



Ref. e-Tender Notice No. NIT Jalandhar/Store/66/2021

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Assistant Registrar

Dr. B. R Ambedkar NIT Jalandhar

Email: arpurchase@NIT Jalandhar.ac.in



Dr. B R AMBEDKAR NATIONAL INSTITUTE OF TECHNOLOGY

G T Road By Pass, Jalandhar-144011, Punjab (India)

EPABX-0181-2690301 & 453 website: www.NIT Jalandhar.ac.in email: registrar@NIT Jalandhar.ac.in

THIS DOCUMENT IS FOR REFERENCE ONLY. ONLY E-TENDERS WILL BE ACCEPTED

e-Tender Notice No. NIT Jalandhar/Store/66/2021

National Institute of Technology, Jalandhar invites e-tender for Comprehensive Annual Maintenance Contract (CAMC) of Servers 12 Nos., Chassis and F1 Switches make CISCO and 20 TB Storage make Dell for the Computer Centre of the Institute, as per detail available at Annexure-I along with Tender Fee & EMD as per details given below:

I	Downloading & Submission of Online e-tender/bids	Start Date: 07.10.2021 at 11:00 AM
II	Last date of submission of online bids	End Date: 28.10.2021 at 11:00 AM
III	Physical submission of Tender Fee and EMD	End Date: 29.10.2021 at 11:00 AM
IV	Opening of Technical e-Bid (online)	29.10.2021 at 11:00 AM

Detailed Terms and Conditions are available in e-tender document. The bid document can be downloaded from the [CPP Portal](#).

Complete tender document is available for reference purposes on Institute website www.NIT Jalandhar.ac.in and [CPP Portal](#). Only e-tenders will be accepted.

Registrar



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Annexure-I

Ref. No. e-Tender Notice No. NIT Jalandhar/Store/66/2021

Detail of Servers, Chassis, Switches make CISCO and Storage make Dell, Tender Fee & EMD are as under:

Sr. No.	Item/Equipment	Qty.	Tender Fee	EMD
1.	Servers	12 Nos.	Rs.500/-	Rs.30,000/-
2.	Chassis	03 Nos.		
3.	F1 Switches make CISCO	02 Nos.		
4.	20 TB Storage make Dell	01 Nos.		

***Exemption of Tender fee & EMD will only be given to MSME/NSIC registered tenderers.**



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DELL EMC2 (20 TB) Model VNX5200 with Sr No CKM00155104707

Bills of Material

Serial Number	HW Identifier	Model Number	Model Description	QTY
CKM00155104707	CKM00155104707	VNX52DP92510M	VNX5200 DPE 25X2.5DR-25X900G10K-MIN RK	1
	CKM00155104707	FLV42S6F-100	VNX 100GB FAST CACHE 25X2.5 DPE/DAE	2
	CKM00155104707	V4-2S10-900	VNX 900GB 10K SAS 25X2.5 DPE/DAE	7
	CKM00155104707	VDMBMXGTA	VNXB 10GBASE-T DM MODULE 2 PORT	2
	CKM00155104707	VNXB52DMEM	VNX5200 DME: 1 DM+FC SLIC-MINI RACK	1
	CKM00155104707	VNXB52DMM	VNX5200 ADD ON DM+FC SLIC-MINI RACK	1
	CKM00155104707	VNXB6GSDAE25F	VNXB 25X2.5 6G SAS EXP DAE-FIELD INST	1
	CKM00155104707	VNXBCSM	VNXB CONTROL STATION-MINI RACK	1
	CKM00155104707	VSPBM16GFQA	VNXB 4 PORT 16G FC IO MODULE PAIR	1
	CKM00155104707	VSPBM8GFFEA	VNXB 4 PORT 8G FC IO MODULE PAIR	1
14UP01000001240	CKM00155104707	VNX52-ESSPCK	VNX5200 SOFTWARE ESSENTIALS PACK=IC	1
15110123	CKM00155104707	456-106-737	RP4VM FOR VNX2 STARTER PACK =IB	1
15110124	CKM00155104707	456-104-619	RECOVERPOINT/SE REM FOR VNX5200=IC	1
15110125	CKM00155104707	456-104-614	RECOVERPOINT/SE LOC FOR VNX5200=IC	1
985395759	CKM00155104707	VNXBOEPERFTB	VNX OE PERF TIER PER TB FOR VNX=IC	7
	CKM00155104707	UNISU-VNX5200	VNX5200 UNISPHERE UNIFIED SUITE=IC	1
	CKM00155104707	VNXOE-5200	VNX5200 OPERATING ENVIRONMENT	1



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CISCO Servers, Chassis and Fiber Interface Units:

Bill of Material

Product Number	PAK/ Serial Number	Service Level Description
UCS-FI-6248UP	SSI194205C2	SNTC 8X5XNBD
UCSB-5108-AC2	FOX1945G50S	SNTC 8X5XNBD
UCSB-B200-M4	FLM1951CMX8	SNTC 8X5XNBD
UCSB-B200-M4	FCH200270U1	SNTC 8X5XNBD
UCSB-B200-M4	FCH194876TL	SNTC 8X5XNBD
UCSB-B200-M4	FCH194876MK	SNTC 8X5XNBD
UCSB-B200-M4	FLM1952D28M	SNTC 8X5XNBD
UCS-FI-6248UP	SSI194205BZ	SNTC 8X5XNBD
UCSB-B200-M4	FCH195372VE	SNTC 8X5XNBD
UCSB-B200-M4	FCH19457AKF	SNTC 8X5XNBD
UCSB-B200-M4	FCH200170KC	SNTC 8X5XNBD
UCSB-B200-M4	FCH1945JJPR	SNTC 8X5XNBD
UCSB-B200-M4	FCH195372VK	SNTC 8X5XNBD
UCSB-B200-M4	FCH1945JJDZ	SNTC 8X5XNBD
UCSB-5108-AC2	FOX1945G75Z	SNTC 8X5XNBD
UCSB-B200-M4	FCH195372TA	SNTC 8X5XNBD
UCSB-5108-AC2=	FOX2129PNEM	SNTC 8X5XNBD



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Important Note

1. All corrigenda, addenda, amendments and clarifications regarding this tender document will be uploaded on the website www.NIT Jalandhar.ac.in and CPP Portal and not in the newspapers; Tenderers shall keep themselves updated with all such developments.
 2. In case, the last date of receipt/opening of bids falls on holiday, the bids shall be receipt/opened on the next working day at same time.
 3. In case, the last date of submission of EMD & Tender fee falls on holiday, the EMD & Tender fee shall be submitted on the next working day at same time.
 4. Tenderer who has downloaded the tender document form from the institute website, shall submit a declaration along with tender document that I/We have downloaded the Tender Form from the institute website www.NIT Jalandhar.ac.in and I/we have not tempered /modified the tender form in any manner. In case, if the same is found to be tempered/modified in any manner, I/we understand that my/our tender will be summarily rejected and I/we are liable to be banned from doing business with institute.
 5. **Tender fee of Rs.500/- (Non- refundable) in the form of DD in favour of Director, D R B R Ambedkar NIT, Jalandhar.**
 6. **EMD (refundable) in the form of DD in favour of Security- A/c, DR B R Ambedkar NIT, Jalandhar.**
 7. **The EMD and Tender fee are be submitted as per dates mentioned in schedule, failing which e-bids will not considered.**
- ❖ **All the tenderers are required to submit the Tender Fee and EMD as per requirement of tender document failing which bids received straightway rejected and bid will be treated invalid.**
 - ❖ **Note: If the tenderer inadvertently or otherwise upload the quoted rates in the technical bid, the bid will be straightway rejected and treated invalid.**
 - ❖ **If the tenderer is exempted for payment of Tender Fee and EMD as NSIC/MSME registered tenderers, then tenderer is required to submit NSIC/MSME exemption certificate for same. The Certificate must be valid as on last date of submission of bid.**
Tenderer must submit a scanned copy (duly signed and stamped) regarding terms & conditions as per our tender documents along-with make/model, specifications, bill of quantity as per required equipment in the technical bid for examine the bid as per our institute tender documents. It is noted that no rate should be depicted in the letter head.



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Instructions to Tenderer

1. No tender will be accepted in physical form. The tenderers shall have to submit their bids online in Electronic Format under Digital Signatures. For participation in the e-tendering process, the tenderers need to register themselves on CPP Portal.
 2. Bids are to be submitted online and opened online as per time given failing which no tender will be considered.
 3. Bids will be opened online as per time given schedule.
 4. **Before submission of online bids, tenderers must ensure that scanned copies of all the necessary/relevant documents have been uploaded with the bid which should be duly signed and stamped. The duly signed and stamped copies of Terms & Conditions of the tender and other documents of the Tender & Annexures must be uploaded, failing which their bids may be rejected.**
 5. NIT JALANDHAR, will not be responsible for any delay in online submission of bids due to any reason whatsoever.
 6. **Tenderers should also upload the scanned copies of Tender fees/EMD/Exemption Certificate as specified in the tender documents along with online technical documents. EMD in the form of a Demand Draft in favor of the Security – A/c, Dr B R Ambedkar NIT, payable at Jalandhar (refundable separate) and Tender Fee in the form of a Demand Draft in favor of the Director, Dr B R Ambedkar NIT, payable at Jalandhar (Non- refundable separate) should also be submitted in physical form to the following address as per scheduled time given for physical submission of EMD and Tender fee. The Envelope should be super-scribed as EMD and Tender Fee for Tender for Servers, Chassis Switches make CISCO Storage make Belland sent to following address: -**
- Kind Attention- Assistant Registrar (Purchase Section)
Director,
Dr. B R Ambedkar National Institute of Technology,
G T Road Amritsar Bye Pass, Jalandhar-144001, Punjab (India).**
7. The details of EMD specified in the tender document should be same as submitted online (scanned copies). Otherwise tender will be rejected summarily.
 8. The conditional bids shall not be considered and will be out rightly rejected.
 9. **The Financial Bid through e-tendering process shall be opened of only those tenderers, who will qualify in the technical bid and approved by the Purchase Committee/Technical Experts. The date, time & place of opening of the financial bid(s) will be intimated in due course of time.**

Read and Accepted

(Signature & Stamp of Tenderer)



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10. At any time prior to the deadline for submission of bid, the institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective tenderer(s), modify the tender document by issuance of an amendment.
11. The amendment will be uploaded on Institute website and CPP Portal only. In order to provide reasonable time to prospective tenderer(s), for preparing their bid as per amendment, the institute may, at its discretion extend the deadline for the submission of tender.
12. The Institute is not liable to pay any interest on EMD. Earnest money deposit shall be forfeited, if the tenderer, withdraws its bid during the period of tender validity. The Earnest money deposit of the tenderers, whose tender has been found lowest will be kept till the period of contract. EMD deposit of the successful tenderer shall be forfeited, if it refuses or neglects to execute the contract in stipulated date as mentioned in the work order or fails to provide services during the contract period as specified by the institute. The EMD(s) of other Tenderer(s) whom offer will not found accordingly to required terms and conditions lowest will be released after finalization of Technical Bids/ Lowest Bid/Purchase.
13. The Director may accept a tender in part or whole of the quantity offered, reject any tender without assigning any reasons and may not accept the lowest tenderer. Further in case of any doubt/dispute, the decision of the Director of the Institute shall be final.
14. The offer shall be kept valid for minimum 120 days.
15. The tenderer should not have been debarred and/ or blacklisted by any Central Government/ or any State Government Department(s). This must be supported by an affidavit as per format given in Annexure-“B”.
16. If any information furnished by the tenderer is, at any stage found to be incorrect/false/fabricated, the Institute shall have the absolute right to forfeit the EMD, in addition to cancellation of contract, and in accordance with law, such other actions may be taken like black-listing of the tenderer etc.

Read and Accepted.

(Signature & Stamp of Tenderer)



TENDER EVALUATION

Institute will evaluate all the proposals to determine whether these are complete in all respects as specified in the tender document. Evaluation of the proposals shall be done in two stages as:

(a) Stage – I (Technical Evaluation):

- (i) Institute shall evaluate the technical bid(s) to determine the following like the bid qualifies the essential eligibility criteria or not, the tenderer has submitted the EMD & Tender fee or not, any computational errors have been made or not, all the documents have been properly filled or otherwise, all the documents have been submitted/ uploaded with technical bid or not, the specifications, location of their authorized service center will also be seen for evaluation etc.

After evaluation of technical bid(s), a list of the qualifying tenderer (s)/ tenderer s) shall be made. Short-listed tenderer(s) will be informed of the date, time and place of opening of financial bid(s) and they may attend or depute their authorized representative/s to attend the schedule of opening of financial bid(s) on the scheduled date and time, if they wish to do so. The representative(s) should have a letter of authority to attend the price bid(s) opening event.

PART – II (e-FINANCIAL BID):

- a) Tenderers should offer the rates as per the format of BOQ as available on CPP Portal. Detailed bill of material/quantity is also to be provided along with the price breakup of each item as per requirement of the tendered specification of the equipment in the online price bid at [CPP Portal](#).
- b) GST or any other taxes, Education Cess and other charges must be mentioned in the price bid. The financial evaluation/comparison will be made after including all the above mentioned charges/taxes.

Read and Accepted.

(Signature & Stamp of Tenderer)



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ARBITRATION:

In case of any dispute or difference arising out in connection with the tender conditions/job order/Contract, the Institute and the Seller/Service Provider will address the dispute/difference for a mutual resolution and failing which, the matter shall be referred for arbitration to a sole Arbitrator to be appointed by the Institute.

The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Jalandhar only. The decision of the Arbitrator shall be final and binding on both the parties.

JURISDICTION:

The courts at Jalandhar alone will have the jurisdiction to trial any matter, dispute or reference between parties arising out of this tender / contract. It is specifically agreed that no court outside and other than Jalandhar Court shall have jurisdiction in the matter.

Read and Accepted.

(Signature & Stamp of Tenderer)



(ELIGIBILITY CUM TERMS & CONDITIONS)

Terms and Conditions on which the work will be awarded to the successful tenderer are appended below: -

1. Description/Scope of Work:

- (i) The CAMC (Comprehensive Annual Maintenance Contract) should be comprehensive in nature and will be cover maintenance of hardware items (excluding client end) as **per details at Annexure-I** along with software support of these items for five years from the date of awarding the contract.
- (ii) The support should be provided in alliance with the OEM to provide original Hardware/Software of the same/higher configuration.
- (iii) The complete list of the Sr. Nos of the said hardware and licenses should be updated on the support website of the OEM.
- (iv) Latest Patches of the OS and the firmware should be updated on the said equipment from time to time or whenever the said update appears.
- (v) The breakdown calls should be attended via OEM telephonic support within six (6) hours of intimation even if the request is made over telephone (By calling to OEM Tech Support time: 8x5) by the Institute.
- (vi) All the item under CAMC should be repaired/ replaced within 72 hours.
- (vii) CAMC includes essential servicing and repairs/fixing/replacement of all the electrical/ electronic and mechanical components of the items put under CAMC. Therefore, the firm shall bear cost of all spare parts of related items or any other item necessary for proper operation of the original equipment. CAMC includes items even if it is burnt or damaged due to power fluctuation. No extra charges would be payable by NIT Jalandhar.
- (viii) The items under CAMC are located at Dr. B R Ambedkar National Institute of Technology (NIT JALANDHAR), G T Road By Pass, Jalandhar, Punjab (India).
- (ix) **Tenderer Responsibility: -**
 - a. Conducting unscheduled corrective and remedial maintenance/repair including supply and replacement of defective or unserviceable parts or components of these equipment.
 - b. One preventive maintenance should be done in every quarter on prior permission from the Computer Centre.
 - c. Reports on Preventive/ Breakdown maintenance and uptime efficiency of all the items under CAMC should be submitted at the end of each quarter.



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2. Tenderer Eligibility: -

- i. Tenderer should be authorized dealer for sales and service of OEM products and service from last five years. Copy of relevant certificate must be enclosed.
- ii. Tenderer should submit OEM authorization certificate (MAF) and support escalation matrix.
- iii. The tenderer should enclose at least three documents regarding Customer Satisfactory Certificate of execution of work done especially for Server/Network and AMC in Government Sector/PSU in the last three years.
- iv. The tenderer should provide details of his major projects of similar kind of work undertaken in last three years as per the enclosed formats of technical bid. (Annexure A)
- v. The tenderer should have CISCO certified professionals for maintaining the services of network, e-mail, data integrity and security of NIT Jalandhar servers. OEM authorization certificate from CISCO is required to be submitted.
- vi. The maintenance /repair work should be carried out at the NIT Jalandhar premises only. In case, any equipment is necessary to be taken outside NIT JALANDHAR premises for service/repair, the approval will be granted by the Competent Authority only in case of exceptional circumstances.
- vii. The tenderer should be able to supply original spare parts of Server/ Network components.
- viii. The tenderer should have their own test and repair facility with certified engineers.
- ix. A copy of the GST number as well as PAN number of the firm should be submitted.
- x. The firm should submit an undertaking (Annexure-B) that it has not been barred or blacklisted by any of the Central/ State Government/ Departments/Organization/Central or State PSU.
- xi. Successful tenderer will have to sign an agreement with NIT JALANDHAR on a Rs. 100/- stamp paper as per the format provided by NIT JALANDHAR. The tenderer shall bear the cost of stamp paper.
- xii. On completion of the contract period, the firm will have to hand over all the equipment under CAMC in perfect working condition to NIT JALANDHAR, failing which the amount spent on setting the equipment repaired/in working condition from the open market will be deducted from the security deposit/bill amount of the firm.



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- xiii. Director, NIT JALANDHAR reserves the right to reject or accept any tender document without assigning any reason and does not bind himself to accept the lowest or any tender.
 - xiv. The equipment are located at Dr. B R Ambedkar National Institute of Technology (NIT JALANDHAR), G T Road By Pass, Jalandhar, Punjab (India) and can be inspected during any working day between 2.00 PM to 5.00 PM with prior appointment to Head Computer Centre.
3. No installation charges, transportation charges and other incidental charges will be paid.
 4. Work Order will be placed to the lowest quote as per mentioned in the Tender documents.
 5. All alterations in the rates should be signed in ink otherwise the tender will be not considered.
 6. The lowest quoted tenderer (L-1) shall be chosen on the basis of lowest quote against the bid received.
 7. **CAMC Contract Period:** Period of Contract will be for 3 years and extendable for 2 years (3+2) from the date of acceptance of the contract/work order.
 8. The Director NIT, Jalandhar reserves the right to accept/reject all/any of the bid without assigning any reason.
 9. GST or any other chargeable duty where applicable must be specifically mentioned, failing which no tax or duty will be allowed at subsequent stage.
 10. All items shall be indicated both in words as well as in figures. If there is difference between amount quoted in words and figures, amount quoted in words shall prevail.
 11. **Payment: -**
 - i. Payment of the CAMC will be made from the effective date of CAMC mutually agreed upon.
 - ii. The successful tenderer will have to deposit a performance linked irrevocable Bank Guarantee equivalent to 3% of the total bid amount including taxes prevailing at the time of agreement. Validity of the bid should cover entire CAMC period plus three months beyond that period w.e.f. signing the CAMC contract with NIT Jalandhar.
 - iii. NIT JALANDHAR at its discretion may exclude any item from CAMC at any time without assigning any reason and payment will be made accordingly **on pro-rata basis**. Thus, the actual amount will depend on number of items covered under CAMC, during that period.
 - iv. Payment of CAMC charges on receipt of Bill/Invoice shall be released only on quarterly basis i.e. after completion of three months and on receipt of getting satisfactory performance report of the Servers, Chassis, Switches, Storage by the Head, Computer Centre, NIT Jalandhar. The fee payable towards CAMC shall not be paid in advance. Taxes etc., if any, levied shall be deducted at source.



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- v. NIT Jalandhar shall have the right to withhold any of the payments in full or in part subject to recovery of penalties and other dues, if any.
 - vi. If at any time during CAMC period, it is observed that the service provided by the vendor are not satisfactory, the contract may be terminated by Director, NIT Jalandhar or its nominated representative by giving 30 days' notice. **Any pending payment will not be paid if the agreement is terminated due to this reason.**
12. **Penalty:**
- i. The selected firm has to ensure that the problem reported and or equipment fault developed in the items under CAMC is resolved/rectified promptly within a maximum of three working days of reporting the call. If the firm fails to do so, a penalty of Rs. 2000/- per day complaint of each faulty equipment will be imposed for each day of delay beyond three working days irrespective of such pending complaints. No request to waive this penalty will be entertained even though the equipment fault is resolved later on. Frequent occurrence of such negligence i.e. failure to resolve the complaints within a maximum of three working days; would also lead to sufficient reason to terminate the CAMC contract from NIT Jalandhar end.
 - ii. The selected firm has to perform timely preventive maintenance of all the Servers & Networking equipment once in a period of three months. Failing to perform preventive maintenance, a penalty of Rs. 5000/- per quarter will be deducted from CAMC payment.
 - iii. In case, if the vendor is not able to repair/ replace the faulty equipment, NIT Jalandhar reserves the right to get it repair/ replace at its own level, without intimating the firm. The cost of the same would be deducted from the CAMC amount of the vendor.
13. **COMMENCEMENT OF WORK:** The tenderer has to provide the services strictly as per stipulated date mentioned in the work order failing which the Director reserve the right to withdraw the work order placed to Service Provider.
14. **TENDER FEE & SECURITY DEPOSIT:** Tender document fee of Rs.500/- is not refundable. The Security Deposit of Rs. 30,000/- (which will be refundable the successful tenderer after expiry of contract period and other tenderers whom bids do not found lowest quote will be returned immediately. This security deposited will not carry any interest. This Security Money can be forfeited on the following reasons:
- (a) In case whom award of work order is placed, if it refuses/ neglects/fails to execute the Work Order as per stipulated date mentioned in the work order,
 - (b) If the tenderer/tenderer, withdrawals its bids during the period of validity. In case any tenderer withdraws their offer before the validity of their offer, the Security so deposited will be forfeited.
15. **TERMINATION OF CONTRACT:** Director NIT, Jalandhar reserves the right to terminate the contract of above said work order without any reason by giving a notice of 30 days during the contract period. In case Service Provider fails to provide satisfactory services and Conformity with terms & conditions of tender document, Director, NIT Jalandhar reserves the right to withdraw the work order immediately.

Read and Accepted

(Signature & Stamp of Tenderer)



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Acceptance

We _____ read and accept the instructions to the tenderer, terms & conditions and all other documents as mentioned in the tender and shall comply with them strictly.

Name of Tenderer _____

Signature

Address _____

Seal of firm:

Date:



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Annexure "A"

Specifications/Technical Bid

Sr. No.	Description of Items	Details
1	Servers Chassis F1 Switches make CISCO 20 TB Storage make Dell,	12 Nos. 03 Nos. 02 Nos. 01 Nos.
2	CAMC Period:	3 (THREE Year) and extendable for 2 (Two Year) on Satisfactory Performance report
3	Model Number	UCS B200 M4 of Servers, Chassis, Switches and Storage make Dell
4	Service Visits	As per tender documents
5	Copy of PAN Number, GST Registration Number	Copies to be Enclosed
6	Breakdown calls to be attended within same day	As per tender document
7	Must be a reputed firm	Yes
8	Must have uploaded experience of	3 years

DECLARATION: I hereby declare that details furnished above true and correct. I have read over the entire terms and conditions of the tender document and abide by the same.



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Annexure "B"

DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER

Self Attested

I / We _____ (Tenderer) hereby declare that the firm / agency namely M/s. _____ has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India.

Or

I / We _____ (Tenderer) hereby declare that the Firm / agency namely M/s. _____ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of

_____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I / we are fully aware that the tender/ contract will be rejected / cancelled by Director, NIT Jalandhar, and EMD / SD shall be forfeited.

DEPONENT

Attested:

(Stamp of Company with authorized sign)

Name _____

Address _____