

# तेजपुर विश्वविद्यालय / TEZPUR UNIVERSITY

केंद्रीय विश्वविद्यालय/A Central University

## कुल सचिव का कार्यालय / OFFICE OF THE REGISTRAR

तेजपुर - 784028, असम / TEZPUR - 784028, ASSAM

नाक' द्वारा 'ए+' ग्रेड प्राप्त, एनआईआरएफ रैंकिंग में भारत के शीर्ष 100 विश्वविद्यालयों में स्थान प्राप्त  
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### NOTICE INVITING BID

Online Bids in 02 Bid System (Technical and Financial) are invited on GeM from reputed manufacturers/authorized dealers for Annual Maintenance Contract (AMC) of **Hyper Converged Infrastructure** located in the Computer Centre at Tezpur University for a period of 03 (three) years.

Please read the Bid document carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the Bid terms with full understanding to its implications. Any lack of information shall not in any way, relieve the bidder of its responsibility to fulfill its obligations under the Bid. **All the mandatory documents as listed at Annexure-I must be submitted by the participating bidders without which a bid will not be accepted.**

The University will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the Purchase Order. Fraudulent Practice means a misrepresentation of facts in order to influence a procurement process and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive Tezpur University of the benefits of free and fair competition. Corrupt Practice means offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of this purchase execution.

For any queries/doubt please contact the Stores & Purchase Section (e-mail: [snp@tezu.ernet.in](mailto:snp@tezu.ernet.in)) or in the email id mentioned in the GeM Bid.

#### General Information about the NIT

Last date and time for submission of Bids: (As per GEM bid)  
Date and Time of opening of Bids: (As per GEM bid)  
Period of Contract: 03 (Three) year

#### ANNUAL MAINTENANCE CONTRACT SERVICE CONDITIONS:

1. University will register Service Calls only at the local vendor/ company office or their authorized dealer/agent /service centre by telephone or e-mail. At least three local active service call numbers and one e-mail id for the Company /Firm must be provided.
2. All calls must be attended with Eight (08) hours of the calls registered.
3. Maximum downtime of any equipment should not be more than 48 hours. In case of downtime exceeds 48 hrs, then equivalent standby must be provided.
4. Warranty should reflect on OEM Website.
5. During the entire period of the Annual Maintenance Contract (AMC), if any one of the listed equipment is declared End of Life (EoL) by the Original Equipment Manufacturer (OEM), the awarded bidder will be responsible for providing support for equivalent equipment, at their own cost, to ensure continued service and functionality as if its under AMC with OEM.
6. During the entire AMC period, defective parts must be replaced must be replaced/repared only by new or equivalent (same make & model as the original) parts.

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7. After completing a service call at the user location, proper Service Report must be duly signed by the Officer In-Charge of the systems.
8. Penalty will be imposed if the AMC Service of the vendor is not satisfactory during the AMC period. Based on the Service Report, penalty will be calculated and levied. Deductions, if any, will be recovered from the Quaterly/Half-yearly payment amount.
9. At least 02 (two) Preventive maintenances must be done in a year for the listed equipment. In this regard, service report must be submitted signed by the Officer-In-Charge of the systems.

### GENERAL TERMS & CONDITIONS:

1. The items desired to be procured through this bid are supplementary to each other and in execution of the project in entirety, as such interested participants may note that they are to quote for all the items as desired to be procured through this bid.
2. **Rates:** Rates quoted should be on **FOR Tezpur University, Napam, Tezpur, Door Delivery Basis**, for indigenous items and **CIP Tezpur University, Napam, Tezpur or Delivered Duty Paid**, for imported item. Failure to comply with this term may lead to rejection of the quotation.
3. The bidder, in case claims to be a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "**Bidder Turnover**" criteria, "**Experience Criteria**" and also from payment of **Earnest Money Deposit (EMD)**, subject to meeting of quality and technical specifications and . If the bidder is an **OEM** of the offered products, it would be exempted from the "**OEM Average Turnover**" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from **Turnover / Experience Criteria**, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
5. **Quotations should be accompanied by:**
  - i) An **EMD** (in the form of Demand Draft/Banker Cheque) for **Rs. 16,000/-** (Rupees Sixteen Thousand) only drawn in favor of Registrar, Tezpur University, payable at Tezpur. **No request for consideration of earlier deposited EMD will be considered.**
  - ii) **Bidders who are MSME/NSIC registered** needs to furnish a "Bid Security Declaration" (format enclosed at Annexure - I) in lieu of EMD accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for a period of Three (03) years from participating in any future bid invited/published by Tezpur University. **Bidders who are MSME/NSIC registered seeking exemption from payment of EMD are to submit valid documents in support of their claim. Bidders seeking exemption are asked to clearly mention the category under which exemption is claimed. The category of exemption under MSME/NSIC will be strictly adhered to.**
  - iii) **The original copies of the EMD/Bid Security Declaration (Annexure-III) should be deposited/submitted/reach the office of the undersigned before opening of the Bids in an envelope superscribed as "Quotation/Participation Fee and EMD for Bid No.( State the Bid No. generated by GEM) addressed to the Deputy Registrar-S&P, Tezpur University. Failure to do so may result in rejection of the bid.**

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6. Bidders/Tenderers are to ensure that they are GST compliant and that their quoted tax structure/rates are as per GST law. The rates should be exclusive of taxes and the applicable tax percentage should be clearly indicated. Financial/Price Bid format where taxes cannot be mentioned separately, in such cases, the percentage of taxes applicable should be mentioned in the Technical Bid document.
7. **Validity of Quotation:** Quoted rates must be valid for at least **180 days** from the last date of submission of quotation.
8. **Manufacturer authorization:** Wherever Authorized Agency/ Distributors/Partners are submitting the bid, Manufacturers Authorization Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid. The Authorization must be addressed to the buyer and it should be bid specific from OEM.
9. **Bidders Turn Over Criteria:** The minimum average annual financial turnover of the bidder during the last three years, ending on 31<sup>st</sup> March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken in to account for this criteria.
10. Applicable levies, surcharge and discounts should be clearly indicated item wise.
11. **Literature a must (wherever applicable):** All the quotations must be supported by technical leaflet/literature and the specifications mentioned in the quotation must be reflected/ supported by such technical leaflet/ literature. The model and specifications quoted should **invariably be highlighted** in the leaflet/literature for easy reference.
12. **After Sales Service Guidelines (wherever applicable)::** In case of imported goods as well as local goods, bidders should clearly state the detailed address, contact number and email ids of 'after sales service centre' preferably in Tezpur/Guwahati, India or any place in Assam without which their offers shall be liable for rejection. Service against any complaint must be provided within 24hours.
13. **Dealership Certificate (wherever applicable)::** Dealers or Agents quoting on behalf of Manufacturer must upload valid dealership certificate. OEM should have service centre all across Assam, toll free number, Service Matrix & SLA need to be furnished. Product datasheet, user manuals & brochures etc. need to be furnished against the technical parameters & the same should to be available with OEM website.
14. **Genuine Pricing:** Vendor is to ensure that quoted price is not more than the price offered to any other customer in India to whom the services has been rendered, particularly to Universities/IITs/Institutes and other Government Organization.
15. **Payment:** Payment term will be either Quaterly or Half-yearly after the end of each term.
16. **PENALTY FOR DELAYED DELIVERY:** The date of delivery should be strictly adhered to. In the event of delayed delivery, installation & commissioning, the vendor shall be liable for a penalty deduction as per prevailing rule.
17. The University is exempted from paying Custom and Excise duty.

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18. Warranty/Guarantee applicable if any, period should be specifically mentioned in the quotation.
19. Irrespective/incomplete quote will be rejected.
20. **Performance Bank Guarantee amounting to 3(Three) % of the order value needs to be submitted in the form of Bank Guarantee in favour of "The Registrar, Tezpur University" on or before final settlement of the bill.** The Performance Bank Guarantee must remain valid for the entire period of warranty plus 60(sixty) days. No interest shall be paid on the Performance Bank Guarantee.
21. **Conditional tenders not acceptable:** All the terms and conditions mentioned herein must be strictly adhered to by all the vendors. Conditional tenders shall not be accepted on any ground and shall be rejected straightway. Printed conditions mentioned in the tender bids submitted by vendors will not be binding on Tezpur University.
22. **Enquiry during the course of evaluation not allowed:** No enquiry shall be made by the bidder(s) during the course of evaluation of the tender till final decision is conveyed to the successful bidder(s). However, the Purchase Committee or its authorized representative (Tezpur University) can make any enquiry/seek clarification from the bidders. In such a situation, the agency shall extend full co-operation. The bidders may also be asked to arrange demonstration of the offered items, in a short period notice, as such the bidders have to be ready for the same.
23. **Termination for default:** Default is said to have occurred.
  - a. If the equipment or any of its components are found having poor workmanship, faulty designs, poor performance and bad quality of materials used.
  - b. If the supplier fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by Tezpur University.
  - c. If the supplier fails to fulfil/perform any other obligation(s) under the contract.
  - d. Under the above circumstances Tezpur University may terminate the contract / purchase order in whole or in part and forfeit the EMD/PBG as applicable. In addition to above, Tezpur University may at its discretion, also take the following actions: Tezpur University may procure, upon such terms and in such manner, as it deems appropriate, goods similar to the undelivered items/products and the defaulting supplier shall be liable to compensate Tezpur University for any extra expenditure involved towards goods and services obtained. Besides, the Vice-Chancellor, Tezpur University, and reserves the right to impose any other form of penalty as deemed fit including blacklisting of the vendor.

### 24. Selection criteria:

#### i. Evaluation Criteria:

To ensure that each bidder has the necessary qualifications and resources to full fill its obligations under the contract, the following criteria shall be evaluated. The Eligibility, Financial, Experience & Support criteria should be passed before the technical criteria. Technical criteria will be evaluated and ranked by the award of 'ACCEPT' and/or 'REJECT' Only the 'ACCEPTED' vendors will be considered for price bid. In case a joint venture makes a bid, any one of the members of the joint venture need to be qualified for each of the criteria mentioned below.

#### ii. Eligibility Criteria:

*Handwritten signature*

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1. The Bidder must submit Manufacturers Authorization Certificate (MAF) from the OEM along with the bid document .The authenticity of the certificates will be verified from the respective OEM.
2. Any entity, which has earlier been barred by Govt. of India from participating in its projects, would not be eligible for this tender.
3. The firm should be profit making during each of the year, 2021 – 22, 2022-23, 2023-24. The Bidders audited Annual Financial Statements (Balance Sheet, Income Statement) for the last 03 (three) years shall be provided.
4. The bidder or the OEM should not be blacklisted by Tezpur University or any other Educational /R&D/ PSU/ Govt organizations. A certificate of Undertaking, duly notarized, must be submitted along with the bid.
5. List of Engineers with the details of the service provider must be submitted.
6. The Vendor should have at least one (01) year full-fledged service center in the state of Assam.
7. Vendor should be an ISO 9001, 20001 & 27001 certified company or firm.
8. List of User/customers for reference must be shared.
9. Self-attested PAN, GST Certificate and Trade License must be submitted.
10. Self-Attested copy of the registration certificate for the Company /Firm must be provided.

### iii. Technical Criteria

Technical bids will be evaluated and ranked by the award 'Accepted' & 'Rejected'. The price bids of Accepted vendors would then be considered by the concerned Purchase Committee of the institute.

### Delivery Period

25. The delivery installation and commissioning should be completed within **30 Days** of the award of BID without any deviation.

Deputy Registrar-S&P  
Tezpur University

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Annexure- I

### List of Enclosures

Sl No	Type of Document	Submitte	Page No.
<b>Mandatory:</b>			
1.	PAN Card	Yes/No	
2.	GST Certificate	Yes/No	
3.	Valid Trade License/ Registration Certificate	Yes/No	
4.	ITR Returns (Last 03 Financial Years)	Yes/No	
5.	Declaration of Non-Blacklisting	Yes/No	
6.	Acceptance to Tender Condition	Yes/No	
7.	Technical Specifications and Compliance Sheet including model supported by leaflet	Yes/No	
8.	Audited Balance Sheet certified by CA for last 03 yrs. *	Yes/No	
9.	Annual Turnover (last 03 Financial Years) *	Yes/No	
10.	Proof of Experience *	Yes/No	
11.	Earnest Money Deposit *	Yes/No	
12.	Bid Security Declaration Form*	Yes/No	
13.	MSME / NSIC (* exempted for those who are MSME registered )	Yes/No	
<b>Optional :</b>			
1.	Proof of Office Address (If applicable)	Yes/No	
2.	ISO Certificates (If applicable)	Yes/No	
3.	Address of After Sales Support /Service Centres (if applicable)	Yes/No	
4.	Dealership Certificate/Authorization Certificate (if applicable)	Yes/No	
5.	MII Declaration (if applicable)		
6.	Escalation Matrix	Yes/No	
7.	Product Datasheet, User Manual and brochure in support of technical parameters	Yes/No	
8.	Certification for Genuine Pricing	Yes/No	

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Annexure-II

### Technical Specifications for HCI :

Sl.	TYPE	Model	Serial No(s)	Qty
1	HCI Nodes	Lenovo Thinkagile VX3320 Nodes on VMware vSphere  Per Node Config: -28 Core Intel Xeon Gold 6238R CPU @ 2.20 GHz, -Memory 384 GB -Shared Storage 21.05 TB (usable) -4x10G NIC	J101B47K, J101B4WK,  J101B4W6	03
2	NAS Storage	Lenovo Thinksystem SR550 with 128TB (12 GBps 16TB x 8NL-SAS Drives)	J101BME0,	01

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Annexure-III

(To be submitted on Company's/Firm's Letterhead signed and sealed)

### Bid-Security Declaration Form

Date: \_\_\_\_\_

Bid No. \_\_\_\_\_

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of three year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

(a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

(b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid).