INDIAN INSTITUTE OF TECHNOLOGY GANDHINAGAR

Ground Floor, Room No. 101, Academic Block no. 3, Palaj, Gandhinagar - 382 355. Email id – purchase@iitgn.ac.in

Website: www.iitgn.ac.in

Date: 10 June, 2019

Tender No.: IITGN/RES-201819-0028-DST/BE/NONCONS/2019-20/016

Last date: 1st July, 2019 on/before 05:00 PM

SUB: Invitation of sealed tender (two bids) for Supply and Installation of "Rack Server with comprehensive 5 years warranty" as per details and specifications shown in the Annexure-I at IIT Gandhinagar.

Dear Sir/Madam,

Indian Institute of Technology Gandhinagar (IITGN) invites sealed tender (two bids) for **Supply and Installation of "Rack Server with comprehensive 5 years warranty" as per details and specifications shown in the Annexure-I** on the following terms & conditions:

- 1. If the supplier/firm is manufacturer/authorized dealer/sole distributor of any item/equipment(s), the latest certificate to this effect should be attached.
- 2. The tender documents are to be submitted in two parts as **Technical Offer and Financial offer:**
 - a.) The "Technical offer" should include the detailed specifications of main item/equipment and its accessories. All items should be numbered as indicated in the **Annexure-I and II (benchmark).** The bidder should submit '**Technical Compliance Report**' as per **Annexure-III** of the quoted item/equipment.
 - b.) The financial offer should include the cost of main item/equipment and its accessories numbered as in **Annexure-I**. If there is any separate cost for installation etc. that should be quoted separately. The total cost should be quoted in words as well as figures (typed or printed). Amendment should be avoided. Amendments, if any, should be duly initialled, failing which the offers are liable to be rejected.
 - c.) The two parts of the offer should be placed in separate sealed envelopes clearly marked "Technical Offer" & "Financial Offer". These two envelopes along with envelope for EMD and Tender Fee marked "Tender Fee & EMD" (total three envelopes) must be enclosed in one bigger envelope duly sealed and super scribed with tender number, name of the item/equipment (Supply of Rack Server with comprehensive 5 years warranty) and tender due date must be forwarded to the undersigned so as to reach on or before the due date.
 - d.) The Financial Offer must be mentioned in the prescribed format as per the **Annexure-VI** (as applicable A or B) only. If the financial offer is not in the prescribed format, it will be rejected.
- 3. The vendor/bidder should download the tender document from the Institute's website (i.e. www.iitgn.ac.in/call for tenders/auction/Section: Materials Management Division). The vendor/bidder(s) are required to submit the entire tender document (Page 1 to 30) endorsed by seal & signature as acceptance of terms and conditions of this tender. Incomplete tenders, amendments and additions to tender after opening or late tenders are liable to be ignored and rejected.
- 4. Fax and Email quotations are not acceptable.

- 5. Quotations should be valid for 120 days from the tender due date. The quotation should clearly indicate the period of delivery, warranty terms etc. A minimum of **free of cost 'Comprehensive 5 years Warranty'** is required from the date of installation and commissioning of item/equipment(s).
- 6. Relevant literature pertaining to the items quoted with full specifications (and drawing, if any) should be sent along with the Quotations, wherever applicable.
- 7. The Suppliers should submit copies of suitable documents in support of their reputation, credentials and past performance about the product/equipment which they have supplied to premier educational Institution(s). Without these documents the tender may be rejected by the Institute.
- 8. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration from concerned authorities, GST registration and service tax registration as applicable.
- 9. The quotations should be given for the items in the same order as in the tender document.
- 10. The required quantity of the cited item/equipment(s) is **1** (one) number and may vary as per demand of the institute at the time of placing order.
- 11. The Vendor must be able to provide the product/items within specified time period as prescribed in the Purchase Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions.
- 12. The Institute prefers to import the cited item directly from Original Equipment Manufacturer (OEM) which shall be delivered by air/sea. The quoted price should be up to CIP, Ahmedabad and prefers the Insurance of the consignment shall be from the Original Equipment Manufacturer (OEM)'s warehouse to Institute's Workshop.
- 13. (A) For Import purchase/supplies*
- (I) In case of payment through Letter of Credit (LC), 90% (Ninety Percent) of the payment will be released after completion of the supply/delivery. The balance 10% (Ten Percent) of the payment will be released after satisfactory installation, commissioning of the item/equipment and submission of performance bank guarantee.
- (II) If the Payment is in the form of foreign currency draft/TT, the Institute may release the payment within 30 working days after supply/delivery, successful installation, commissioning of the item/equipment and submission of performance bank guarantee.
- 13. (B) For indigenous purchase/supplies
- 'Advance Payment' is not allowed in any case. 100% payment will be released after completion of the supply/delivery, successful installation, commissioning and submission of performance bank guarantee.
- *In Case of payment through 'Irrevocable Letter of Credit' and/or 'Foreign Currency Draft/TT', the Bank Charges in India shall be borne by the Institute (i.e. IIT Gandhinagar) and outside India shall be borne by the Original Equipment Manufacturer (OEM)/supplier.

Further, the bank details for establishing of 'Irrevocable Letter of Credit', 'Foreign Currency Draft/TT', RTGS/NEFT details for Indigenous Supplies shall be provided on Original Equipment

Manufacturer (OEM)/supplier's letterhead duly signed and stamped by authorised person of the organization.

No request for change in banking details will be entertained afterwards. However, request for change in banking details will be accepted only if the Original Equipment Manufacturer (OEM)/vendor/supplier provides an Indemnity Bond certified by the bank for the same.

- 14. IIT Gandhinagar is eligible for concessional rate of GST i.e. @ 5% under the Notification No. 45/2017, Central Tax (Rate), State Tax (Rate) and/or 47/2017, Integrated Tax (Rate), dated 14.11.2017 subject to applicability of the cited clause of GST on items based on directives of DSIR and is also eligible for concessional rate of custom duty. Necessary certificate will be issued on demand. IIT Gandhinagar will make necessary arrangements for the clearance of imported goods at the Airport. Hence, the price should not include these charges.
- 15. In the event of any dispute or difference(s) between the vendee IIT Gandhinagar and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the concerned authority of IIT Gandhinagar who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
- 16. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
- 17. All disputes shall be subject to Gandhinagar Jurisdiction only.
- 18. IIT Gandhinagar reserves the rights to accept/reject any offer in full or in part or accept any offer other than the lowest offer without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection.
- 19. Any effort by a supplier to influence IITGN's tender evaluation, tender comparison or contract/order award decisions may result in the rejection of the supplier's tender and forfeiture of the supplier's EMD.
- 20. After opening of bids, information relating to the examination, clarification, evaluation and comparisons of bids and recommendations concerning the award of contract shall not be disclosed to bidders or other persons not officially concerned with such process.
- 21. The tender/bid (i.e. technical offer) will be opened on 3rd July 2019 at 05.00 PM at IIT Gandhinagar Premises.
 - a.) The suppliers or their authorized representative may also be present during the opening of the Technical offer, if they desire so, at their own expenses. The required technical specifications of the item/equipment(s) is mentioned in Annexure-I.
 - b.) Only those financial offers will be opened whose technical offers are found suitable by the expert panel/committee appointed for the concerned item/equipment and who provide/fulfill(s) all the technical specifications mentioned in the Annexure-I of the item/equipment.
 - c.) No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the offer.

- d.) The tender committee reserves its right to select or reject any or all of the items/equipment mentioned above without assigning any reasons.
- 22. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Assistant Registrar (MM) through e-mail, purchase@iitgn.ac.in on or before **04.00 PM**, **25 June 2019**.
- 23 (a). A demand draft of Rs. 1,000/- (Rupees One Thousand Only) towards non-refundable tender fee and a demand draft of Rs. 26,940 (Rupees Twenty Six Thousand Nine hundred Forty Only) towards refundable EMD from a nationalized bank/schedule bank in favor of "IIT Gandhinagar Project and Consultancy Account" payable at Gandhinagar placed in a separate envelope marked "Tender Fee & EMD" should accompany tender bid documents. Tender fee and EMD issued by co-operative banks are not accepted. Both the demand drafts should be valid for 90 days (Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India). Without the tender fee and EMD the bid will not be considered.
- (b). Valid NSIC and MSE Certificates will be accepted for relaxation of EMD and tender fee. Presently EMD/Tender Fee exemptions and price preference are applicable to only Micro and Small Industries. In view of the above, if the vendor will claim for EMD/Tender Fee exemptions, the vendor should meet all the criterias for Micro and Small Industries. The vendor must have to submit the supporting documents like NSIC registration certificate, MSE registration certificate issued by competent government bodies to become eligible for the tender fee/EMD exemptions. The certificates of the vendor (NSIC/MSE) shall cover the items tendered to get EMD/Tender Fee exemptions. NSIC certificate shall be valid as on due date/extended due date of the tender. This is not applicable for non NSIC unit.

Note — In case the bid is submitted as an **Indian arm of a foreign bidder** and the eligibility criteria conditions were met through foreign company, then the **EMD exemption cannot be claimed under the MSME status of India arm/subsidiary**. Thus a bidder who solely on its own, fulfills each eligibility criteria condition as per the tender terms and conditions and who are having MSE status, can claim EMD exemption/tender fee.

- (c). The EMD of the successful bidder will be returned without any interest after completion of the successful installation. The earnest money of unsuccessful bidders will be returned to them without any interest within thirty (30) working days after awarding the offer. For further query regarding the EMD, vendor/bidder(s) are required to contact with Assistant Registrar (MM) through e-mail, purchase@iitgn.ac.in.
- 24. All tender documents should have to be forwarded through speed post or registered post, courier, hand delivery to the following address so as to reach the following address on/before <u>05:00 PM</u>, <u>1st July 2019</u>.

Assistant Registrar (MM)

Indian Institute of Technology Gandhinagar, Ground Floor, Room No. 101, Academic Block no. 3, Palaj, Gandhinagar -382 355 Email id – purchase@iitgn.ac.in

Other Terms & Conditions:

1. Pre – Qualification Criteria:

- a. **Authorization:** In continuation of clause 1, bidder(s) should be the manufacturer / authorized dealer. 'Letter of Authorization' from Original Equipment Manufacturer (OEM)/Principal on the same and specific to this tender should be enclosed.
- i) In this tender, either the Indian agent on behalf of the Principal/Original Equipment Manufacturer (OEM) or Principal / OEM itself can bid but both cannot bid simultaneously for the same item.
- ii) If an Indian agent submits bid on behalf of the Principal/Original Equipment Manufacturer (OEM), the same agent shall not submit a bid on behalf of another Principal/OEM in this tender.
- b. **Undertaking:** An undertaking from the Original Equipment Manufacturer (OEM) is required stating that they would facilitate the bidder on a regular basis with technology/product updates and extend support for the warranty as well, as per **Annexure-IV.**

Note – The bid of the vendor/bidder which does not comply with pre-qualification criteria will not be processed/evaluated further.

2. Performance Guarantee Bond:

- a. Performance Guarantee Bond is mandatory.
- **b.** Successful supplier/ firm should submit performance guarantee as prescribed and to be received in the office of Assistant Registrar, Materials Management Division before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance guarantee bond to be furnished in the form of Bank Guarantee as per given proforma of the tender documents, for an amount covering 10% of the value of quantity of material on landed cost basis.
- **c.** The Performance Guarantee should be established in favor of "**IIT Gandhinagar Project and Consultancy Account**" through any Nationalized Bank/Schedule Bank Situated at Gandhinagar with a clause to enforce the same on their local branch at Gandhinagar.
- **d.** Validity of the performance guarantee bond shall be for a period of entire warranty period from the date of issue of installation & commissioning.
- **3. Delivery**: The item/equipment should be delivered and installed within the period as specified in the purchase order and be ready for use within two weeks of delivery unless otherwise prescribed.
- **4. Penalty:** If the suppliers fails to deliver and place any or all the equipment or perform the service by the specified date, penalty at the rate of 1% per week of the total order value subject to the maximum of 10% of total order value will be deducted.
- **5. Training**: Suppliers need to provide adequate training at IIT Gandhinagar to the nominated person(s) of IIT Gandhinagar at their cost. IIT Gandhinagar will not bear any training or living expenditure in this regard. The Supplier should arrange for regular visit to the IITGN campus by its technical team and assist in maintenance of the item/equipment within warranty period. Assistance limited to locking companies with manufacturer will not be considered sufficient.

6. Installation & Warranty Declaration: Suppliers must give the comprehensive onsite warranty as required from the date of successful installation of item/equipment against any manufacturing defects. In the installation report the model number of instrument and all spares parts/accessories numbers should be in the line of purchase order and suppliers are required to submit the warranty certificate (as per Annexure-V). If any item covered under warranty fails, the same shall be replaced free of cost including all the applicable charges (shipping cost both ways). **Installation must be done within stipulated time period from the date of delivery of the item/equipment as specified in the purchase order.**

Any deviation in the material and the specifications from the accepted terms may liable to be rejected and the suppliers need to supply all the goods in the specified form to the satisfaction / specifications specified in the Purchase order and demonstrate at the their own cost.

Aggistant Registron (MM)

Assistant Registrar (MM)

Form A

PARTICULARS TO BE FILLED BY THE BIDDER

1. Name of the Supplier:
2. Complete Address of the Supplier:
3. Availability for demonstration of instruments at IIT Gandhinagar: Yes / No [Please $\sqrt{\ }$]
4. Cost of the Tender Fee enclosed: Yes/No [Please $\sqrt{\ }$] If yes,
a.) Name of the Bank
b.) Amount in (₹)
c.) Demand Draft No
5. Earnest Money Deposit enclosed: Yes / No [Please √] if Yes,
a.) Name of the Bank
b.) Amount in (₹)
c.) Demand Draft No
 d.) Last Validity date of the enclosed DD 6. Communication details of the concerned contact person to whom all references shall be made regarding this tender enquiry. [NOTE: Any changes after submission of Tender documents kindly update IIT Gandhinagar]
 a.) Full Name: b.) Complete Postal Address: c.) Telephone No.: d.) Fax No.: e.) Mobile No.: f.) E-mail: g.) Website Address:

Note: - Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India.

Form B

PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCESSFUL BIDDER

RTGS/National Electronic Fund Transfer (NEFT) Mandate Form

	<u> </u>	
1	Name of the Bidder	
2	Permanent Account No (PAN)	
3	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4	Email id of the Bidder	

Note: - Please attach original cancelled cheque along with the RTGS/National Electronic Fund Transfer (NEFT) Mandate Form.

Form C

Checklist for Supply and Installation of "Rack Server with comprehensive 5 years warranty"

		Checklist – Tender Fee & EMD		<i>U</i>		<i>V</i>
	Sr.	Particulars	Docui	ments t	o be a	ttached
	No.		wherever	applica	able (Please '√')
			Yes			No
	1.	Demand Draft of Rs. 1,000/- (Rupees One Thousand Only) towards non-				
		refundable tender fee is enclosed. **Demand Drafts must complied with				
	2.	CTS 2010 standards prescribed by Reserve Bank of India Demand Draft of Rs. 26,940 (Rupees Twenty Six Thousand Nine hundred				
	۷.	Forty Only) towards refundable EMD is enclosed.**Demand Drafts must				
		complied with CTS 2010 standards prescribed by Reserve Bank of India				
	3.	Valid NSIC & MSE Certificate(s) as per clause 23 (Page 4) is enclosed.				
	4.	Envelope is marked as "Tender Fee and EMD"				
		Checklist – Technical Offer				
,	Sr.	Particulars				nts to be
I	No.					wherever
						(Please '√')
	1	0.1.1/5.1		Ye	es	No
	1.	Original/Endorsed documents attached indicated in the tender document i. 'Letter of Authorization' from Original Equipment Manufacturer (OEM)/P	rincinal on			
		the same and specific to this tender. ii. Copy of PAN, Certificate of firm				
		registration, GST Registration (Sales tax) and Service tax registration as appl	icable. iii.			
		Relevant literature pertaining to the items quoted with full technical specification				
		Relevant document related to the experience to supply the same item/equipment institutions/organizations	nent to the			
	2.	Total no. of pages of the technical offer				
	3.	Whether endorse tender document is attached as per the clause 3, Page No. 1				
	4.	Technical Compliance Report as per Annexure-III				
	5.	Bank details for establishing of 'Irrevocable Letter of Credit', 'Foreign	Currency			
		Draft/TT', RTGS/NEFT details for Indigenous Supplies shall be provided of				
		Equipment Manufacturer (OEM)/supplier's letterhead duly signed and s	tamped by			
	6.	authorised person of the organization Submission of Undertaking (Annexure-IV) & Warranty Declaration (Annexure-IV)	:0 V)			
	7.	Duly filled Form – A & Form –B along with Cancelled Cheque	(e-v)			
	8.	Envelope is marked as " Technical Offer "				
	0.	Checklist – Financial Offer				
C.	r. No.			Do		nts to be
0	r. No.	raruculars				wherever
						(Please '√')
				Ye		No
	1.	Financial Offer of quoted item/equipment as per proforma Annexure-VI (A	or B as			
		applicable)				
	2.	Total no. of pages of the financial offer				
	3.	Envelope is marked as "Financial Offer"				
	N.T	Checklist – Master Envelope				4 4 1
3.	r. No.	Particulars				nts to be wherever
						wherever (Please '√')
				Ye	-	No No
	1.	Master envelope containing Envelopes of "Technical Offer", "Financial	Offer" and			
		"Tender Fee and EMD" are super scribed with Tender Number,	Name of			
		item/equipment and Tender Due Date				

PROFORMA FOR PERFORMANCE GUARANTEE BOND

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred) (TO BE ESTABLISHED THROUGH ANY OF THE NATIONALISED BANKS (WHETHER SITUATED AT GANDHINAGAR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT GANDHINAGAR. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To, Assistant Registrar (MM), Indian Institute of Technology Gandhinagar Palaj, Gandhinagar – 382 355 Gujarat, India

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology Gandhinagar (Buyer) have invited Tenders vide Tenders No
NOW THIS BANK HEREBY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to in tender document / purchase order / performance of the item/equipment etc. this Bank shall pay to Indian Institute of Technology Gandhinagar on demand and without protest or demur Rs
This Bank further agrees that the decision of Indian Institute of Technology Gandhinagar (Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document purchase order shall be final and binding.
We,
Notwithstanding anything contained herein:

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a. Our liability under this Bank Guarantee shall not exceed Rs
(Indian Rupees only).
b. This Bank Guarantee shall be valid up to(date) and
c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Gandhinagar serve upon us a written claim or demand on or before
This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at
(Address of local branch).
Yours truly,
Signature and seal of the guarantor:
Name of the Bank:
Complete Postal Address:
Date:

Annexure-I

Name of the item/equipment: Rack Server with comprehensive 5 years warranty

Required Quantity and Technical Specifications of Rack Server with comprehensive 5 years warranty: -

The following are the minimum requirements. Anything not meeting the minimum requirement will be counted as a deviation. If the proposed solution is better than the below, it will be counted as a positive deviation.

1) Rack Server

Required Quantity – 1 No.

- 2 x Intel® Xeon® Gold 6130 processor (16 Cores, 2.10 GHz, L3 Cache: 22 MB,10.4 GT/s)
- Intel® chipset family or matching the processor as proposed.
- 512GB DDR4-2666 Registered ECC (16 x 32GB); a balanced configuration is preferred, apart from what has been stated may be quoted to achieve maximum or best performance.
- 2 x SSD SATA 480GB or better and 2 x SAS 12G 4TB 7200 rpm Hot Plug disks and upgradable to additional 4TB; Minimum 4 disk bays should be available.
- On board/Add-on Raid controller supporting RAID Levels 0, 1 or above; Both SSD-SATA drives will be configured on RAID 1 for OS installation only and SAS HDD will be made on RAID 0,1 or above for storing user level data.
- Optical drive ultraslim DVD-RW (inbuilt/external USB based) required.
- Integrated Remote management controller port IPMI 2.0 compliant 1Gbps. should support graphical console redirection and remote media redirection. OEM Server Management Suite, The server management suite should have power management capability with view of historical data. Remote KVM Licence and server management licence if applicable should be provided with support for the entire warranty period
- Graphics: Standard onboard
- Minimum Dual Intel® Gigabit (10/100/1000Mbps) Ethernet onboard; It is implied that minimum two Cat6 cables (1-2 meter length) will be provided by the bidder.
- Enough number of PCIe 3.0 slots to accommodate the above configuration; the bidder may propose more number of PCIe 3.0 slots for the configuration to be better.
- Many ports of USB 2.0 or USB 3.0 (preferred), 1 x VGA, 2 x RJ45 LAN ports, 1 x RJ45 Management Port
- Rack-mountable with mounting Rails
- Redundant hot swap Power Supply modules. It is implied that all power cables (1-2 meter of C13/C14 type) will by provided by bidder.

2) Software:

• Should be compatible/supported/certified with LTS Ubuntu 16.XX and 18.XX both Server and Desktop-Side stable 64-bit versions on the proposed hardware. The bidder may obtain a confirmation, on the compatibility/support/certification of OS from the OEM if they need and attach the same in the technical bid. The bidder will be responsible for providing support to IITGN on

- Operating System (OS) and related software in terms of installation and troubleshooting as and when required during the period.
- Should support the installation and running ALL OF THE FOLLOWING opensource software [bedgraph DeepTools package RepeatMasker bedtools bismark bowtie bwa-0.7.15 cufflink fastqc fastx homer macs meme-suite HiCup R-software samtools seqmonk etc] in both serial and parallel environment. The installation, troubleshoot(if any) and support for all releases/versions of all these software will be under the scope of the bidder.
- Should support Intel suite of compilers including FORTRAN, C, C++, MPI, MKL, MVAPICH2, OPEN-MPI, compatible for Rack Server environment. Should support Intel Parallel Studio XE 2018 or higher Server Edition for Linux (bidder should <u>NOT</u> provide the software rather confirm the compatibility)
- Should support job scheduler (PBS/Torque/Maui/Slurm).

Warranty:

- Free of Cost Comprehensive 5 years warranty with 9x5 support.
- The system hardware should be recovered within next business day.
- The warranty shall include advanced replacement for all 5 years (<u>An operational Replacement part should be provided before taking away the faulty part</u>).
- Software licence (as applicable) and server management software should also be covered for 5 years; any new addition of the software in the list will also come under the scope of work of the bidder in terms of installation, support and troubleshoot.
- In case the bidder fails to provide support due to any reason whatsoever, then the scope of support will directly come under the proposed OEM.

Service Level Agreement (SLA) Requirement:

Although 24x7 support is preferred, the minimum SLA requirements are given below.

- Priority 1 Call: System is completely down and business is severely impacted, that is the Rack Server is unusable. (covered on Saturday & Sunday & Holidays as well)
- Priority 2 Call: System is degraded with no impact on business.

Priority	Classification of Issue	Category	Response Time	Resolution Time
1	Rack Server is down and business is impacted. (covered on Saturday & Sunday & Holidays), that is the Rack Server is unusable.	Software, Network And Hardware	Within 2 hours after the lodge of the ticket (for all cases - hardware, software, network) The ticket or docket number should be provided in email.	2 days (inclusive of working and non-working and holidays). Engineers must visit for any change in original spare parts.
2	System is degraded with no impact on business.			4 days either in person or remotely.

The bidder can provide their own SLA matrix in a similar format in case of any deviations from the above requirements. It is to be noted that the better SLA proposals from the bidder will not be counted as the deviation from the criteria given.

Escalation Matrix

The bidder must provide the escalation matrix.

Generic Instruction:

- 1. Ink-signed Original Equipment Manufacturer (OEM) Authorization Form in OEM letterhead must be attached. If not provided, then the committee has the right not to consider the bid and hence will not evaluate the same bid any more further.
- 2. The bidder must have a minimum of turnover of Rs. 25 Crore in each of the last 3 financial years. Please provide last 3 years balance sheet and profit-and-loss statements for the same as proof. If not provided, then the committee has the right not to consider the bid and hence will not evaluate the same bid any more further.
- 3. Commercial bids may be submitted in USD/INR format only.
- 4. OEM should have registered support office in minimum 3 locations across pan India (including Gujarat) and the service tax registration number has to be provided as proof.
- 5. OEM should be in existence in India for minimum past 10 Years. Please provide the certificate of incorporation along with corporate identity number as proof.
- 6. Proposed OEM's system should have already been installed & running successfully in last 3 years in Ahmedabad/Gandhinagar region. The bidder must have a support desk office at Ahmedabad/Gandhinagar region for managing rack based servers.
- 7. All parts including CPU, Motherboard, RAM, Graphic Card, HDD, SMPS, cables and all other peripherals to be supplied by OEM, should be under warranty of OEM. Part Number will be checked with the OEM after supply & if necessary a certificate has to be furnished on OEM letterhead. Along with the MAF, OEM should give an undertaking in its ink-signed letterhead that the parts supplied are genuine and they have not used any refurbished parts.
- 8. All the software being provided by the bidder must have support for upgraded, updates and patches during the comprehensive warranty period.
- 9. Any parts that are changed during the warranty period must be from the same OEM only.
- 10. The bidder must not be blacklisted by C-DAC or any other Educational / R&D /Govt. Organizations as on date of submission.
- 11. All the pages of this Tender (including all technical Annexures) must be signed and stamped, as a token of acceptance, by the bidder, else the bid will be summarily rejected.
- 12. The bidder must provide a list of employees working in their organization indicating with their qualifications and experience serving in the department of Rack Server only. The qualifications and experience demonstrating the expertise to maintain Rack Servers must be clearly indicated.
- 13. The agency shall provide a complaint resolution portal or a central email address and phone number to lodge the complaints and thereafter issue complaint number.
- 14. The bidders cannot subcontract or outsource the task for installation, commissioning and support during the warranty period.

- 15. Detailed solution diagram including approximate power, cooling required for the proposed solution must be indicated. The details of make and model of each item quoted must be indicated clearly and printed datasheets catalog, literature published by OEM must be submitted along with the technical bid. Test certificates from the OEM (wherever applicable) must be submitted along with the technical bid.
- 16. The quantity against each item mentioned in this tender may vary during actual placing of the Purchase Order. In such case of quantity variation, no change in the quoted unit price will be allowed.
- 17. Quotations must be valid for 120 days from the date of submission of bid.
- 18. The entire server should be factory integrated with all parts bearing OEM part codes. No assembly at the site will be permitted. BoM with OEM part codes should be submitted along with the technical bid.
- 19. Once all the equipments are received in good condition, the installation of the Rack Server must start immediately from the bidder's end.
- 20. A deadline must be submitted along with the technical bid setting appropriate milestones of commissioning of the Rack Server.
- 21. If the required SLA is not met then the appropriate penalty will be charged as noted in the Clause **Penalty**. In case there is any delay from IITGN then no penalty will be applied.
- 22. IITGN reserves the right to cancel the tendering process, if needed, without issuing any further notice or assigning any reason whatsoever.
- 23. As a part of the technical evaluation, the eligible bidder(s) may be called for a technical Powerpoint presentation in front of the committee members on a designated date and time. The requirements of that presentation or clarifications, if any, will be intimated and subsequently discussed during the meeting.
- 24. Any interim correspondence pertaining to the tender and/or the Annexure-I, II, III and IV must be submitted to <u>purchase@iitgn.ac.in</u> only.

Technical Instruction:

- 1. Ubuntu OS, MPI libraries and routines in order to run jobs, must be installed on the new server by the bidder as per requirement by IITGN.
- 2. Benchmarking (as given in Annexure-II) needs to be executed on hardware architecture that is proposed by the bidder and the **results** (**including its input and output file**) **must be submitted as part of the technical bid in the form of a Pendrive/CD/DVD in a text searchable and readable format.** These benchmarking results will be used subsequently, to verify the performance of the Rack Server after installation. The technical bids which do not provide the benchmarking results in the form of a Pendrive/CD/DVD and as outlined above, will be summarily rejected.
- 3. The bidder, whenever needed, will be responsible to provide remote and physical support, for the listed below points (not limited to) during the entire comprehensive warranty period:
 - OS Support and troubleshooting
 - OS Kernel upgradation/downgradation (meaning kernel release, major and minor version)
 - Re-Installations of server in the event of OS corruption or similar incidents
 - OS Patch deployment (as and when necessary)
 - Compilers & Libraries implementation support

- Application (both opensource and commercial) installation support
- Scheduler Support (if required)
- MPI installation & troubleshooting support (as and whenever applicable)

Note: IITGN will provide media and licenses for commercial software.

- Regular Health checkups of Rack Server
- Patch updates on requirement basis
- Problem identification on all Server Components
- Keep the uptime for the Rack Server at 99.9%; adequate numbers of motherboards, Memory module, SSD and SAS Hard-Disk Drive, SMPS, C13/C14 Power cables, Cat6 Cables, CMOS battery etc; only original spare parts must be used. If uptime is not met at 99.9% level then accordingly the **penalty** will be applicable. In case the uptime is not met by IITGN infrastructure then no penalty will be made.
- At any point of time, during bidding or installing the Rack Server, if it is found that any hardware/software is NOT compatible/matching with the proposed or supplied hardware/software model/configuration then the cost and/or man-hours to mitigate that situation, if any, has to be borne by the bidder within the stipulated time frame and as per tender document; else there might be **penalty** applicable.

Penalty:

- Apart from delivery and installation period, during the warranty and support period, penalty would be imposed for not meeting the SLA like if any ticket is found to be unresolved after the stipulated SLA period is passed; and if 2(two) such incidents happen in a quarter after project sign-off, then 0.5% of the PBG will be deducted.
- In case 5 (five) penalties in lieu of breach of SLA has been imposed during the 5 years support and maintenance period, then it would be considered as a severe non-performance from the bidder's end and IITGN will have the sole discretion to further decide for increase in the amount of penalty to be deducted from PBG or whether the entire PBG will be completely forfeited.

Note – Committee may ask for technical presentation which may be part of technical evaluation process.

Quote must have a technical compliance report as prescribed.

Annexure -II

Preamble: The following benchmarks have to be conducted and submitted along with the technical bids (See point 2 of Technical Instructions). The benchmarking must be done on the proposed hardware, software and network architecture only. The OS must be Ubuntu OS 18.XX 64 bit only.

HPL: This is the widely used implementation of the Linpack TPP benchmark. It measures the sustained floating point rate of execution for solving a linear system of equations in double precision (64 bits) arithmetic on distributed-memory computers. The HPL software package requires the availability on your system of an implementation of the Message Passing Interface with an implementation of either the Basic Linear Algebra Subprograms. Only the latest version of opensource Netlib HPL benchmarking must be used.

Run on all CPUs of the rack server (i.e. CPU-CPU) considering Approx N = 235930 (problem size); the problem size should be chosen to the maximum extent in order to gain the maximum output of the system. HPL performance with $R_{peak}/R_{max} < 70\%$ will lead to immediate disqualification.

May download the latest version from http://www.netlib.org/benchmark/hpl

Annexure-III Technical Compliance Report for Rack Server with comprehensive 5 years warranty

Indicate Compliance status (Yes / No) for each and every bullet points.

Sr. No.	Required Technical Specifications of Rack Server with comprehensive 5 years warranty	Make, Model,	Whether Comply
	The following are the minimum requirements. Anything not meeting the minimum requirement will be counted as a deviation. If the proposed solution is better than the below, it will be counted as a positive deviation.	Version Number etc.	(Yes/No)
1	Rack Server		
	• 2 x Intel® Xeon® Gold 6130 processor (16 Cores, 2.10 GHz, L3 Cache: 22 MB,10.4 GT/s)		
	Intel® chipset family or matching the processor as proposed		
	• 512GB DDR4-2666 Registered ECC (16 x 32GB); a balanced configuration is preferred, apart from what has been stated may be quoted to achieve maximum or best performance.		
	• 2 x SSD SATA 480GB or better and 2 x SAS 12G 4TB 7200 rpm Hot Plug disks and upgradable to additional 4TB; Minimum 4 disk bays should be available		
	On board/Add-on Raid controller supporting - RAID Levels 0, 1 or above; Both SSD-SATA drives will be configured on RAID 1 for OS installation only and SAS HDD will be made on RAID 0,1 or above for storing user level data.		
	Optical drive ultraslim DVD-RW (inbuilt/external USB based) required.		
	• Integrated Remote management controller port IPMI 2.0 compliant 1Gbps. should support graphical console redirection and remote media redirection. OEM Server Management Suite, The server management suite should have power management capability with view of historical data.		

	• Remote KVM Licence and server management licence if applicable should be provided with support for the entire warranty period	
	Graphics : Standard onboard	
	• Minimum Dual Intel® Gigabit (10/100/1000Mbps) Ethernet onboard; It is implied that minimum two Cat6 cables (1-2 meter length) will be provided by the bidder.	
	 Enough number of PCIe 3.0 slots to accommodate the above configuration; the bidder may propose more number of PCIe 3.0 slots for the configuration to be better. 	
	 Many ports of USB 2.0 or USB 3.0(preferred), 1 x VGA, 2 x RJ45 LAN ports, 1 x RJ45 Management Port 	
	Rack-mountable with mounting Rails	
	• Redundant hot swap Power Supply modules. It is implied that all power cables (1-2 meter of C13/C14 type) will by provided by bidder.	
2	Software	
	• Should be compatible/supported/certified with LTS Ubuntu 16.XX and 18.XX both Server and Desktop-Side stable 64-bit versions on the proposed hardware. The bidder may obtain a confirmation, on the compatibility/support/certification of OS from the OEM if they need and attach the same in the technical bid. The bidder will be responsible for providing support to IITGN on Operating System (OS) and related software in terms of installation and troubleshooting as and when required during the period.	
	• Should support the installation and running of ALL OF THE FOLLOWING opensource software [bedgraph DeepTools package RepeatMasker bedtools bismark bowtie bwa-0.7.15 cufflink HiCup fastqc fastx homer macs meme-suite R-software samtools seqmonk etc] in both serial and parallel environment. The installation, troubleshoot(if any) and support for all releases/versions of all these	

	Should support Intel suite of compilers including FORTRAN, C, C++, MPI, MKL, MVAPICH2, OPEN-MPI, compatible for Rack Server environment. Should support Intel Parallel Studio XE 2018 or higher Server Edition for Linux (bidder should NOT provide the software rather confirm the compatibility)
	Should support job scheduler (PBS/Torque/Maui/Slurm).
3	Warranty:
	• Free of Cost Comprehensive 5 years warranty with 9x5 support.
	The system hardware should be recovered within next business day.
	The warranty shall include advanced replacement for all 5 years (An operational Replacement part should be provided before taking away the faulty part).
	Software licence (as applicable) and server management software should also be covered for 5 years; any new addition of the software in the list will also come under the scope of work of the bidder in terms of installation, support and troubleshoot.
	In case the bidder fails to provide support due to any reason whatsoever, then the scope of support will directly come under the proposed OEM.
4	Service Level Agreement (SLA) Requirement: Although 24x7 support is preferred, the minimum SLA requirements are given below. • Priority 1 Call: System is completely down and business is severely impacted, that is the Rack Server is unusable. (covered on Saturday & Sunday & Holidays as well) • Priority 2 Call: System is degraded with no impact on business.
	Priorit Classification of Issue Response Time Resolution

	1	Rack Server is down and business is impacted. (covered on Saturday & Sunday & Holidays), that is the Rack Server is unusable.	Software, Network And Hardware	Within 2 hours after the lodge of the ticket (for all cases - hardware, software, network) The ticket or docket number should be provided in email.	(inclusive of working and non-working and holidays).		
	2	System is degraded with no impact on business.			4 days either in person or remotely		
	deviation	ns from the above re	equirements.	atrix in a similar form. It is to be noted that inted as the deviation is	the better SLA	A	
5		on Matrix ler must provide esca	alation matrix	Κ.			
6	Generic	Instruction:					
	F c	form in OEM letter	head must b	Manufacturer (OEM) e attached. If not proconsider the bid and other.	ovided, then the	e	
	tl <u>p</u> c	ne last 3 financial yerofit-and-loss statem	ears. <u>Please pents for the second to compare to compar</u>	of turnover of Rs. 25 or ovide last 3 years based as proof. If not preconsider the bid and orther.	alance sheet and ovided, then the	<u>d</u> e	
	• (Commercial bids mus	st be submitte	ed in USD/INR format	only.		

OEM should have registered support office in minimum 3 locations across pan India (including Gujarat) and the <u>service tax registration number has to be provided as proof.</u>	
OEM should be in existence in India for minimum past 10 Years. Please provide the certificate of incorporation along with corporate identity number as proof.	
Proposed OEM's system should have already been installed & running successfully in last 3 years in Ahmedabad/Gandhinagar region. The bidder must have a support desk office at Ahmedabad/Gandhinagar region for managing rack based servers.	
All parts including CPU, Motherboard, RAM, Graphic Card, HDD, SMPS, cables and all other peripherals to be supplied by OEM, should be under warranty of OEM. Part Number will be checked with the OEM after supply & if necessary a certificate has to be furnished on OEM letterhead. Along with the MAF, OEM should give an undertaking in its ink-signed letterhead that the parts supplied are genuine and they have not used any refurbished parts.	
All the software being provided by the bidder must have support for upgraded, updates and patches during the comprehensive warranty period.	
Any parts that are changed during the warranty period must be from the same OEM only.	
The bidder must not be blacklisted by C-DAC or any other Educational / R&D /Govt. Organizations as on date of submission.	
All the pages of this Tender (including all technical Annexures) must be signed and stamped, as a token of acceptance, by the bidder, else the bid will be summarily rejected.	
The bidder must provide a list of employees working in their organization indicating with their qualifications and experience serving in the department of Rack Server only. The qualifications and experience demonstrating the expertise to maintain Rack Servers must be clearly indicated.	
The agency shall provide a complaint resolution portal or a central email address and phone number to lodge the complaints and thereafter issue complaint number.	

	 The bidders cannot subcontract or outsource the task for installation, commissioning and support during the warranty period.
	Detailed solution diagram including approximate power, cooling required for the proposed solution must be indicated. The details of make and model of each item quoted must be indicated clearly and printed datasheets catalog, literature published by OEM must be submitted along with the technical bid. Test certificates from the OEM (wherever applicable) must be submitted along with the technical bid.
	The quantity against each item mentioned in this tender may vary during actual placing of the Purchase Order. In such case of quantity variation, no change in the quoted unit price will be allowed.
	• Quotations must be valid for 120 days from the date of submission of bid.
	The entire server should be factory integrated with all parts bearing OEM part codes. No assembly at the site will be permitted. BoM with OEM part codes should be submitted along with the technical bid.
	• Once all the equipments are received in good condition, the installation of the Rack Server must start immediately from the bidder's end.
	A deadline must be submitted along with the technical bid setting appropriate milestones of commissioning of the Rack Server.
	• If the required SLA is not met then the appropriate penalty will be charged as noted in the Clause Penalty . In case there is any delay from IITGN then no penalty will be applied.
	IITGN reserves the right to cancel the tendering process, if needed, without issuing any further notice or assigning any reason whatsoever.
	 As a part of the technical evaluation, the eligible bidder(s) may be called for a technical Powerpoint presentation in front of the committee members on a designated date and time. The requirements of that presentation or clarifications, if any, will be intimated and subsequently discussed during the meeting.
	Any interim correspondence pertaining to the tender and/or the Annexure-I, II, III and IV must be submitted to purchase@iitgn.ac.in only.
7	Technical Instruction:

• Ubuntu OS, MPI libraries and routines in order to run jobs, must be installed on the new server by the bidder as per requirement by IITGN.	
• Benchmarking (as given in Annexure-II) needs to be executed on hardware architecture that is proposed by the bidder and the results must be submitted as part of the technical bid in the form of a Pendrive/CD/DVD in a text searchable and readable format. These benchmarking results will be used subsequently, to verify the performance of the Rack Server after installation. The technical bids which do not provide the benchmarking results in the form of a Pendrive/CD/DVD and as outlined above, will be summarily rejected.	
 The bidder, whenever needed, will be responsible to provide remote and physical support, for the listed below points (not limited to) during the entire comprehensive warranty period: OS Support and troubleshooting OS Kernel upgradation/downgradation (meaning kernel release, major and minor version) Re-Installations of server in the event of OS corruption or similar incidents OS Patch deployment (as and when necessary) Compilers & Libraries implementation support Application (both opensource and commercial) installation support Scheduler Support (if required) MPI installation & troubleshooting support (as and whenever applicable) Note: IITGN will provide media and licenses for commercial software. Regular Health checkups of Rack Server Patch updates on requirement basis Problem identification on all Server Components 	
• Keep the uptime for the Rack Server at 99.9%; adequate numbers of motherboards, Memory module, SSD and SAS Hard-Disk Drive, SMPS, C13/C14 Power cables, Cat6 Cables, CMOS battery etc; only original spare parts must be used. If uptime is not met at 99.9% level then accordingly the penalty will be applicable. In case the uptime is not met by IITGN infrastructure then no penalty will be made.	
 At any point of time, during bidding or installing the Rack Server, if it is found that any hardware/software is NOT compatible/matching with the proposed or supplied hardware/software model/configuration then the cost and/or man-hours to mitigate that situation, if any, has to be borne 	

	by the bidder within the stipulated time frame and as per tender document; else there might be penalty applicable.	
8	Penalty: • During the warranty and support period, penalty would be imposed for not meeting the SLA like if any ticket is found to be unresolved after the stipulated SLA period is passed; and if 2(two) such incidents happen in a quarter after project sign-off, then 0.5% of the PBG will be deducted.	
	• In case 5(five) penalties in lieu of breach of SLA has been imposed during the 5 years support and maintenance period, then it would be considered as a severe non-performance from the bidder's end and IITGN will have the sole discretion to further decide for increase in the amount of penalty to be deducted from PBG or whether the entire PBG will be completely forfeited.	

All points indicated above (Annexure-II) must be filled by the bidder and relevant documents (i.e. catalogue, literature etc.) should be submitted.

Annexure-IV

Undertaking

{Submitted on Letterhead of Original Equipment Manufacturer (OEM)}

An undertaking from the Original Equipment Manufacturer (OEM) is required and stating that they would facilitate the bidder on a regular basis with technology/product updates and extends support for the warranty as well.

Sign of authorised person (OEM):
Date:
Name of the authorised
Person (OEM):-

Annexure-V

Warranty Declaration

{Submitted on Letterhead of bidder/supplier}

The warranty declaration states that "everything to be supplied by us hereunder shall be free from all defects and faults in material, workmanship and shall be of the highest quality and material of the type ordered, shall be in full conformity with the specification and shall be complete enough to carry out the experiments, as specified in the tender document."

Sign of authorised person of bidder:	
Date:	
Name of the authorised	
Person of bidder:-	

Annexure-VI (A)

FINANCIAL OFFER

FOR INDIGENOUS SUPPLIES

Supp	lier's Ref No. & Date: -					
Tend	er No. : -					
Due [Date: -					
Desci	ription of item: -					
Sr. No	Description of Item & Specification(Model no if any)	Qty. in Units	Unit Price in Rs.	Discount (%)	GST (%)*	Total Price in Rs.
(Tot	tal Amount in Words	• • • • • • • • • •	•••••	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •)
 45/2017, Central Tax (Rate), State Tax (Rate) and/or 47/2017 Integrated Tax (Rate), dated 14.11.2017 issued by Government of India and necessary certificate will be issued along with the copy of DSIR by the Institute. The vendor/bidder has to quote accordingly otherwise the bid may be rejected. Delivery Mode: Delivery at IIT Gandhinagar, at site only Total bid price should be inclusive of all taxes and levies, transport, loading, unloading etc. Warranty Period:						
1.	erformance Bank Guarantee with	raccoptan			_	
Sign of bidder: Date:						
	Name of the bidder:					
	Firm's Name:-					
	Financial Offer/Price Bid should above format may be typed and		itted in give	n format only. I	For additional inf	formation/extra

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Annexure-VI (B)

FOR IMPORTED SUPPLIES

Suppli	er's Ref No. & Date: -					
Tende	r No. : -					
Due D	ate: -					
Descri	ption of Item/Equipment: -					
		ANCIAL OF	FER/PRIC	CE BID		
Sr.			Unit	Price Basis	Total Price	
No.	Description of Item & Specification	Qty.	Price	(Ahmedabad	Total Price	
110.	Specification	Units	THEC	International Airport)		
		Cints		CIP	-	
(Tot	tal Amount in Words)	
 1. Delivery Period:						
Signature:						
Name	Name:					
Business Address:						
Place:						
Date: Affix Rubber Stamp:						
	Financial Offer/Price Bid should be above format may be typed and use		in given fo	ormat only. For additional inf	ormation/extra	

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Annexure - VII

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

То,		Date:
Sub-Acceptance of Torms	2. Canditions of Tandor	
Sub: Acceptance of Terms Name of Tender / Work: -	Tender Reference No:	
Dear Sir,		
1. I/ We have downloaded / 'Tender/Work' from the well	obtained the tender document(s) for the above mention b site(s) namely:	oned
as per your advertisement, g	iven in the above mentioned website(s).	

- $2.\,\mathrm{I}$ / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
- 3. The corrigendum(s) issued from time to time by your department/ organisations too have also been taken into consideration, while submitting this acceptance letter.
- 4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
- 5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking/Govt. Autonomous organisations.
- 6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore can summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)