
	सामग्री प्रबंधन अनुभाग भारतीय प्रौद्योगिकी संस्थान, रुड़की रुड़की-247667, हरिद्वार, उत्तराखण्ड, भारत Phone-(O) 01332-28-4293, 4693 E-mail: mmiitr@iitr.ac.in	Material Management Section Indian Institute of Technology Roorkee-247667(Haridwar) (Uttarakhand) (India) Phone-(O) 01332-28-4293, 4693 E-mail: mmiitr@iitr.ac.in	
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	PAN-AAALI0033R		

निविदा पत्र/ Tender Document

No. 2024250746/MM-6/IITR/2024-25/CAMC of PFS Storage of PA/ICC/RT-1/1428

Date of Uploading of Tender -<https://eprocure.gov.in/eprocure/app>

26-Mar-2025

Bids under two bid systems (Technical and Commercial) are invited Online at CPP Portal (<https://eprocure.gov.in/eprocure/app>) from the OEM/ their authorized agents/authorized service centre /service provider for the following Services/ Items.

Manual bids will not be accepted.

वस्तु/ कार्य की तकनीकी विशिष्टताएँ / Technical Specifications of item/service:

Sr. No	Name of item / Specifications	QTY	UOM
1	CAMC of PFS Storage of PARAM Ganga Supercomputing Facility installed at IIT Roorkee	Please refer Annexure-I	

CAMC Period: Two years from the date of issue of Work Order

For details of Equipments for CAMC and Scope of Work and other terms & Conditions please see: Annexure-I

नोट-1: कृपया वस्तु का मूल्य एवं कर अलग-अलग दर्शाए।

Note-1: Please quote the Rate & Taxes of the item separately.

Note-2: E-way bill is to be issued by the Venders/Transporter

Note-3: The HSN / SAC Code of the item must be mentioned.

For Reasonability of Rates, The firm must enclose the last two supply orders for the same item with Financial Bid (Annexure-III) only.

Critical Date Sheet

1	Published Date	26-Mar-2025	(17:00)
2	Bid Document Download / Sale Start Date	26-Mar-2025	(17:30)
3	Seek Clarification Start Date	26-Mar-2025	(18:00)
4	Seek Clarification End Date	1-Apr-2025	(16:00)
5	Pre Bid Meeting Date	Not Required	Not Required
6	Bid Submission Start Date	3-Apr-2025	(15:00)
7	Bid Submission End Date	16-Apr-2025	(15:00)
8	Bid Opening Date	16-Apr-2025	(15:30)

Chapter-1 : Instruction to bidders

- A. The Tender should be enclosed with proper certifications like Agency Certification, Authorization certificate and/or Proprietary Certificate, as the case may be, in support of your offer.

- B. बोली का जमा किया जाना/ **Submission of Bids:**

The bids should be submitted online in two parts –

- 1 (i) The Technical Bid (Annexure-A, B, D & I) with EMD and Tender Acceptance Letter.
(ii) The Financial Bid (Annexure-C) & Price Bid in .XLS Format

Rates in .xls format will only be considered for Financial evaluation & further processing.

- 2 The bids should be on official pad preferably with GST Number of the firm
- 3 The quotations should bear full details and where possible may be duly supported with catalogues, pamphlets, literature, samples of the item/items as the case may be for comparing the quality and rates of the item(s).
- 4 The transportation cost, insurance charge etc., if any, percentage/ rate of GST or all other taxes and duties should be clearly mentioned.
- 5 The bids / rates / tenders should remain valid for a minimum period of 90 days from the date of opening.
- 6 The rates shall not be subject to escalation of any nature.
- 7 The rates quoted should be applicable to educational institutions and any cost advantage received in lieu thereof should be passed on the Institution.
- 8 While quoting / sending rates, the firm shall give an undertaking as per Annexure-II.

C. विधि निक्षेप/ Earnest Money Deposit (EMD):

The Technical Bid should accompany an EMD of value Rs. 1,60,000/- (Rupees One Lac Sixty Thousand only) which should be deposited online into below mentioned account.

Details of IIT Roorkee Bank Account:

Account Name: NON MHRD GOVERNMENT FUND IIT ROORKEE

Account No.: 00000032685865515

Bank Name: STATE BANK OF INDIA

Branch Address: IIT ROORKEE, ROORKEE

IFSC Code: SBIN0001069

MICR: 247002094

The Bidder will have to fill EMD details & provide the tender reference number in the narration/remarks while doing the payment as per quoted items and share the receipt of the same in pdf on CPP Portal (<https://eprocure.gov.in/eprocure/app>). The qualification in Technical bid will be subject to the submission of EMD in above mentioned account within schedule date and time as mentioned in the NIT. IITR shall not be responsible for any delay in submission of EMD.

In case the EMD is not received in above mentioned account within the aforesaid period, the bid will be out rightly rejected.

Exemption on submission of EMD will be given against valid MSME/NSIC certificate under service category.

The earnest money shall be refunded to all the unsuccessful firms, without any interest after finalization of the contract. EMD shall be refunded to the successful firms on receipt of PBG/Security Deposit. No interest is payable on the EMD to either the successful firms or the unsuccessful firms.

D. निष्पादन बैंक प्रत्याभूति/ Performance Bank Guarantee (PBG):

5% of the total order value in the form of Bank Guarantee or FDR pledged in favor of "The Registrar, IIT Roorkee" is required within 15 days after the issuance of work order or at the time of service which should remain valid at least during the CAMC period plus sixty days. No interest shall be claimed by the bidder on the PBG submitted.

E. बोलियो का खोला जाना/ Opening of Bids:

- 1 The Technical Bids will be opened online at CPP Portal (<https://eprocure.gov.in/eprocure/app>)-Plz refer Critical Date Sheet
- 2 The Financial bids of only the Technically Qualified bidders will be opened. The date and time for opening the Financial Bid will be communicated to the respective firm later by the system (CPP Portal (<https://eprocure.gov.in/eprocure/app>))
- 3 Representatives of the firms(s) may be present at the time of openings, if they so desire.

Chapter-2 : Conditions of Contract

- F. ठेका देना/ Award of Contract:
The final selection of the bidder for the award of the contract will be made on the basis of the lowest commercial bid amongst the Technically Qualified Bidders.
- G. पूर्व-आपूर्ति निरीक्षण/ Pre-supply Inspection:
Authorized representative of the Institute shall make the final inspection before supply of the item at site of the firm, if required.
- H. वस्तु की आपूर्ति/ Supply of Item:
The whole supply as per order shall have to be completed within the time mentioned in the order failing which the I.I.T. Roorkee shall have the right to accept or reject any quantity of items ordered. The firm will have to arrange for supply of the material in good condition.
- I. भुगतान की शर्तें/ **Payment Terms:**

- A Payment in INR for AMC/Service:**
Quarterly/Halfyearly after satisfactory completion of work/service duly certified by the H.O.D./P.I.
- J. दंड/Penalty:**
A penalty of 0.5% of the total order value per week shall be levied for the delay subject to a maximum of 5% of the total order value.
In case of the non-supply of the item/service after the acceptance of the work/supply order, EMD & PBG (if submitted) will be forfeited by the Institute. Also, the firm will be debarred from any future bidding process of IIT Roorkee for a period of a minimum two year.
- K. अप्रत्याशित घटना/Force Majeure:**
For the purpose of and within the scope of contract by way of indication and not of limitation, the term "Force Majeure" shall mean acts of nature, strikes, Lockouts, or other industrial disturbances, act of public/enemy, wars, blockades, insurrection, riots, epidemics, landslides, earthquakes, storms lightening, flood, washouts, civil disturbances, explosion and any other similar even not within the control of either party on which by exercise of due care and diligence neither party is able to prevent or overcome.
- L. मध्यस्थता / Arbitration:**
If any dispute which may arise with respect to any term and condition or with respect to the interpretation of any term and condition of the Purchase Order/Work Order, which may be issued to the qualified and successful tenderer subsequently, the same shall be settled strictly in accordance with and in compliance of the Arbitration procedure which is mentioned descriptively in the Purchase Order/ Work Order.
- M. बोली अस्वीकृती के लिए मानदंड / Criteria for bid rejection:**
- 1 If technical bid found without the required undertaking (Annexure-II) & declaration (Annexure-IV).
 - 2 If it found at a later date that any information given in the bids is Incorrect/false then the bid is liable to be disqualified/rejected.
 - 3 Canvassing in any form will result to disqualification.
 - 4 If "extra, as actual" etc. are mentioned against any of the price components in the bid the bid will be rejected.
 - 5 If the firm quotes 'NIL' charges / consideration, the bid shall be treated as unresponsive and will not be considered.
 - 6 If financial bid is found along with technical bid in pdf on CPP Portal, then the bid shall be rejected outrightly.
 - 7 If any bidder submitting two/multiple bids for the same item of a tender, both/all the bids of that bidder will be outrightly rejected.

Chapter-3 : Schedules of requirements

- N. टिप्पणी / Note:**
- 1 If the supplier/firm is manufacturer/authorized dealer/sole distributor/of the item, the certificate to this effect should be attached.
 - 2 Please note that the firms must submit the compliance Statement in an organized and structured manner in respect of all the specifications as per Annexure-VI with the supporting catalogue/leaflet of the firm. Annexure-A, B, D, I have to be submitted with Technical Bid and Annexure-C with financial bid.
 - 3 It may also be noted that the tender bids received after the stipulated date & time or found incomplete and the tender bids containing false/incorrect information shall be summarily rejected. The Institute shall not entertain any communication in this regard, whatsoever.
 - 4 The firm is required to give its Bank Account details with IFSC for the purpose of making e-payment.
 - 5 The Indian Institute of Technology (IIT) Roorkee reserves the right to reject any quotation wholly or partly without assigning any reason.
 - 6 The quantity shown in the tender can be increased or decreased to any extent depending upon the actual requirement.
 - 7 The decision of the institute in all matters relating to eligibility, acceptance, rejection of the bid will be final and binding on the applicants.
 - 8 IIT Roorkee discourages High Sea Sale purchase. All tenders with High Sea Sale will be rejected.
 - 9 The firms should clearly mention (in the financial bid) the Harmonized System of Classification (HS code) defined by the Central Custom and Excise Board (Govt. of India)- for the item(s) involving import.
 - 10 **If the bid opening date happens to be a holiday, then the bid will be opened at 3.30PM of the next working day followed by the holiday.**
 - 11 If an agent submits bid on behalf of the Principal/OEM, the same agent can not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.
 - 12 Indian Agent should submit the certificate from the Foreign Principal that they are the Authorized & Registered Indian Agent.

- 13 The quantity shown against the item is approximate and may vary as per demand of the Institute at the time of placing order. Also, the final requirement of each line item will be decided by the Institute at the time of placing the PO.
- 14 **Any corrigendum/addendum/errata in respect of the Tender Notice/ Enquiry letter shall be made available CPP Portal (<https://eprocure.gov.in/eprocure/app>). Hence prospective bidders are advised to visit the CPP Portal (<https://eprocure.gov.in/eprocure/app>) regularly.**
- 15 Bidders shall be responsible for the correctness of the information provided in the enquiry letter/tender document. If it is found at a later date that any information given in the bid is Incorrect/false then the bid is liable to be disqualified/rejected.
- 16 Before submission of bids, bidders should read the complete enquiry letter/tender document carefully and ensure that the bidders fulfill the eligibility criteria.
- 17 In case the item/product is under rate contract with DGS&D or GeM, then Bidder should certify that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.
- 18 **In Item Wise BoQ .xls sheet, In column M, leave blank for the item/service not provided/quoted by you. If quoted 0 then it will be considered that the item/service will be provided free of cost.**
- Or**
- In Item Rate BoQ .xls sheet, If quoted 0 for the items/services in column M then it will be considered that the items/services will be provided free of cost.**
- 19 **The bidder must quote the applicable GST appropriately in the price bid format provided i.e BoQ in .xls format. In case column of GST left blank, quoted 0, or inappropriate then total quoted amount shows in column BB would be final inclusive of GST & other charges. The difference in GST amount payable – if any will be borne by the bidder. In this case, the basic unit prices will be suitably adjusted by the bidder – if required.**
- 20 **Only 'Class-I local supplier' and 'Class-II local supplier', as defined in the Public Procurement (Preference to Make in India), Order 2017 shall be eligible to bid in tender. For more details please refer: Order No.: P-45021/2/2017-PP (BE-II), DPIIT, Ministry of Commerce and Industry issued Dated: 16th Sept. 2020.**
- Self-certificate has to be provided in this regard that the item offered meets the local content requirement for 'Class-I local supplier' & 'Class-II local supplier'. (As per annexure-E)**
- 21 **The Institute reserves the right to rectify any discrepancy of this advertisement, if found later on. In case of any inadvertent mistake in the process which may be detected at any stage even after the issue of purchase order, the Institute reserves the right to modify/withdraw/cancel any communication made to the bidder.**

Chapter-4 : Specifications and allied Technical details

Plz. See Annexure- A, B, D, I

Chapter-5 : Price Schedule (to be utilized by the bidders for quoting their prices online in .XLS format at CPPP Portal (<https://eprocure.gov.in/eprocure/app>))

Plz. See Annexure- C & Price Bid in .XLS Format

Chapter-6 : Contract Form

Purchase Order is used as Contract Form

Chapter-7 : Other Standard Forms, if any to be utilized by the purchaser and bidders

Tender Acceptance Letter

***उप कुलसचिव (सामग्री प्रबंधन) / सहायक कुलसचिव (सामग्री प्रबंधन)**

Deputy Registrar (MM)/ Assistant Registrar (MM)

***Document Digitally Signed on <https://eprocure.gov.in/eprocure/app>**

For any Clarification regarding technical specifications of item Please Contact:

**Dr. N.K. Gupta,
Institute Computer Centre,
IIT Roorkee**

**Institute
Computer
Centre,
IIT Roorkee**

**Ph.-01332-28-5163
Email: guptafcc@iitr.ac.in**

तकनीकी बोली

विस्तृत विवरण अनुपालन रिपोर्ट के साथ प्रस्तुत किया जाना है (अपने आधिकारिक लेटर हेड पर विक्रेता/फर्म द्वारा प्रस्तुत करने के लिए)

Detailed specification cum compliance report to be submitted with the Technical Bid
(to be submitted by the vendor/firm on its official letter head)

(For Detailed Technical Specification Plz refer Annexure-I)

Sr.No	Name & Required Specifications of Item(s)	Qty	UOM	Offered specifications of item(s)
1	CAMC of PFS Storage of PARAM Ganga Supercomputing Facility installed at IIT Roorkee	Please refer Annexure-I		
For details of Equipments for CAMC and Scope of Work and other terms & Conditions please see: Annexure-I				
	Firm's Profile :			
1	Manufacturer/Authorized Agent/Distributor/Dealer/Supplier(valid certificate must be attached)			
2	E-mail I.D. & Telephone/Mobile No. Detail of Bank A/C			
Note:	1. "offered specifications", should be filled up properly in the format provided as per Annexure-I.			
	2. Volume & Weight of the item should also be mentioned.			
	3. The HSN / SAC Code of the item must be mentioned.			

Signature: _____

Name : _____

Designation : _____

Seal of the Organisation

उपबंध / UNDERTAKING

Ref. No. No. 2024250746/MM-6/IITR/2024-25/CAMC of PFS Storage of PA/ICC/RT-1/1428
Dated:- 26-Mar-25

I/We hereby certify that we or Our OEM are not from such a country which shares a land border with India or, if from such a country, We are registered with the Competent Authority. [Where applicable, evidence of valid registration by the Competent Authority is attached.}" (For details Please refer Order No.: F.No. 6/18/2019-PPD Dt.: 23rd July 2020)

Link of Order: [http://mm.iitr.ac.in/mmweb/public/forms/63374_GFR%20Rule%20144%20\(xi\).pdf](http://mm.iitr.ac.in/mmweb/public/forms/63374_GFR%20Rule%20144%20(xi).pdf)

That all the terms/conditions mentioned in the enquiry letter/tender against which the rates are being given are acceptable to the firm.

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

It is certified that the firm has never been black-listed from any Government Department. (State/Central Govt./ Autonomous/ PSU) in the last three years.

Signature_____

Name_____

Designation_____

Seal of the Firm/Agency

Financial Bid

(to be submitted by the vendor/firm on its official letter head)

Ref. No. No. 2024250746/MM-6/IITR/2024-25/CAMC of PFS Storage of PA/ICC/RT-1/1428
 Date: 26-Mar-25

Rates :

Sr. No	Name of item / Specifications	Qty	UOM	Rate	Amount (INR Only)
1	CAMC of PFS Storage of PARAM Ganga Supercomputing Facility installed at IIT Roorkee	Please refer Annexure-I		To be filled in .XLS sheet (attached)	
Total					To be filled in .XLS sheet (attached)
Grand Total Rs.					

1) Price of the items should be clearly mentioned if supplied Free of Cost.

Terms & Conditions:

- 1 Prices: Institute Computer Centre,
IIT Roorkee
- 2 **Payment:** **Should be clearly mentioned, As per clause-I of tender document.**
- 3 Validity:
- 4 Delivery period:
- 5 Other charges:
- 6 **CAMC Period:** **Two years from the date of issue of Work Order**
- 7 Rejection: CAMC if not found as per the required scope of work would be rejected.
- 8 Penalty Clause: As per clause-J of tender document.
In case of the non-supply of the item/service after the acceptance of the work/supply order, EMD & PBG (if submitted) will be forfeited by the Institute. Also, the firm will be debarred from any future bidding process of IIT Roorkee for a period of a minimum two year.
- 9 PBG: 5% of the total order value in the form of Bank Guarantee or FDR pledged in favor of "The Registrar, IIT Roorkee" is required within 15 days after the issuance of work order or at the time of service which should remain valid at least during the CAMC period plus sixty days. No interest shall be claimed by the bidder on the PBG submitted.

It is certified that the rate quoted is not over and above (higher side) the rates under RC with the DGS&D or GeM.

Signature_____

Name_____

Designation_____

Seal of the Firm/Organization_____

Details of Institute :

IEC CODE	0100000011	
AD CODE	0001069-2770325	S.B.I., IIT ROORKEE
	0303974-2770324	P.N.B. IIT ROORKEE

(to be submitted by the vendor/firm on its official letter head)

Self-Certificate for Local Content

Tender No.: No. 2024250746/MM-6/IITR/2024-25/CAMC of PFS Storage of
PA/ICC/RT-1/1428

Dated: 26-Mar-25

We hereby certify that the items quoted by us against above mentioned tender no. has the local content as per below:

Local Content (in %):.....

Local Supplier Class:.....

The details of the Make in India items/parts used in the quoted products is/are as under:

- 1
- 2
- 3

The details of the location(s) at which the local value addition made/manufactured is/are as under:

- 1
- 2
- 3

We also understand, false declarations will be in breach of the code of integrity under rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.

Signature:

Name:

Designation:

Seal of the Firm/Organization:

Instructions for Online Bid Submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>. Also, any modification on CPP portal in reference to below will be applicable. Therefore, for more details and update please refer CPP Portal (<https://eprocure.gov.in/eprocure/app>).

- 1 Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal are prerequisite for tendering.
- 2 Bidder should register for the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the contractors/bidders through email id as registered.
- 3 Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4 Then the Digital Signature Certificate (Class III Certificates with signing key usage) issued by SIFY/nCode/eMudra etc. recognized by Controller of Certifying Authorities (CCA) India on eToken/SmartCard, should be registered.
- 5 The registered DSC only should be used by the bidder in the transactions and should ensure safety of the same.
- 6 Contractor/Bidder may go through the tenders published on the site and download the tender documents/ schedules for the tenders.
- 7 After downloading/getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected.
- 8 Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meeting if any. Bidder should take into account the corrigendum if any published before submitting the bids online.
- 9 Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/registration and then by submitting the password of the e-Token/Smartcard to access DSC.
- 10 Bidder may select the tender in which he/she is interested in by using the search option and then move it to the 'my tenders' folder.
- 11 From my tender folder, he may select the tender to view all the details uploaded there.
- 12 It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
- 13 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and ordinarily it shall be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through zip/rar and the same if permitted may be uploaded. The file size being less than 1 MB the transaction uploading time will be very fast.
- 14 The Bidders can update well in advance, the documents such as certificates, annual report details etc., under "My Space option" and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 15 Bidder should submit the Tender Fee/ EMD as specified in the tender. Scanned copy of the same should be uploaded as part of the offer. (If applicable)
- 16 While submitting the bids online, the bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.
- 17 The bidder has to select the payment option as offline to pay the Tender FEE/ EMD as applicable and enter details of the same. (If applicable)
- 18 The details of the DD/any other accepted instrument, physically delivered, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise submitted bid shall not be acceptable or liable for rejection.(If applicable)
- 19 The bidder has to digitally sign and upload the required bid documents one by one as indicated. Every act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read, understood and agreed with all clauses of the bid document including General conditions of contract without any exception.
- 20 The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid may be rejected.

- 21 If the price bid format is provided in a spread sheet file like BoQ_XXXX.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template shall not be modified / replaced by the bidder; else the bid submitted is liable to be rejected for the tender.
- 22 The bidders are advised to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay or the difficulties faced during the submission of bids online by the bidders.
- 23 After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number indicated by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and also be used as entry pass to participate in the bid opening.
- 24 The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e- Tender system. The bidders should follow such time during bid submission.
- 25 All the data being entered by the bidders would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person.
- 26 Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 27 The confidentiality of the bids is maintained with the use of Secured Socket Layer (SSL) 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 28 The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
- 29 For any queries regarding e-Tendering process, the bidders may contact at address as provided in the tender document. Parallely for any further queries, the bidders are advised to contact over phone: **0120-4001005** or send an e-mail to – cppp-nic@nic.in.

Prequalification

- 1 An undertaking by the firm that it has never been black-listed in the last three years must be attached along with the Bid, failing which the Bid shall be rejected. (As per Annexure-B)
- 2 True copy of Permanent Account Number.
- 3 Details of GST along with a copy of certificate to be attached.
- 4 Submission of samples if required, for all items indicated in the NIT. The make of items proposed to be supplied should be indicated and submitted along with the techno commercial unpriced bid without indicating the pricing components.
- 5 Willingness to execute all orders which are placed to meet emergency requirement on priority basis. The Bidder shall note that standards for workmanship, material and equipment, and references to brand names designated by the Purchaser in the tender document are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names and/or catalogue numbers in his bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

Tender Acceptance Letter
(To be given on Company Letter Head)

Date:

Sub: Acceptance of Terms & Conditions of Tender.

Tender No. 2024250746/MM-6/IITR/2024-25/CAMC of PFS Storage of PA/ICC/RT-1/1428

Tender description:

Dear Sir,

- 1 I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender No.' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).
- 2 I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like section(s), schedules(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/ organisation 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 In case any provisions of this tender are found violated, then your department/organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Item Specifications & Compliance Statement:

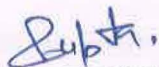
S. No.	Required complete specifications of item(s) (to be filled by the Indenter)	Quantity	Offered specifications of item(s) by the firm
1.	Comprehensive Annual Maintenance Contract (CAMC) of PFS Storage of PARAM Ganga Supercomputing Facility installed at IIT Roorkee Period (2 years): April 8, 2025 - April 7, 2027	As per Annexure "I"	

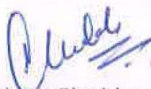
P.S: Annexure I to V are enclosed as part of the bid


We hereby certify that the above-mentioned products/items/services are not available on the GeM (Government e-Marketplace) (GFR-2017—Rule-149). (Please strike off, if item(s) are available on GeM)

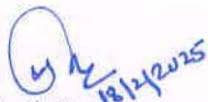
Signature of DPC/PPC Members:



Kausik Chattopadhyay
Technical Officer III


Prof. Puneet Gupta
Associate Professor


Dr Sanjeev Shukla
Senior Scientific Officer



Prof. Rajat Agarwal
Professor


Mukesh Kumar
System Programmer


Prof. Ramesh Chandra
Professor


Dr N.K Gupta
System Programmer

Prof. Mahendra Singh
Professor
(Retired)


Prof. Sateesh Kumar Peddoju
Head ICC & CIP
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ANNEXURE - I

Detailed specifications Hardware and Software Support:

Sr. No	Product details for Hardware and Software Support	Qty	Description
1	SUP-BSPO-1	1	Basic Parts Only Support; Customer Self-Maintenance; storage systems, storage servers, disk drives and accessories; 24x7 remote support; no onsite labor; customer replace CRU and FRU; parts onsite NBD; SW support separate; 2 years
2	SUP-BASIC-UPLIFT-1	1	Support Uplift for Basic Support offerings; adds remote SFA SW and FW upgrades performed by DDN Support; 2 years
3	SUPSB-ESIOSS-1	8	Basic Support Subscription; EXAScaler Software; per OSS; 2 years

Detailed specifications for Hardware (Total Size 2.0 PiB):

Sr. No	Product details for Hardware	Qty	Description
1	ES7990X-R-HDR100	4	EXAScaler 7990X appliance with 90x 3.5" drive slots, 4x HDR 100 1B / 100GbE ports, 4x PSU w/power cables, rack mount kit and pre-installed EXAScaler software; requires EXAScaler support purchased separately
2	S0910192224EUF8	24	1.92 TB 1 DWPD 12Gb/s SAS SED capable 4K SSD drive module for SS9012 enclosure
3	H09C1000234CH34	328	10TB 7.2K RPM 12Gb/s SAS ISE 4Kn HDD drive module for SS9012 enclosure



ANNEXURE-II

Eligibility criteria of Comprehensive AMC for Pre-owned Products - PFS Storage of PARAM Ganga Supercomputing Facility at IIT Roorkee: -

1. The OEM/bidder must submit 02 (two) copies of purchase/work order(s) for supply, installation, testing, and commissioning (SITC) with maintenance of the **PFS Storage hardware and software with** Approx 2.0 PiB (Pebibyte) in the State Government/Government of India/ PSU/ Autonomous organization, each not more than seven years old from the date of the tender, for their past performance.
2. The OEM/bidder must submit a self-attested certificate of completion certificate(s) issued by the State Government/Government of India/PSU/ Autonomous organization with seal and sign for the submitted purchase/work orders for Sr. No. 1 of Annexure-II. The completion certificate must clearly indicate the details below:
 - Name of work
 - Stipulated date of start and the actual date of completion
 - Gross Value of work done
 - That the work has been completed satisfactorily
 - Full address of client and location where work is executed
3. The OEM/bidder must submit a Tender-specific Undertaking from OEM as per **Annexure-V** on OEM's letterhead with a Sign and Seal.
4. The OEM/bidder must submit a Tender-specific Manufacturer Authorization Form (**MAF**) from the OEM on the OEM's letterhead with a Sign and Seal. Later, IIT Roorkee will verify the same with the OEM for the genuineness of the MAF.
5. The bidder must submit all the Annexures (i.e. **Annexures- I to V**) with a Sign and seal.

If any OEM/bidder fails to meet the above eligibility criteria, the Institute will summarily reject their bid.



ANNEXURE-III

SCOPE OF WORK AND GENERAL GUIDANCE FOR OEM/BIDDER

The scope of work caters to comprehensive maintenance and operations of PFS Storage (hardware and software) of the PARAM Ganga Supercomputing Facility installed at IIT Roorkee (IITR). Detailed scope of work is as mentioned below:

1. Maintain and repair equipment as per manufacturer's guidelines and provide technical specifications of O&M guidelines for all the devices mentioned in Annexure-I.
2. Keep an adequate inventory of spare parts for quick resolution.
3. Provide information on storage needs, utilization patterns, and compliance requirements.
4. Ensure data storage complies with organizational and regulatory policies.
5. All the spare parts should be repaired /replaced. In case spare parts of the same part number are not available, then they should be replaced with the same or higher technical and functional capability with the prior approval of the IIT Roorkee.
6. All the devices as per the "Annexure - I" provided in this bid as part of the physical Infrastructure (IT) & related components shall be operated, monitored, maintained, and managed. Successful OEM/bidders shall be required to undertake end-to-end services.
7. The successful OEM/bidder shall provide the Comprehensive AMC along with patches and updates of all the software covered under Comprehensive AMC at IIT Roorkee to enable smooth and uninterrupted operations for a period of two Years.
8. Support in Luster File System, Quota management, Multipathing, and other related areas.
9. Provide comprehensive maintenance service for the entire existing Storage covering hardware, software, and replacement of defective parts/components with original OEM spare (for hardware/software only as per Annexure-I). In case of non-availability of identical replacement, suitable new equivalent or higher replacement (original spare parts) with the same specifications or higher part/software should be carried out (within the hardware/software at no cost to IITR) within the call response and resolution time so that the overall functional requirement is met to the level of satisfaction of the end user.
10. Periodic preventive maintenance of all the systems should be done once a quarter (3 months), which would include the following, not limited to:
 - a. Regular Health Checkups of the system
 - b. Apply firmware updates and security patches on a requirement basis
 - c. Escalate issues to respective teams
 - d. Ensure the availability of trained personnel for maintenance activities.
 - e. Provide detailed service reports and documentation after every visit.
11. Generate and provide quarterly reports (signed and stamped on the OEM/bidder's letterhead) of the service rendered and all calls received, resolved, and pending (due to what reason) in soft and/or hardcopies to IITR.
12. Keep the uptime for the system at 98.0% per quarter; adequate numbers of motherboards, Memory modules, Drives, SMPS, C13/C14 Power cables, CMOS batteries, and SAS cables should be in stock. Only original spare parts must be used for hardware/software only.
13. The ticket or docket number should be provided in the e-mail for all hardware and software incidents.



14. The minimum SLA requirements under the Comprehensive AMC of Parallel File System (PFS) Storage (2.0 PiB) installed in PARAM Ganga Supercomputer at IIT Roorkee are given below:

Priority 1 Call: The system is completely down, and business is severely impacted; that is, the cluster is unusable (covered on Saturday and Sunday, Holidays as well).

Priority 2 Call: The system is degraded with no impact on business.

Priority	Classification of Issue	Category	Response Time	Resolution Time
1	The Storage is down, and business is impacted.	Software and Hardware	Within 2 hours after the ticket is lodged.	Within 48 hours (including working and non-working days and holidays), either in person or remotely.
2	Intermittent issue with no business impact.		Within 4 hours after the ticket is lodged.	Within 72 hours. (inclusive of working and non-working days and holidays) either in person or remotely.

Penalties for Non-Compliance:

Violation	Penalty
Delay in Response Time	1% of the quarterly contract value per delayed hour beyond the SLA limit for Priority 1 and 2 incidents.
Delay in Resolution Time	2% of the quarterly contract value per delayed day beyond the SLA limit for Priority 1 and 2 incidents.
Missed Preventive Maintenance Visit	5% of the quarterly contract value per missed visit.
Use of Non-Approved Spare Parts	Full replacement at no cost + 5% penalty on the quarterly contract value.

ANNEXURE-IV

General Terms & Conditions of Comprehensive AMC for Pre-owned Products - PFS Storage of PARAM Ganga Supercomputing Facility installed at IIT Roorkee (IITR): -

1. The contract's total duration will be **two years from the date of issue of work order**, extendable by one more year depending upon IITR's requirements and the satisfactory performance of the bidder with negotiated terms & conditions. However, the Institute may extend the contract period beyond the contractual period at its own discretion. The requirement of equipment may vary according to the need and may be increased/reduced as and when required. The contract may be extended for a third year on mutually agreed on payment terms and conditions. The other terms and conditions for the third year may remain the same.
2. Advance Payment is not allowed in any case. Payment will be released quarterly after successful completion of service, submission of security deposit, and after 30 days of receipt of clear invoice.
3. The place of delivery/services shall be the IIT Roorkee premises campus, including its hired premises unless otherwise specified. No additional freight or other charges would be payable for transportation, etc.
4. Any damage to movable/immovable property while carrying out Comprehensive AMC shall be rectified in a manner acceptable to IITR by the agency at its own cost, and the site must be handed back neat and clean to the satisfaction of IITR.
5. IITR shall not provide tools and devices like laptops, testing equipment, vehicles, weight-lifters, or Punching/soldering material. etc. The agency shall bring all the required tools and devices on its own, and IITR will pay no extra cost.
6. In case of continued non-performance and inability to meet functional requirements, IITR shall reserve the right to terminate the contract after giving 30 days written notice.
7. The OEM/bidder shall not be allowed to transfer, assign, pledge, or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of IITR.
8. The selected agency shall ensure that any details of the office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed at IITR.
9. IITR is not liable at any stage to provide accommodation, transport, food, medical, or any other requirement of their personnel deployed at the institute.
10. The selected agency shall ensure the proper conduct of its personnel on institute/office premises and enforce the prohibition of the consumption of Tambaku, Gutka, Pan Masala, Alcoholic drinks, Smoking, etc.
11. IITR reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The Director, IIT Roorkee, is the final authority for settling any disputes, and the decision of the Director in this regard shall be final and binding on all.
12. The OEM/bidder shall be responsible for any accident or hazard during the maintenance period due to negligence of work performed by the agency. The OEM/bidder shall also be responsible for the payment of compensation and penalties payable to affected parties as a result of legal action.
13. In the performance of this contract, the OEM/bidder shall abide by all existing laws, codes, rules and regulations set forth by all governmental units and authorities having competent jurisdiction over the OEM/bidder and/or the work performed by the OEM/bidder hereunder. The OEM/bidder shall also procure and pay any necessary permits or licenses pertaining to the work performed by the OEM/bidder pursuant to this contract.
14. All repair, parts replacement, or adjustments called for hereunder shall be performed in full compliance with specified laws, standards, and codes set by the government with the latest edition, including amendments thereto, and with applicable regulations of the state, city, and/or local authorities. In case of conflict, the more stringent regulations will apply.

15. The staff to be deployed shall be paid wages as per minimum wages determined by the Central Labour Commissioner Office under the category 'A' Category of "CONSTRUCTION OR MAINTENANCE OF ROADS OR RUNWAYS OR IN BUILDING OPERATIONS INCLUDING LAYING DOWN UNDERGROUND ELECTRIC, WIRELESS, RADIO, TELEVISION, TELEPHONE, TELEGRAPH AND OVERSEAS COMMUNICATION CABLES AND SIMILAR OTHER UNDERGROUND CABLING WORK, ELECTRIC LINES, WATER SUPPLY LINES, AND SEWERAGE PIPE LINES" subject to revision as modified by Govt of India.
16. In case of emergency, the service of the engineers/technician must be required 24x7 after working hours or on holidays (both institute and National declared).
17. In case the equipment/device is physically damaged by the IITR users for items of Annexure-I, then the OEM/bidder has to arrange its replacement with the same or the latest model of the equipment/device, which must be compatible with the existing infrastructure from the OEM after taking the consent from IITR stakeholders. IITR stakeholders will do the market survey for a competitive price, and accordingly, the OEM/bidder has to replace it at a negotiated price. After the replacement, IITR will reimburse the actual cost of the replacement to the OEM/bidder.
18. It should be noted that OEM/bidders who are blacklisted/terminated by any State Government and/or the Government of India/Autonomous body will not be entertained for any kind of evaluation. At any point in time, if it is found that the OEM/bidder, who has been blacklisted/terminated earlier, has participated and bided in the tender submitting false documentation and qualifies in subsequent evaluations (based on false documentation) and/or becomes eligible to be awarded, then appropriate action may be adopted as per the IITR norms and guidelines.
19. Any false claims made by the OEM/bidder with respect to eligibility criteria requested by the Institute will straight away lead to the cancellation of the PO and forfeiting of the EMD/PBG/Security Deposit.
20. Remote Support: The OEM/bidder shall provide technical personnel who are skilled, experienced, and trained by the Lustre-Based PFS Storage OEM for fault diagnosis and parts replacement.
21. Responsibility: The OEM/bidder is responsible for taking over the existing operations and maintenance of the Lustre-based PFS Storage by ensuring the performance of the system shown in the Installation Report. In case performance degradation is observed in the system, the OEM/bidder may be asked to run performance tools, benchmarks, or applications of a PFS storage. If performance degradation is found, the OEM/bidder will then be required to take corrective action.
22. The warranty should be comprehensive on-site, and repair/replacement is free of cost for all the items as mentioned in Annexure-1.
23. **Force Majeure:** IIT Roorkee may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated, such as acts of God (like earthquakes, floods, storms, etc.), acts of states/state agencies, the direct and indirect consequences of wars (declared or undeclared), Pandemic, hostilities, national emergencies, civil commotion and strikes at successful OEM/bidders premises or any other act beyond the control of OEM/bidder.
24. **Jurisdiction:** The dispute, legal matters, and court matters, if any, shall be subject to Roorkee Jurisdiction only.
25. **Interpretation of the clauses in the Tender Document/ Contract Document:** In case of any ambiguity/dispute in the interpretation of any of the clauses in these documents, the interpretation of the clauses by the Director of IIT Roorkee shall be final and binding on all parties.
26. **Security Deposit:** The successful OEM/bidder should submit a Security Deposit for an amount equivalent to 5% of the purchase/work order via online transfer (NEFT/RTGS) in favor of the Indian Institute of Technology Roorkee within 7 days from the date of issue of work/purchase order. The Security Deposit should remain valid for a period of 60 (sixty) days beyond the date of completion of the Contract. It shall be the guarantee for the faithful and due performance of the contract by the OEM/bidder in accordance with the terms and conditions specified in this contract. The Security Deposit will be returned to the OEM/bidder without any interest after its expiry, subject to the OEM/bidder fulfilling all contractual obligations.