

## Scope of Work

### **Scope of Work for CAMC of Servers and other peripherals for Directorate of Technical Education (DTE), Education Department, Government of Gujarat:**

Successful bidder will have to provide Comprehensive onsite AMC Support for Servers and other peripherals as per the Scope defined in the bid. Bidder should visit the site for more clarity and submit a visit report duly signed by authority of DTE. The format of the report is attached in Annexure –A.

The bidder will have to provide onsite support under Comprehensive Annual Maintenance Contract enabling smooth and uninterrupted operations of Directorate of Technical Education situated at following locations:

**Locations: Directorate of Technical Education**  
Block No. 2, 6th Floor, Karmayogi Bhavan,  
Sector-10-A, Gandhinagar - 382 010

Bidder should be capable to provide Comprehensive Annual Maintenance Contract with required spares for the equipments mentioned in the bid. The bidder will have to provide support services with required spares as a part of CAMC.

The said Servers to be covered under CAMC was procured by DTE during Year 2015 with initial OEM onsite warranty of 5 years. Warranty of the below Hardware peripherals was expired on September 2020.

The said servers with all relevant software with co-terminus warranty support.

1. Application Server - Dell PowerEdge R730
2. Database Server - Dell PowerEdge R730
3. Web Server - Dell PowerEdge R730
4. FTP Server - Dell-PowerEdge R730
5. ATEN CS 1758 KVM Switch

### **Following Components of Directorate of Technical Education, Government of Gujarat will be covered under CAMC**

Sr. No.	Item	Qty.	Make & Model	Device Serial Number
1	Application Server	1	Dell PowerEdge R730	51G3T72
2	Database Server	1	Dell PowerEdge R730	51F8T72
3	Web Server	1	Dell PowerEdge R730	51K2T72
4	FTP Server	1	Dell PowerEdge R730	51C4T72
5	KVM Switch	1	ATEN CS 1758	A1F8-026BM

However, interested agency may visit the site in consultation with DTE/Education Department for more clarity regarding the equipments to be covered under CAMC as per the scope defined in this bid before submitting their proposal under this bid.

#### **Eligibility Criteria of bidder:**

- Bidder should be authorized by OEM of Servers - M/s Dell to quote in this bid
- The bidder must have one office in Gujarat preferably Ahmedabad / Gandhinagar. Please upload the copies of any two of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year/VAT/CST/GST Registration / Valid Lease Agreement.
- Bidder must ensure that the CAMC / Warranty Extension support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipments as per the service levels defined in bid.
- The bidder should have valid ISO 20000:2011 or latest certified for IT Service Management.
- Bidder should not be blacklisted/debarred by any state government / central government / PSU in last three years as on last date of bid submission. Bidder will have to submit undertaking letter at the time of bidding.

#### **Responsibilities of Successful bidder**

The successful bidder will have to provide following services to DTE for the maintenance of the Equipments under this CAMC contract:

These are critical equipments and are installed DTE office, Karmayogi Bhavan, Gandhinagar. Successful bidder's personnel will have to coordinate with OEM/suppliers for the maintenance purpose.

Successful bidder will be responsible for the following activities enabling smooth and uninterrupted operations:

- Responsible for providing Comprehensive AMC at site for the equipments mentioned in the bid.
- Vendor Co-ordination for various Infrastructure components. As a part of CAMC support services, Successful Bidder will have to co-ordinate with other vendors like Application Developer or other agency who deals with software Infrastructure at NIC Data center where hardware is installed.
- Proactive and reactive maintenance, repair and replacement of defective components related to the equipments to be covered in this bid. The cost of repair and replacement shall be borne by the selected bidder.
- The bidder should ensure for the necessary spare component will be available for the duration of contract period.
- Bidder has to quote the rates without cooling period.
- In case of failure of any component bidder has to repair or replace faulty component free of cost.
- In case if repair is not possible and product End of Life then replace it with latest product with similar or higher configuration with prior approval of department.
- Contract includes **onsite** technical support for said hardware / Operating system related problems.
- During the term of the agreement the bidder agrees to maintain the equipments in good working order.
- The bidder shall provide repair and maintenance service, in response to oral including telephonic notice by the office and such services should be available for all working days. However, due to any reason if the office will remain open on any public holiday, then the bidder has to provide service on the request of the office.
- ***It is mandatory for bidder to do at his/her own cost complete site survey before submitting the bid. Certificate of site survey is to be uploaded along with the bid document. Without site survey certificate of the CTE bidder's bid will be rejected and technically disqualified.***
- Contract includes onsite support for the said hardware and operating system related problems.
- Bidder must have office in Gujarat (preferably in Ahmedabad / Gandhinagar)
- The department will review the performance of successful bidder during first year of CAMC and then decide to extend the CAMC for the further period of 1 or 2 year on same rate as well as same terms and conditions.
- Qualified maintenance engineer totally familiar with the equipment shall perform all repair and maintenanceservice described herein.
- Contract duration will be counted from the date of issue of the order under this bid.

## **General Terms & Conditions:**

- 1. The details of Equipments for which bidder has to quote for Comprehensive Annual Maintenance Contract (CAMC) are provided in the bid. Bidder shall make provision for all the required spares for providing onsite CAMC Support.**
2. In order to allow prospective bidders reasonable time to take into consideration, while preparing their bids GIL, at its discretion, may extend the deadline for the submission of bids.
3. Successful bidder will have provide Comprehensive AMC contract for one year from the date order. However, Department will review the performance of the successful bidder during 1 year CAMC period and decide to extend the AMC contract for further period of 1 Year or 2 years on same rate and same terms & conditions of contract order. Department will have right to cancel the contract if the performance is found not satisfactory.
4. In case of successful bidder is found in breach of any condition(s) of bid or order, at any stage during the course of contract period, the legal action as per rules/laws, shall be initiated against the successful bidder and EMD/PBG shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.
- 5. CAMC Support Services to be provided by Successful Vendor**
  - 5.1. Support Services Terms**
    - a) If the parts required for the problem resolution are not available then bidder has to provide a higher version of the same OEM/Equivalent brand, within committed resolution time, without any additional cost to purchaser.
    - b) Comprehensive onsite maintenance support would have to be provided on all covered equipment for the defined coverage period.
  - 5.2. Hardware Support Services**
    - a) Remote Problem Diagnosis and support through electronic remote support tools to isolate any system problem and facilitate resolution.
    - b) Onsite Hardware Support for critical issues that cannot be resolved remotely. An engineer would have to be sent to site to return the covered hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage includes all required parts and materials.
    - c) The maximum response time to attend any onsite call should not exceed 4 hours from our initial call to the Response Center;
    - d) Successful vendor will deliver 24-hour Repair-Time Commitment, to correcting hardware malfunctions. This will have to be done within 24 hours from our initial call to the Response Center;
    - e) Support services should be available 24 x 7 x 365, including all holidays.
    - f) To provide an established Escalation Matrix to end users.
  - 5.3.** The bidder shall ensure Spares availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, the bidder shall provide a suitable replacement as Standby arrangement so that the work is not hampered. The packing / unpacking, transportation, loading / unloading, connection / disconnection, configuration / re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of the bidder.
  - 5.4.** In case if the bidder is not able to repair the original equipment, the bidder shall supply the new substitute of same specifications or of higher specifications the original OEM, with prior approval of the purchaser. In case, if the purchaser found the substitute of lower quality or cheaper substitute than the difference between the provided product and the originally used has to be paid by the bidder.
  - 5.5.** Successful bidder has to co-ordinate with Directorate of Technical Education / Education Department for providing CAMC services.
  - 5.6.** Bidder has to ensure back lining / back to back CAMC Support services from respective OEMs & the same shall be ensured at the time of making the payment to the successful bidder.

- 5.7. Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- 5.8. Any worn or defective parts/equipment withdrawn from the equipment and replaced by the bidder shall become the property of the bidder; and the parts/equipment replacing the withdrawn parts/equipment shall become the property of the department.
- 5.9. The bidder's maintenance personnel shall be given access to the equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- 5.10. The equipment shall not be shifted to an alternate site and installed there at during the currency of this Agreement without prior written notice. However, if purchaser desire to shift any equipment to a new site and install it thereat urgently, the bidder shall be informed accordingly. The purchaser shall bear the charges for such shifting and reinstallation and the bidder shall provide necessary assistance to the purchaser in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on the both the parties i.e. successful bidder and the purchaser.
- 5.11. The purchaser shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, and dust to within the acceptable limits required for equipment similar to that covered by this Agreement.
- 5.12. No terms or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.

## 6. Comprehensive Annual Maintenance Contract (CAMC) Support

- 6.1. Comprehensive onsite AMC Support shall be provided by the bidder.
- 6.2. Bidder shall keep adequate provision for spares for providing CAMC Support services.
- 6.3. Maintenance service: Free maintenance services shall be provided by the Bidder during the period of CAMC Support.
- 6.4. In case, bidder is not providing satisfactory support & doing unwarranted delay in providing CAMC support, Government offices reserves right to repair the equipment at risk & cost of the bidder.
- 6.5. The Bidder will be required to co-ordinate with software vendor and / or do liaisoning with other service provider to achieve the end-to-end connectivity. This also includes Server OS configuration with respect to LAN/WAN technologies implementation.

## 7. Penalty Clause

Uptime Target  $\geq 99.7\%$

Penalty: - INR 1,000 for every hour of downtime at a stretch or in parts on a quarterly basis. And INR 1,500 for every subsequent hour of downtime at a stretch or in parts for a total downtime of more than 10 hours on a quarterly basis.

Note: - The system administration activities such as patch up-gradation; technical update/upgrades may not be included in downtime. Bidder has to take prior approval from the department for planned downtime.

- Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs.
- Total Time shall be measured on a 24\*7 basis.
- Any planned downtime for maintenance shall be with prior written permission from Directorate of Technical Education and must be intimated to all users.

The Overall penalty cap during the contract period shall be capped at 5% of the quarterly invoice value. However, if such a value of 5% is reached for any three consecutive months during the contract period, then the Directorate of Technical Education will have the right to terminate the contract.

## 8. Payment: Payment for Goods and Services shall be made by Department in Indian Rupees as follows:

- 8.1. No advance payment will be made

- 8.2.** Payment would be made after completion of each quarter on submission of Invoice with applicable taxes paid extra at actual. The invoices shall be submitted with all relevant reports / documents as specified in bid / Work Order.
- 8.3.** Successful bidder should raise payment invoices after the end of each quarter along with the supporting documents.
- 9.** During the CAMC contract period, Directorate of Technical Education /Education Dept. may terminate the contract by giving 1-month advance notice, if need arises.
- 10.** GIL reserves the right to change any bid condition even after inviting the bids, with/without prior notification.
- 11.** Directorate of Technical Education /Education dept Right to accept any Bid and to reject any or all Bids – DTE/Education dept reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.
- 12. Limitation of Vendor's Liability:** Vendor's cumulative liability for its obligations under the contract shall not exceed the contract value and the vendor shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.

**Detailed Bill of Material of Existing Servers and other peripherals**

Commissionerate of Technical Education, Gandhinagar

Sr. No.	Item		Make & Model
<b>Application Server (High End)</b>			
1	Chassis	2U Rack Mountable	Dell Poweredge R730
	CPU	2* Intel® Xeon® Processor E5-2630 v3 (8 core, 20M Cache, 2.4 GHz) or higher	
	Motherboard	Intel® C610 Series Chipset or better on Intel or equivalent OEM motherboard	
	Graphics	On Board Graphics with 16 MB RAM	
	Slots	Total six PCI slots offering option of PCI-X/PCI-e combination	
	Memory	128 GB DDR4-Registered (RDIMM) memory upgradeable upto 768 GB or more	
	Bays	8 Hot Plug SAS hard disk bays	
	HDD	5*1TB SAS hot plug drives	
	RAID Support	RAID controller for RAID 0, Raid 1, Raid 10 and RAID 5 configurations with 2GB cache memory	
	Networking Features	Embedded 4 *1Gbps ports	
	Ports	1 Front and 2 Rear USB ports ( with Min 1 USB 3.0 port) , 2 RJ-45 port,	
		1 Remote Management Port (TCP/IP based): (it is used for GUI interface to monitor & manage the server performance remotely.)	
	Fiber HBA	Dual port 8 Gbps FC HBA (PCI - X/PCI – Express based) with necessary FC Cable of Length 5-15 mtrs. depend on the requirement.	
	Management hardware	Integrated System Management Processor or Integrated BMC Controller	
	System Management Software	Pre-failure alerts for processor, memory and hard disks, Unattended and selectable remote boot and remote diagnostics, ECC with error reporting	
	DVD Drive	Slim Line DVD Writer (Internal / External through USB connectivity)	
	Power Supply	Dual Redundant Hot swap power supply	
Rack rails	Rack rails needs to be supply along with server		
OS Support	Microsoft Windows Server, Red Hat Enterprise Linux, Vmware		
Certifications	RoHS , UL ,CE/FCC or equivalent third party certification from reputed Agency, Windows Certification		
<b>Database Server( High End)</b>			
2	Chassis	2U Rack Mountable	Dell Poweredge R730
	CPU	2* Intel® Xeon® Processor E5-2630 v3 (8 core, 20M Cache, 2.4 GHz) or higher	
	Motherboard	Intel® C610 Series Chipset or better on Intel or equivalent OEM motherboard	
	Graphics	On Board Graphics with 16 MB RAM	
	Slots	Total six PCI slots offering option of PCI-X/PCI-e combination	
	Memory	128 GB DDR4-Registered (RDIMM) memory upgradeable upto 768 GB or more	
	Bays	8 Hot Plug SAS hard disk bays	
	HDD	5*1TB SAS hot plug drives	

RAID Support	RAID controller for RAID 0, RAID 1 and RAID 5 configurations with 2GB cache memory
Networking Features	Embedded 4 * 1Gbps ports
Ports	1 Front and 2 Rear USB ports (with Min 1 USB 3.0 port), 2 RJ-45 ports 1 Remote Management Port (TCP/IP based): (its used for GUI interface to monitor & manage the server performance remotely.)
Fiber HBA	Dual port 8 Gbps FC HBA (PCI - X/PCI - Express based) with necessary FC Cable of Length 5-15 mtrs. depend on the
Management hardware	Integrated System Management Processor or Integrated BMC Controller
System Management	Pre-failure alerts for processor, memory and hard disks, Unattended and selectable remote boot and remote diagnostics, etc.
DVD Drive	Slim Line DVD Writer (Internal / External through USB connectivity)
Power Supply	Dual Redundant Hot swappable power supply
Rack rails	Rack rails needs to be supplied along with server
OS Support	Microsoft Windows Server Red Hat Enterprise Linux VMware
Certifications	RoHS, ULCE/FCC or equivalent third party certification from reputed Agency, Windows Certification

Web Server (Mid-Range)

3	Chassis	2U Rack Mountable	Dell Poweredge R130
	CPU	Intel® Xeon® Processor E5 2630 v3 (8 core, 20M Cache, 2.4 GHz) or higher	
	Motherboard	Intel® C610 Series Chipset or better on Intel or equivalent OEM motherboard	
	Graphics	On Board Graphics with 16 MB RAM	
	Slots	Total PCI slots offering combination of PCI-X/PCI-e combination	
	Memory	64 GB DDR4-Registered (RDIMM) memory upgradeable upto 512 GB or more	
	Bays	8 Hot Plug SAS hard disk bays	
	HDD	* 1TB SAS hot plug drives	
	RAID Support	RAID controller for RAID 0, RAID 1 and RAID 5 configurations with 2GB cache memory	
	Networking Features	Embedded 4 * 1Gbps ports	
	Ports	1 Front and 2 Rear USB ports (with Min 1 USB 3.0 port), 2 RJ-45 ports 1 Remote Management Port (TCP/IP based): (its used for GUI interface to monitor & manage the server performance remotely.)	
	Fiber HBA	Dual port 8 Gbps FC HBA (PCI - X/PCI - Express based) with necessary FC Cable of Length 5-15 mtrs. depend on the	
	Management hardware	Integrated System Management Processor or Integrated BMC Controller	
	System Management	Pre-failure alerts for processor, memory and hard disks, Unattended and selectable remote boot and remote diagnostics, etc.	
	DVD Drive	Slim Line DVD Writer (Internal / External through USB connectivity)	
	Power Supply	Dual Redundant Hot swappable power supply	
	Rack rails	Rack rails needs to be supplied along with server	
	OS Support	Microsoft Windows Server Red Hat Enterprise Linux VMware	

Certifications	RoHS,UL,CE/FCC or equivalent third party certification from reputed Agency, Windows Certification
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FTP Server(Mid-Range)

4	Chassis	2U Rack Mountable	Dell Poweredge R130
	CPU	Intel® Xeon Processor E5-2630 v3 (8 core, 20M Cache,2.4 GHz) or higher	
	Motherboard	Intel® C610 series Chipset or better on Intel or equivalent OEM motherboard	
	Graphics	On Board (Graphics with 16 MBRAM)	
	Slots	Total > PCI slots offering a combination of PCI-X/PCI-e combination	
	Memory	64GB DDR3-Registered (RDIMM) memory upgradeable upto 512 GB or more	
	Bays	8 Hot Plug SAS hard disk bays	
	HDD	6; *1TB SATA hot plug drives	
	RAID Support	RAID controller for RAID 0, Raid 1, RAID 10 and RAID 5 configurations with 2GB cache memory	
	Networking Features	Embedded 4 *1Gbps ports	
	Ports	1 Front panel port, 2 Rear USB ports ( with Min 1USB 3.0 port), 2 RJ-45	
		1 Remote Management Port (TCP/IP based): (it is used for GUI interface to monitor & manage the server performance remotely.)	
	Fiber HBA	Dual port 8 Gbps FC HBA (PCI - X/PCI- Express based) with necessary FC Cable of Length 5-15 mtrs. depend on the length	
	Management hardware	Integrated System Management Processor or Integrated BMC Controller	
	System Management	Pre-fault alerts for processor, memory and hard disks, Unattended and selectable remote boot and remote diagnostics, e-mail, sms, oron, twitter	
	DVD Drive	Slim Linc DVD Writer (Internal/ External through USB connectivity)	
	Power Supply	Dual Redundant Hot swap power supply	
Rack rails	Rack rails needs to be supplied along with server		
OS Support	Microsoft Windows Server Red Hat Enterprise Linux VMware		
Certifications	RoHS,UL,CE/FCC or equivalent third party certification from reputed Agency, Windows Certification		

		KVM Switch	
9	8 Port KVM Switch and One USB-PS/2 console	Compatible accessories controls 8 computers	ATEN CS1758
	Cascade upto max 512 computers		
	USB keyboard and mouse emulation		
	video quality - upto 2048 x 1536 dpi		



**Please submit undertaking letter as per Ministry of Finance Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 as per Performa given below on bidder's letterhead.**

**On letterhead of Bidder**

**Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division**

**Ref: Bid Number:**

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I have read the clause regarding restriction on procurement/services from a bidder of a country which shares a land border with India. I certify that we as a bidder are not from such a country or, if from such a country, we have been registered with competent authority. I hereby certify that we fulfill all requirements in this regard and is eligible to be considered for procurement/services for Bid number -

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In case I'm supplying material/services from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

