



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5056984  
Dated/दिनांक : 25-07-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	16-08-2024 10:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	16-08-2024 10:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Science And Technology
Department Name/विभाग का नाम	Department Of Science And Technology (dst)
Organisation Name/संगठन का नाम	Sree Chitra Tirunal Institute For Medical Sciences And Technology (sctimst)
Office Name/कार्यालय का नाम	Thiruvananthapuram
Item Category/मद केटेगरी	Annual Maintenance Contract for Networking Devices (Version 2) - FUJISTU INTEL XEON PROCESSOR BASED RACK SERVER AND DELL TOWER SERVER AND DELL; FUJISTU AND DELL
Contract Period/अनुबंध अवधि	3 Year(s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

**Bid Details/बिड विवरण**

<b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>	Yes
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**EMD Detail/ईएमडी विवरण**

Required/आवश्यकता	No
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**ePBG Detail/ईपीबीजी विवरण**

Required/आवश्यकता	No
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**Splitting/विभाजन**

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

**MII Compliance/एमआईआई अनुपालन**

MII Compliance/एमआईआई अनुपालन	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

2. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**OEM authorization certificate:**The bidder shall get approval from the Original Equipment Manufacturer (OEM) for Back-to-Back support for the servers. The Manufacturer’s Authorization Certificate in this regard shall be produced along with the quotation.

**Payment Terms:**Half yearly/Yearly

**List of devices with model numbers,date of purchase,status of warranty and location:**[1719465514.pdf](#)

**Annual Maintenance Contract For Networking Devices (Version 2) - FUJISTU INTEL XEON PROCESSOR BASED RACK SERVER AND DELL TOWER SERVER AND DELL; FUJISTU AND DELL ( 4 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Type of Networking Device for AMC	FUJISTU INTEL XEON PROCESSOR BASED RACK SERVER AND DELL TOWER SERVER AND DELL
OEM of Networking Devices	FUJISTU AND DELL
Type of AMC	Hardware
Dedicated/ toll Free Telephone No for Service Support	Yes
Requirement of Preventive Maintenance	Yearly
Nature of Annual Maintenance Service Provider	OEM authorized service provider
Whether passive components(like cable) need to be included in AMC	Yes
ISO certification	ISO 9001
<b>Addon(s)/एडऑन</b>	
Requirement of resident engineer	No
Requirement of Technicians	Yes
<b>Additional Details/अतिरिक्त विवरण</b>	
Model Number/Part number of networking device(In case of bid mode, buyer may upload the same in scope of work)	FUJISTU PRIMERGY RX2540 M4 -3 NOS AND DELL POWER EDGE T640 1 NO

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Devices	Additional Requirement/अतिरिक्त आवश्यकता
1	Veena L	695012,Biomedical Technology Wing Sree Chitra Tirunal Institute for Medical Sciences & Technology Satelmond Palace, Poojappura, Thiruvananthapuram, Kerala, India Pin Code : 695012, Thiruvananthapuram, 695012	4	<ul style="list-style-type: none"><li>• Number of months for technician : 36</li><li>• Number of Resident engineers : 0</li><li>• Number of technicians : 0</li></ul>

**Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें****1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

**2. Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

**1. Detailed specification of Fujitsu server (3 nos.)**

S26361-K1567-V408 ---PY RX2540 M4 8x 2.5'Rack based server 19" (2U), BU without processor and RAM, without hot plug power supply module, 3x2 hot plug fans redundant; RMK optional; dual systemboard for Xeon DP processor and 24 slots for registered DDR4 ECC RAM; iRMC S5 onboard server management incl. graphics controller and 10/100/1000MBit Service LAN port, LAN on Motherboard with 2x1Gbit/s (RJ45) plus the high performance ChipIntel LBG4 with flexible LAN connections -options for 4x1Gbit/s (RJ45), 2x10Gbit/s (RJ45), 2x10Gbit/s (SFP+) and 4x10Gbit/s (SFP+),RAID0/1-Controller for 8 SATA-HDDs onboard, Modular 8/16-Port RAID Controller optional; 8 drive bays for hot plug 2.5" SAS/SATA drives; ServerView Suite Software Pack option

S26361-F4051-E110 ---Intel Xeon Silver 4110 8C 2.10 GHz - 3

S26361-F3694-E10 ---Independent Mode Installation - 3

S26361-F4026-E232 ---32GB (1x32GB) 2Rx4 DDR4-2666 R ECC - 12

S26361-F3778-E1 ---DVD-RW supermulti ultraslim SATA - 3

S26361-F5550-E112 ---HD SAS 12G 1.2TB 10K 512n HOT PL 2.5' EP - 9 S26361-F5243-E11 ---PRAID EP400i - 3

S26361-F5596-E202 ---PFC EP LPe31002 2x 16Gb Emulex LP - 3 S26361-F3953-E100 ---PLAN EM Blind Panel OCP - 3

S26361-F2735-E175 ---Rack Mount Kit F1 CMA QRL LV - 3

S26361-F4530-E10 ---Mounting of RMK in symmetrical racks - 3 S26361-F3301-E123 ---Certification for India - 3

S26361-F1452-E100 ---region kit APAC/EMEA/India - 3 S26361-F2036-E100 ---ServerView Suite DVDs -

3 S26361-F1790-E243 ---iRMC advanced pack - 3S26113-F574-E13 ---Modular PSU 800W platinum hp - 6 T2 6139-Y1968-E250 ---Cable powercord rack, 2.5m, black - 6 FSP:GM5SE3Z00IDSV2 ---TP 5y OS,24x7,24h Re c- 3

#### LIST OF SPARES

S26361-F4051-E110 ---Intel Xeon Silver 4110 8C 2.10 GHz

S26361-F3694-E10 ---Independent Mode Installation

S26361-F4026-E232 ---32GB (1x32GB) 2Rx4 DDR4-2666 R ECC

S26361-F3778-E1 ---DVD-RW supermulti ultraslim SATA

S26361-F5550-E112 ---HD SAS 12G 1.2TB 10K 512n HOT PL 2.5' EP

S26361-F5243-E11 ---PRAID EP400i

S26361-F5596-E202 ---PFC EP LPe31002 2x 16Gb Emulex LP S26361-F3953-E100 ---PLAN EM Blind Panel O CP

S26361-F2735-E175 ---Rack Mount Kit F1 CMA QRL LV

S26361-F4530-E10 ---Mounting of RMK in symmetrical racks S26361-F1452-E100 ---region kit APAC/EMEA/India

S26361-F2036-E100 ---ServerView Suite DVDs S26361-F1790-E243 ---iRMC advanced pack

S26113-F574-E13 ---Modular PSU 800W platinum hp T26139-Y1968-E250 ---Cable powercord rack, 2.5m, black

#### **ANNEXURE -2 -Detailed specification of Dell server (1 no.)**

INTEL XEON PROCESSOR BASED TOWER SERVER MAKE : DELL

MODEL : POWER T640 SERVER

FORM FACTOR : TOWER

PROCESSOR : 2X INTEL XEON 4110 2.1G, 8C/16T, 9.6GT/S 11M CACHE

MEMORY : 128GB ( 4X32GB) RDIMM 2666MT/S DUAL RANK

INTERNAL STORAGE ; 3X 600GB 10K RPM SAS 12 GBPS 512N, 2.5IN, 6X 4TB 7.2 K RPM, NLSAS, 12 GBPS 512N,

3.5NIN

OPTICAL DRIVE :- DVD ROM. SATA INTERNAL

RAID CONTROLLERS : PERC H 730P ADAPTER RAID CONTROLLER, 2GB

NETWORK INTERFACE : BROADCOM 5719QP 1GB NETWORK INTERFACE CARD

I/O PORTS : 8X USB ( 1 X USB 2.0, 1X USB 3.0,6 X USB 2.0/3.0) DEDICATED IDRAC DIRECT MICRO-USB, VIDEO CARD:VGA UP TO 8 PCIe GEN3 SLOTS

POWER SUPPLY : DUAL, HOT-PLUG, REDUNDANT POWER SUPPLY (1+1) , 750W

MONITOR : 18.5" LED BACKLIT MONITOR

KEY BOARD & MOUSE : WIRED KEYBOARD & OPTICAL MOUSE

#### **Scope:**

**The bidder shall arrange trained engineer to attend to the reported problem with**

**in one business day and should provide spare replacement with genuine parts of OEM within 3 business days.**

**The Comprehensive Annual Maintenance contract (CAMC) should cover all the hardware components of the servers.**

The equipments covered under this contract shall be repaired and rectified on site during the office hours of the Buyer (08.00/9.00 AM to 04.00/05.00PM on all working days) as and when the same is reported to be out of order. (Emergency-out of office hours).

**Attach escalation matrix for reporting the issue along with the technical bid**

The cost of genuine/Original spares required for maintenance shall be borne by the Buyer/Service provider as mutually agreed.

**The bidder shall get approval from the Original Equipment Manufacturer (OEM) for Back-to-Back support for the servers. The Manufacturer's Authorization Certificate in this regard shall be produced along with the quotation.**

Replacement of any spare part will be done by service provider in consultation with concerned Scientist / Engineer. It shall be the responsibility of the Service provider to provide authorized price list of spare parts of the equipment covered under the Annual Maintenance Contract from his Principals. Any item need replacement which are not mentioned in the price list, Service provider shall provide them free of cost. Whenever replacements of spares are arranged the same shall be done only after entering the same in the store register. Details of the defective parts removed shall also be entered in the store register.

Down time and Penalty: Comprehensive annual maintenance contract :Up-time means 95% of total days in a year during which the equipment remains functional. Downtime means any shortage in achieving the up-time.

In the case of comprehensive annual maintenance contract, it shall be the responsibility of the service provider to set right the equipment and avoid downtime. Downtime penalty shall be imposed at the rate of 0.5% of the annual maintenance contract charges per day which shall be recovered from the service provider.

In cases where the auxiliary units/components attached to the main equipment undergo failure, and the main equipment provides uninterrupted services, there shall be separate downtime calculation for the auxiliary units/components. Penalty in such cases shall be at the rate of 0.1% of the annual maintenance contract charges per day.

Limitation of liability.The limitation of liability on any default of Service provider will not be more than the AMC charges specified under this agreement.

Dispute Resolution:In the event of breach of any condition in this contract, the matter would be resolved jointly by Head BMT Wing/Heads of Departments/Stores & Purchase Division/FA of the Institute and representative of the Service provider.

Assignment: The Service provider will not assign the job or part of the contract to any other firm without the consent of the Buyer in writing.

Breakdown Notice to Service provider: The breakdown details would be reported to the Service Engineer/ office of the Service provider by the Scientist/Engineer/Stores & Purchase Officer through the fastest mode of communication (by phone) which shall be confirmed in writing (By Fax/email/Registered letter). The Service provider shall ensure that the breakdown to be attended immediately after the receipt of the breakdown report.

Service Report:Service report for each visit (Routine as well as breakdown services) duly certified by the HOD concerned/Nominee of HOD must be submitted to the Purchase Division

n along with the work permit issued from Purchase and Stores Division after attending the work.

Name of the Department/Division/Section, Equipment Name, Equipment Code/Tag No, Nature of service (PM/BM), date of service (PM/BM) should be clearly mentioned in the Service Report.

**Fall Clause:**The maintenance charges shall in no event exceed the lowest charges at which Service provider service machines of identical description to any other party during the period of this contract. If at any time, during the said period, service provider reduces the service charges of such machines to any other customers, it shall be forthwith notified to buyer and the charges payable under the contract for the servicing done after the date of coming into force of such reduction of servicing charges shall stand correspondingly reduced.

#### General

The facilities meant for SCTIMST personnel (Transport, Canteen etc.) shall not extend to Service provider service

In the event of any damage to our property or personal injury to Buyer/Service provider personnel due to the negligence of Service provider employees, the responsibility shall solely rest with Service provider.

3. Buyer will not be responsible for any loss or life of Service provider Service Personnel while performing the contract at buyer premises due to natural calamities / accidents / explosion etc.

4. No travel expenses shall be borne by the Buyer in respect of the travel undertaken by the Service provider towards fulfillment of obligations under this contract.

5. Buyer shall, under no circumstances be deemed or treated as the employer in respect of any person employed by or through Service provider-for any purpose whatsoever nor would Buyer be liable for any claim whatsoever of any such person.

**Contact details** Service provider should submit the address with phone No. fax No., e-mail ID of the local service person along with the agreement. In case of change of address, the same should be informed to the buyer in writing. The bidder should have at least one branch office in Kerala.

**Force Majeure:** Neither party shall be default under this agreement by reason of its failure or delay in the performance of its objectives, if such failure or delay is caused by acts of God, Government laws and regulations, fire, explosion, accident or any other cause beyond its control and without its fault or negligence.

**System Availability:** In the event of any dispute as to whether the system downtime is due to damage caused by mishandling or system malfunction, the issue will be referred to the Director, SCTIMST through Head BMT wing for decision. The decision of the Director, SCTIMST will be final and binding upon both the parties.

**Governing laws and Jurisdiction:** This agreement shall be governed and construed in accordance with the laws of India and only courts at Thiruvananthapuram, Kerala state shall have jurisdiction in all matters arising out of or connected with this agreement.

#### Termination of Contract :

SCTIMST reserves the right to terminate the contract on unsatisfactory performance of the contractor during the period of contract by giving one month notice in writing without any financial commitment to the Institute. The Service provider will not be entitled to claim any

compensation against such termination. However, the Service provider shall continue to render satisfactory service for the balance period till alternate arrangement is made by the Buyer. While terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, these would be paid as per the contract terms.

## **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.



In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**