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No: CCC/AMC_Blade_Server/119 / 969 /2020-21

Date: 11-09-2020

To,

11 SEP 2020

Sub.: Enquiry for providing AMC for IBM Blade Server HS21 and IBM Blade Centre H unit with Back to Back support from IBM/LENOVA at SVNIT, Surat for the period of one year.

Dear Sir,

You are requested to quote your prices for providing AMC for the stores listed overleaf. The quotations may be sent to the undersigned in a sealed envelope and subscribed as: "Quotation with reference to Enquiry No. CCC/AMC_Blade_Server/119 / /2020-21 (as above), Dated: 11-09-2020." Your quotation should reach the SVNIT, Surat by Reg. Post A.D./Speed Post/Hand Delivery on or before **6-10-2020 (before 5.00 p.m.)**.

The quotations furnish the following information:

1. All concessions available to an educational institution should be specified and also taken into account while quoting.
2. Detail regarding Eligibility Criteria, Schedule of Technical Requirement & General Terms & Condition is mention in Annexure A.

V. V. V.
11-9-2020

Prof. I/c. Central Computer Centre

SUMMARY SHEET

Sr. No.	Brief Description	Items Details Mentioned in Annexure	Qty.	Amount in Rs.
1.	High End Servers: IBM Blade Server HS21 With Two Nos. of Processors.	Annexure – B	4	
2.	High End Servers: IBM Blade Server HS21 With One Nos. of Processors.	Annexure – C	2	
3.	Chassis For High End Servers : Blade Chassis : IBM Make Blade Centre H.	Annexure – D	1	
Total...				
GST %				
Rebate / Concession for Academic Institute in Rs.				
Grand Total...				
Rupees (In Words)				

NOTE:

1. Onsite Service Support & comprehensive warranty for 1 year.
2. Please clearly quote all the prices including taxes, installation & warranty.

Section I: Eligibility Criteria

The bidder interested in being considered for this bid must meet the following eligibility criteria:

- The bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the broad requirements, as described in the bid document.
- The bidder should be in operation for at least **3 years** in the similar field as on date of the tender document and should have their local office in Surat.
- The bidder shall not be under Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units (the self-declaration as Annexure Company's letter head should be submitted in this regard).
- The Bidder firm must be **IBM/Lenovo authorized distributor/authorized service provider/authorized channel partner**. The bidder should attach documentary evidence for the same. Failing which the quotation will not be accepted

Section II: Schedule of Technical Requirements

1.1 Call Centre Services:

These services should provide single point of contact for all assistance for all services. As well as **escalation matrix** should be provided for speedy call resolution.

1.2 Technical Support Services:

- (i) This service shall include installation, maintenance and support of all major software including operating system, drivers, web, mail etc.
- (ii) Assisting users for taking backups and restore data in case of rectifying disk problems.
- (iii) The service shall include installation of software supplied by the SVNIT.
- (iv) Bidder should provide back-to-back support from IBM, and should reflect on IBM support site also.**
- (v) **Response Time:** The problems must be attended **within 60 minutes** after reporting of the complaint. Penalty clause will be applied in case of failure to respond beyond the stipulated time.

(vi) **PROBLEM RESOLUTION TIME**

Hardware: Problem resolution time for the complaint due to hardware malfunctioning of will be **4 working hours** for the down time, beyond this duration downtime penalty clause will apply. If the hardware is not made up within problem resolution time, the same should be temporarily replaced by the hardware of the identical or higher configurations till the said system becomes operational after repair, failing which SVNIT will have the option to get the system repaired or replaced from anywhere at the cost of the vendor

(vii) **Down Time Penalty:** The down time penalty as per the following table will be imposed in case of down time beyond specified time limit. The penalty will be deducted from the security deposit.

Down time beyond specified time limit	Down Time Penalty
Up to 2 days	2% of equipment's AMC value
3 days to 5 days	4% of equipment's AMC value
6 days to 10 days	8% of equipment's AMC value
Above 10 days	Flat Rs. 200 per day or 10% of equipment's AMC value whichever is higher

(viii) The bidder shall be required to hand over all the equipment in working condition with inventory report at the time of termination of the Contract, otherwise the equipment, found faulty, shall be rectified from any external agency and whole replacement/repair cost will be borne by the bidder only.

(ix) If any equipment under AMC is found to be under repeated failures of same nature due to poor configuration or servicing or replacement of inferior parts or when troubleshooting is found to have been performed in piecemeal by the AMC Vendor the same will be considered as an inefficient attendance by the AMC contractor, such instances will also be subject to levy of penalties but at double the penalty rate mentioned above.

(x) The bidder on its part and through its own resources shall ensure that the goods, materials and equipment etc. are not damaged in the process of delivering the services and shall be

responsible for acts of commission and omission on the part of its staff and its employee etc. If SVNIT suffers any loss or damage on account of negligence, default or theft on the part of the employee/staff of the bidder then the bidder shall be liable to reimburse to SVNIT for the same. The bidder shall keep SVNIT fully indemnified against any such loss or damage.

1.3 AMC of All Devices:

- (i) This contract shall cover proactive, preventive, breakdown maintenance of IBM Blade Server HS21 and IBM Blade Centre H located at Central Computer Centre, SVNIT, Surat.
- (ii) The maintenance service shall include repairs and replacement of all parts/sub-assemblies of IBM Blade Server HS21 and IBM Blade Centre H located at Central Computer Centre, SVNIT, Surat.
- (iii) The bidder shall carryout comprehensive **preventive maintenance** of the year with the prior appointment. The bidder Service Engineer shall check the system by running diagnostics software to ensure that all the units are working satisfactorily. The Bidder will also do the internal and external cleaning of the system during this preventive maintenance. Preferably, the bidder will plan a preventive maintenance schedule in consultation with Professor Incharge, Central Computer Centre, SVNIT, Surat **well in advance**.

Section III: GENERAL TERMS AND CONDITIONS

1. The quotation received after due date will be out-right rejected.
2. The validity of offer must be at least **120 days** from the date of opening of the price bid.
3. The bidder should preferably visit the central computer centre, SVNIT, Surat. Where equipment is installed and shall satisfy himself about the local condition, locations, accessibility of equipment, nature/extent/character of work and obtain clarification in writing from the Professor Incharge, central Computer Centre, SVNIT, Surat., before quoting if required.
4. No claim of nay nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible, later on. Interested parties may contact Professor Incharge, central Computer Centre for inspection during working hours of the institute.
5. The rate quoted once will be treated as final. No alteration either in rates or in enquiry documents will be entertained.
6. No negotiation meeting will be conducted.
7. The successful bidder to whom the work is awarded will be under direct control of the Professor Incharge, Central Computer Centre, SVNIT, Surat and has to follow the instructions from time to time as issued by Professor Incharge, Central Computer Centre, SVNIT, Surat.
8. In case of any dispute, the decision of SVNIT authority/Director shall be final and abiding to the contractor.
9. The Director, SVNIT, Surat reserves the right to split the maintenance contract into two or more contracts.
10. The bidder will not be permitted to assign or give sub contract of the work awarded to you without prior permission from the Director, SVNIT, Surat. The decision of SVNIT authorities in this regard shall be final and binding to the contractor/bidder.
11. The bidder must meet necessary statutory and legal compliances. SVNIT will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.
12. The bidder must take necessary insurance for your personnel deputed at the institute. The institute will not be responsible for any damage caused to these personnel by way of accident including the loss of life.

13. No attempt shall be made by the bidder or the staffs deputed by the bidder at SVNIT, Surat to unlawfully reveal, misuse or encroach upon the intellectual or private data/information at the SVNIT, Surat to which they may have access, too, as part of the maintenance work carried out.
14. Any loss or damage caused to the institute property by the personnel, deputed by the bidder will be recovered from the bidder and the decision of institute authority in this matter will be treated as final and abiding to the bidder.
15. The duration of contract shall be initially for a period of one year. However, the ended warranty/service pack may be extended for further one more year or part thereof at the same terms & conditions at the sole discretion of SVNIT, Surat.
16. The successful bidder must submit a **Service Level Agreement** along with accepting the work order within 15 days of receipt of work order otherwise the work order is liable to be canceled without intimation. Service Level Agreement should be executed on Non-judicial stamp paper of Rs. 100/- (Cost of paper is to borne by contractor) on receipt of work-order. **The contract will commence only after duly signed Service Level Agreement is submitted to Central Computer Centre, SVNIT, Surat.**
17. The bidder must deposit a security deposit at a rate of 10% of work order at the time of accepting the work order within 15 days of receipt of work order otherwise penalty of 2% of the work order leveled. **The contract will commence only after Security Deposit and penalty if applicable is deposited.**
18. Security deposit shall be released only after the satisfactory completion of work, due if any and faithful performance of the work and also on submission of no due certificate from Central Computer Centre, SVNIT. No Interest will be paid on security deposit, in case of any default on the part of the contractor, the security deposit will be forfeited and the decision of SVNIT authorities in this regard will be treated as final and abiding to the contractor.
19. Successful bid shall be decided based on **the total value of the bid.**
20. The bidders are STRONGLY advised **to fill in cost of the solution in the SUMMARY SHEET** - which shall become the basis for the financial comparison of the bid. Any bids without the summary sheet will be rejected.
21. **The rates quoted should include all the taxes, duties, levies including sales tax, service tax and turnover tax etc. as applicable on work contract in the state of Gujarat.**
22. Payment Terms:
 - a. No advance payment will be released.

- b. Payment will be released within 30 days of activation of extended service pack and on submission of invoice by account pay cheque only.
- c. The necessary deduction of income tax at source will be done as per government norms.
23. **The bid from the vendor who is found in fraudulent activity with SVNIT or on the name of SVNIT shall not be allowed for bidding and the bid from such vendor will not be accepted and will be rejected. The bid submitted in consortium with such vendor will not be considered and if such information is found later than the work order issued will be terminated immediately without any notice.**
24. At any time prior to the deadline for submission of bids, SVNIT may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by giving corrigendum. The same will be uploaded in institute website also.
25. **All prospective bidders should keep looking at the institute website for information concerning the changes/amendments on the website.** No claim of nay nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible, later on.
26. **It is compulsory to attach all the mentioned and required documents at time of submission of quotation. No additional attachment is permitted later on.**
27. **All documents along with quotation form must be numbered(1...n), no further clarification will be entertained.**
28. **The bidder has to examine all instructions, forms, terms, conditions and specifications in the bidding documents. Failure to furnish all information by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of its bid..**
29. Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the prospective Supplier does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.
30. **Secrecy:** The agency's engineers shall not divulge or disclose to any person, any details of office, operation process technical know-how, administrative/ organizational matters that are learned or delivered or otherwise communicated to the bidder in connection with the contract. The same shall be regarded as secret and confidential and shall not without the prior written

consent of the SVNIT be published or disclosed to any third party or made use of by agency except for the purpose of implementing the contract.

31. **Force Majeure:** The vendor shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure "Force Majeure" means an event beyond the control of the vendor and not involving vendor's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, earthquake, floods, epidemics, quarantine restrictions. The vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.
32. **The commencement of AMC agreement is to be clearly mentioned in the quotation. In case the bidder is not able to start the service within the specified period, the order is liable to be cancelled unless, the prior permission for the extension is explicitly asked and is approved by the Director.**
33. All concessions available to an educational institutions and Government organizations should be specified and also taken into account while quoting.
34. The sole responsibility of authenticity for proprietary certificate & sole distributor certificate lies with supplier.
35. Onsite response and visit will be born by bidder.
36. Dispute, if any will be subject to Surat jurisdiction only.

Annexure B

Description	
1. HIGH END SERVERS : IBM BLADE SERVER HS21 With Two Nos. of Processors :	
CPU	Quad Core Intel Xeon E5345 Processor, 2.33 GHz or Above
No Of Processor	2
Chipset	Intel 5000P/X/Z
FSB	1333
L2 Cache	8 MB Per Processor at Processor speed
Memory	8 GB {i.e. 2*4GB(2*2GB) } PC2-5300 667 MHZ FBD ECC DDR2 SDRAM Expandable to 32 GB using additional memory DIMM
Disk Bays	Two 2.5 SAS internal fixed disk bays (SFF SAS disks)
Hard Disk	2*146 GB
Hard disk type	Small Form Factor, 10,000 rpm
Network interface	Multifunction Gigabit Ethernet Adapter
SCSI Controller	Dual Port Serial Attached SCSI Controller on board with RAID 0,1 support
System OS Compatibilities support	Pre-loaded Red Hat Enterprise Linux with dual boot support of Windows/Linux
Fibre Connect	Dual Port 4Gbps Fibre Adapter to connect to SAN
Video	ATI Radeon 7000 with 16MB DDR memory
Media	DVD ROM standard
Security	Power-on password / administrator password / unattended boot / selectable boot / unattended start mode
Cooling Fans	Uses cooling from Blade Centre Chasis / Thermal sensors on each processor and Blade Centre modules and front panel
Redundant power and signal connectors	Uses power modules in Blade Centre, Dual Redundant Connections to the back Plane / Mid Plane with power management tool
Light path diagnostics	A control panel on top front of blade has following LEDs: for Power good, Blade location, Over temperature, Information, General fan
Intelligent System Management – Processor, Software, Diagnostics	Configuration Setup Utility, Diagnostics Utility (PC Doctor™), System Partition Boot, Network Boot, PXE Boot Agent Utility, Blade control panel, Media select button, Keyboard/Mouse/Video select button, and indicators for blade error, information, location, disk, activity, and power LED lights indicating failing component and On-board diagnostics (via on-board system management processor) Should have interface for inter-management communication with Blade Chassis Management module, Server Management Software with the device drivers, should provide system and environmental monitoring, event recording, alert notification capability, Integrated Management Log (IML). Server Health Logging, Automatic Server Recovery-2 (ASR-2), System Insight Display (SID), Dynamic sector repairing and drive parameter tracking (with Smart Array Controllers), Hot Spare Boot, Pre-failure Alerts: Predictive Failure Analysis® alerts on memory, processor(s), and optional disk(s)

Annexure C

Description	
2. HIGH END SERVERS : IBM BLADE SERVER HS21 With One No. of Processors :	
CPU	Quad Core Intel Xeon E5345 Processor, 2.33 GHz or Above
No Of Processor	1
Chipset	Intel 5000P/X/Z
FSB	1333
L2 Cache	8 MB Per Processor at Processor speed
Memory	8 GB {i.e. 2*4GB(2*2GB) } PC2-5300 667 MHZ FBD ECC DDR2 SDRAM Expandable to 32 GB using additional memory DIMM
Disk Bays	Two 2.5 SAS internal fixed disk bays (SFF SAS disks)
Hard Disk	2*146 GB
Hard disk type	Small Form Factor, 10,000 rpm
Network interface	Multifunction Gigabit Ethernet Adapter
SCSI Controller	Dual Port Serial Attached SCSI Controller on board with RAID 0,1 support
System OS Compatibilities support	Pre-loaded Red Hat Enterprise Linux with dual boot support of Windows/Linux
Fibre Connect	Dual Port 4Gbps Fibre Adapter to connect to SAN
Video	ATI Radeon 7000 with 16MB DDR memory
Media	DVD ROM standard
Security	Power-on password / administrator password / unattended boot / selectable boot / unattended start mode
Cooling Fans	Uses cooling from Blade Centre Chassis / Thermal sensors on each processor and Blade Centre modules and front panel
Redundant power and signal connectors	Uses power modules in Blade Centre, Dual Redundant Connections to the back Plane / Mid Plane with power management tool
Light path diagnostics	A control panel on top front of blade has following LEDs: for Power good, Blade location, Over temperature, Information, General fan
Intelligent System Management – Processor, Software, Diagnostics	<p>Configuration Setup Utility, Diagnostics Utility (PC Doctor), System Partition Boot, Network Boot, PXE Boot Agent Utility, Blade control panel, Media select button, Keyboard/Mouse/Video select button, and indicators for blade error, information, location, disk, activity, and power</p> <p>LED lights indicating failing component and On-board diagnostics (via on-board system management processor)</p> <p>Should have interface for inter-management communication with Blade Chassis Management module, Server Management Software with the device drivers, should provide system and environmental monitoring, event recording, alert notification capability, Integrated Management Log (IML). Server Health Logging, Automatic Server Recovery-2 (ASR-2), System Insight Display (SID), Dynamic sector repairing and drive parameter tracking (with Smart Array Controllers), Hot Spare Boot, Pre-failure Alerts: Predictive Failure Analysis® alerts on memory, processor(s), and optional disk(s)</p>

Annexure D

Description	
3. CHASIS OF HIGH END SERVERS, BLADE CHASIS : IBM MAKE BLADE CENTRE H	
Description	With common resources essential for the Blade Servers Like Power, System Management, Cabling, Ethernet Management and expansion, External Fiber Channel Storage switching and connectivity. The Blade Chassis with redundant paths from the blade servers to all the shared components in the chassis i.e. switches, power supplies, management modules etc. Backplane with 10G (for I/O) ready and fabrics support i.e. 10G Ethernet, 4x Infiniband etc.
Blade Bays	Blade Chassis to accommodate 14 hot pluggable blade servers with SAS HDDs.
Ethernet Switch Modules	Redundant Gigabit Layer 2 level Ethernet Switch Modules having minimum 6 up- link ports- NORTEL.
Fiber Channel Switch Module	Redundant fiber channel switch modules to provide no single point of failure
Management Modules	Dual redundant management modules to communicate with the system management processor on the Blade Servers
Keyboard, video, and mouse Support	Blade Chassis with Dual Redundant local ports for Keyboard, Video and Mouse along with management Module.
Blower Modules	Dual Hot swap variable speed rear access blowers.
Power Modules	Dual redundant power supply to cater power for the blade servers. 100% redundancy on power supplies with necessary fans to be provided to all blade slots.
CD/Diskette/USB	DVD-ROM Drive Which can be used by the blade servers. The chassis with minimum one USB port.
System Management	With 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
System panel	LED panel to provide power-on, location, over-temperature, information and system error conditions
Platform Support	The chassis with a support for blade Servers with Intel Xeon Processors and also support for the RISC/EPIC Processor based blade servers in the same chassis.