules to provide IP KVM functionality. Management should be software independent. System management Should provide support for remote console management, power on/off blades, should monitor power status, operating system, temperature, disks, blowers, power Modules, system diagnostic programs provided through the Management Software. Power Management, Automatic Server Restart feature should be supported. The chassis should be able to alert impending failures on maximum number of components like Blades, bridge/switch modules, I/O modules, management modules, power modules, blower modules. Future expansion features like connection to storage via SAN with minimum 8 Gbps downlink ports etc will be an added advantage. Rack mountable with all necessary sliding rail kits.</p>	01	In working condition
2	<p><u>Blade Server</u> Make : IBM ; Model : HS23</p> <p>Full height/length with dual Redundant I/O and Power Connectors from every blade server, 2 x Intel Eight core processor Intel® Xeon® E5-2650 V2</p>	07	In working condition

	<p>(2.5GHz/8-core/20 MB), 32 GB DDR3-1800MHz or higher scalable upto 512 GB, Intel chipset, Minimum 16 MB SDRAM Graphics Controller, Integrated Raid Controller supporting RAID 0 and 1, Minimum one internal USB 2.0/3.0 port.</p> <p>Dual-port with TCP/IP Offload Engine (TOE), Wake on LAN, Serial over LAN, PXE 2. Server should be configured with two 1Gbps ethernet ports, should have provision of 10GbE. Should have the capability to connect each of the NIC cards on the blades to the network switch provided in the enclosure.</p> <p>Server should have provision to configure with dual port 8Gbps Fiber channel adapters. Server should support systems management capabilities like Web-based out-of-band control, SSL,LDAP, IPMI over LAN, should support remote CD and Virtual floppy, Automatic Service Restart, secure remote power on/off, System reset control.</p> <p>The server should be able to alert impending failures on maximum number of components. The components covered under alerting mechanism should at least include Processor, memory, HDDs and expansion cards.</p> <p>Certified for Red Hat Enterprise Linux , SUSE Linux Enterprise Server, Microsoft Windows Server, VMware. Should offer support for industry standard compliance.</p>		
3	<p><u>HDD</u> Make : IBM ; Model : Blade 600 GB 6Gbps 10K SAS SFF HDD 600GB 6Gbps10K SAS SFF HDD</p>	08	In working condition
4	<p><u>HDD</u> Make : IBM ; Model : Blade 900 GB 6Gbps 10K SAS SFF HDD 900GB 6Gbps10K SAS SFF HDD</p>	06	In working condition

[A] Eligibility :

All the participating vendors are required to produce following Certificates with Tender Proposals failing of which the proposals shall summarily be rejected.

1. Certificate from OEM :

The bidder should provide authorization certificate from OEM or OEM authorized service provider.

2. Experiences :

Documentary proof of receiving and successfully executing AMC in reputed organization in last 2 years to be submitted.

[B] Terms and Conditions :

1. AMC Period : The vendor has to clearly mention the price for 1 & 2 & 3 years of AMC rate.

2. Payments : Payments for the AMC for a year to be made to the Service Provider in Two equal Installments – One in every Six Months i.e. 50% of the Payment after completion of Six Months and remaining 50% after completion of Twelve months. A “Service Satisfactory Certificate” from the Computer

and Communication Centre to be obtained and enclosed along with the Invoices for processing Payments.
No Advance Payment to be made under any circumstance.

3. Coverage : The AMC is comprehensive in nature. The Service Provider need to replace all defective parts of Enclosure and Servers by new parts.

4. Replacement Spare Parts : All spare parts replacements to be done by brand new (seal packed) original same make and model (or higher) spare parts only. For any deviation, if permitted, written approval to be taken.

5. Preventive Maintenance : At least Two Preventive Maintenance to be done for all the systems.

6. Call Register : IIT Guwahati shall register Service Calls only at the local level by telephonic call or e-mail. The Service Provider should furnish details about the same along with Escalation Matrix. In any circumstances, calls will not be logged or registered to any call centers.

7. Call Attend Time : Calls to be attended within 1 hour from the call logged time.

8. System Down Time : Maximum Downtime for the Enclosure and Servers : 2 Hours.

9. Working Hours : Full Time.

10. Renewal of AMC : The AMC may be further renewed for another year after completion of the current AMC period, if service of the Service Provider found satisfactory.

11. Termination of Contract : The AMC Contract will be terminated if the Service Provider violets any of the above Terms and Conditions.

NB: {For any query related to specification of the item, vendors are requested to Contact Sanjoy Das at 0361-258 3356 or email at sanjoy_das@iitg.ac.in}

ANNEXURE -II (A)
FORMAT FOR TECHNICAL BID

Name of Equipment:
Quantity :
Your ref. :

SI No.	Description of item quoted	Justification if not complied NIQ Specification (Extra sheet may be used)

Sign. :.....
Vendor : M/s.....

Official seal of the vendor

ANNEXURE -III

COMPLIANCE CERTIFICATE
(A certificate of compliance to NIQ term to be enclosed)

Certify that we have carefully examined the NIQ terms and fully understood its implications and do hereby agree to comply with all the terms, and hereby submit this compliance certificate.

Sl. No.	General Terms and Conditions	Yes / No
01	Rates quoted as per instruction	
02	Validity period of quoted rate agreed	
03	EMD submitted (as applicable)	
05	PBG term agreed	
06	AMC terms agreed	
07	Certificate of Up-to-date Sales Tax clearance, GST Registration Certificate	
08	Payment term agreed	
09	Manufacturer/Authorization certificate submitted	
10	Quality certificate as claimed submitted (if any)	
11	Not blacklisted by any Govt. Organistaions/institutions	

Sign. :.....
Vendor : M/s.....

Official seal of the vendor

**ANNEXURE-IV
 BIDDERS DETAIL**

S/No	Name of the company/Firm	To be filled by vendor (Documentary Proof must be attached as applicable)
01	Registered office Name & Address Details of contact person Name designation Telephone number e-mail	
02	Name & Address of service centre in Guwahati city Contact person/s Name designation Telephone number e-mail Details with contact no. of staff who will be involved in this project.	
03	Up-to-date Sales Tax clearance certificate /GST Registration Certificate	
04	List the major clients with whom your organization has been associated and submit documentary proof/PO	

Sign. :.....
Vendor : M/s.....

Official seal of the vendor

ANNEXURE - V

PERFORMANCE BANK GUARANTEE

To:

The Registrar,
Indian Institute of Technology,
Guwahati- 781 039

WHEREAS (Name of Supplier) hereinafter called "the Supplier" has undertaken , in pursuance of Contract No:, dated: 20... to supply
..... (Description of Goods and Services) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the order.

AND WHEREAS we have agreed to give the Supplier a Guarantee:
THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the order and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the day of 20.....

Signature and Seal of Guarantors

.....
.....
.....

Date.....20....

Address:.....

.....
.....

All correspondence with reference to this guarantee shall be made at the following address:

The Deputy Registrar
Stores and Purchase Section,
Indian Institute of Technology,
Guwahati- 781 039, Assam.

ANNEXURE-VI

INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

BANK GUARANTEE FORM FOR EMD

In consideration of the Registrar (hereinafter called the "Tenderer/NIQ Inviting Authority" or "Client") has floated tender/NIQ no. -----
----(hereinafter called "said tender"), for Supply and Installation of _____ as per terms and conditions mentioned in
the above tender/ NIQ, M/s _____ (hereinafter called "Tenderer") has decided to participate in above tender
process and agreed to production of an irrevocable bank guarantee for Rs. _____ (Rupees _____ only) as an Earnest
Money Deposit (EMD) towards compliance of its obligations in accordance with the terms and conditions in the said tender.

We _____ (hereafter referred to as the "Bank") hereby undertake following:

1. We undertake to pay to the Client any money so demanded notwithstanding any dispute or disputes raised by the tenderer(s) in any suit or proceeding pending before any Court or Tribunal relating there to, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment there under, and the tenderer(s) shall have no claim against us for making such payment.
2. We further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said tender, and it shall continue to be enforceable till all the dues of the Client under or by virtue of the said tender have been fully paid, and its claims satisfied or discharged, or till the Client certifies that the terms & conditions of the said tender have been fully and properly carried out by the said tenderer(s), and accordingly discharges this guarantee.
3. We further agree with the Client that the Client shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said tender or to extend time of performance by the said tenderer(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Client against the said tenderer(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said tenderer(s) or for any forbearance, act of omission on the part of the Client or any indulgence by the Client to the said tenderer(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
4. This Guarantee will not be discharged due to the change in the constitution of the Bank or the tenderer(s).
5. We lastly undertake not to revoke this Guarantee except with the prior consent of the Client in writing.
6. This guarantee shall be valid up to unless extended on demand by the Client Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs. _____ (Rupees _____ only) and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

(Signature of the authorised officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch