

Information to Bidder for the procurement of “-Storage Server , Layer-3 Distribution Switch----”

Ref: GeM Bid N0 . GEM/2019/B/193934 dated 27-02-2019

1. Various items should be quoted as per Technical specifications and SOW given in Annexure-I.&II
2. In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer.
3. OEM or Authorized distributor/Partner of OEM should have a registered office in India to provide sales and 24x7 support in India. The certificate to this effect should be submitted. The bidder should be either OEM or his authorized dealer/distributor.
4. Equipment offered shall have complete data sheets and detailed description on OEM web sites.
5. Bidder shall submit the detailed BOM of the equipment's offered duly verified and certified by the respective OEM. The bidder should provide detailed price break up (taxes etc.) of the cost of the equipment along with the bid.
6. GSTIN ID of vendor should be provided from where goods will be supplied.
7. Delivery period: **45 days** from the date of issue of PO.
8. Inspection: Pre-shipment/pre-dispatch/ inspection shall be carried out at manufacturer's/supplier's site or at Consignee Premises by RailTel's authorized representative .
9. **Consignee:** RailTel Corporation of India Ltd, B- Block II floor Rail Niliyam Secunderabad, Telangana 500071.
10. **Tender Cost & Earnest Money Deposit (EMD)/ Bid Security:**
 - 10.1 **Tender Cost:** Estimated cost of the Tender is **Rs. 1,82,10,000/-**
 - 10.2 **Earnest Money Deposit (EMD)/ Bid Security: Rs. 3,64,200/-** in the form of Pay Order/Demand Draft drawn in favor of RailTel Corporation of India Ltd. payable at Secunderabad . The Bid received without EMD will be summarily rejected.
11. **For NSIC registered Firm:**
 - A) For small scale units registered with NSIC under single point registration Scheme and participating in this tender enquiry, following exemptions are available: -

They are exempted from depositing Earnest money.
These exemptions are applicable provided units are registered with NSIC for tendered item and registration is current and valid. Firms claiming these exemptions are required to submit along with their offer, copy of their current and valid NSIC registration certificate for the tendered item, otherwise their offer would not be considered.
 - B) No exemption is, however, applicable to these units from payment of security deposit/ Performance Bank Guarantee.
 - C) This bid complies with “Public Procurement (preference to make in India) Policy Order, 2017 issued by DIPP and Public Procurement Policy for Micro and Small Enterprises (MSEs) order, 2012” issued by MoSME.”
 - D) Any Other guideline issued by Govt. for MSME time to time will be applicable.

12. Security Deposit/Performance Bank Guarantee:

The successful tenderer shall submit security deposit in the form of DD/FDR or irrevocable Bank Guarantee from any scheduled bank for due fulfillment of contract as per the details given below:

- i. Security Deposit/Performance Bank Guarantee @ 10% of total value of Purchase Order is required to be submitted within 30 days of issue of Purchase Order with validity of 3 months beyond warranty period as per format (Annex-IV).
- ii. The security deposit/PBG shall be submitted to RailTel Corporation of India Ltd, B-Block II floor Rail Niliyam Secunderabad, Telangana 500071.
- iii. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract obligations under the contract, duly adjusting any dues recoverable from the successful tenderer. Payment of Security Deposit in the form of Pay Order/Demand Draft should be made in favor of "RailTel Corporation of India Ltd" payable at Secunderabad only.

13. Eligibility Criteria for OEM

- a. The Equipment offered by the OEM or equipment of the same series/family from the same OEM should have been satisfactorily working in Government/PSUs/Telecom Service Providers network for at least 12 months as on opening of bid, in India or Abroad. The certificates from the end users will have to be submitted offline. Necessary certificate from the end user for the product must be part of the documents to be submitted along with the offer. Certificate shall be in the name of OEM/Authorized partner/Bidder
- b. The OEM should have supplied at least 35% of the tendered quantity of the equipment offered or equipment of the same series/family during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government/PSUs/Telecom Service Providers. OEM can submit self-certificate with proper contact detail of clients (Firm Name, Contact person, Designation, Telephone Number, Fax, Official mail id etc.). The same should be issued by authorized signatory of the OEM.
- c. The OEM should have training repair and service center facilities in India. The certificates/Undertaking for the same will have to be submitted.

14. Eligibility Criteria for Bidder:

- a. The tenderer should have executed order of supply/ provision of ICT equipment's like (Server/Router /Switches /SFPs/XFPs/ firewall/ storage ect)during last preceding 3 financial years(i.e. current year and three previous financial years)as on opening of bid,as per following:

A single order of at least 35% of tendered value.

OR

Two orders of atleast 20% each of tendered value.

OR

Three orders of atleast15% each of tendered value.

Satisfactory Performance certificate for server issued by customer/s for the Purchase Orders/ Work Orders should be enclosed.

- b. The bidder should have annual turnover of minimum 150% of tendered value or above during the last 3 financial years (i.e. current year and three previous financial years). The bidder should provide Audited Balance Sheets / annual reports as documentary evidence or other such documents so as to establish the financial soundness of their company for the preceding three financial years.
- c. Bidder should have authorization specific to this tender from respective OEM.

15. Purchaser's Right to Vary Quantities:

The Purchaser reserves the right to increase or decrease the ordered quantity up to 25 percent at the time of placement of contract. The purchaser also reserves the right to increase the contracted quantity up to 25 % during the currency of the contract at the contracted rates. Bidder is bound to accept the order accordingly.

16. SPLITTING OF QUANTITY- (Deleted)

16.1 In case of PMA, Government of India Guideline/Instruction on PMA will be applicable.

17. WARRANTY:

- 17.1** The materials are to be warranted for **Three years** from date of delivery to the consignee. The tenderer shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacturing and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings.

The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/ or otherwise and

shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

17.2 SLA:

After having been notified of the defects / service requirement during warrantee period, Seller has to complete the required Service / Rectification within time limit of max. 7 days. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller & up to max. of 10% of Unit Price of the product.

Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).

18. Delivery Period

The supplier will have to supply the material within **45 -days** of issue of confirmed LOA/PO.

19. Long Term Maintenance Support: (Deleted)

20. Payment Conditions:-

- i) 80% after full supply of hardware and warranty support document.
- ii) 20 % after successful after Installation and commissioning, functional acceptance signoff and submission of PBG for an amount equivalent to 10% of Contract value
- iii) Payment will be done through RTGS/NEFT

21. Offline Submissions:

The bidder is required to submit the following documents offline to RailTel Corporation of India Ltd, B- Block II floor Rail Niliyam Secunderabad, Telangana 500071 before 14:30 Hrs of 13/03/2019 in a Sealed Envelope. The envelope shall bear 'DO NOT OPEN BEFORE' (due date & time). The offline documents shall be opened at 15:00 Hrs of (Dt.). Bid without these off line submission of documents will be liable to be rejected.

- i. EMD
- ii. MAF/ OEM Authorization Letter
- iii. BOQ of offered equipment.
- iv. Data Sheet of offered equipment.
- v. Financial and Technical Eligibility Criteria documents.
- vi. Technical Compliance of Specification as per Annex-I.
- vii. Certificate from the End user against the Eligibility criteria for OEM para 13.
- viii. Acceptance from OEM as per Annexure-II against long term maintenance support para 19.

Note: 1) The acceptance of all the clauses mentioned in the “**Information to the Bidders**” document is mandatory. Any deviation / non-acceptance will lead to rejection of the bid summarily.

2) Information to Bidder viz. corrigendum /addendum/ amendments etc. for this bid shall be posted on www.railtelindia.com only.

3) This bid is governed by the Specific Additional Terms & Conditions and General Terms & Conditions laid down by the GeM against GeM Bid No. **GEM/2019/B/193934 dated 27-02-2019**

In case, If any contradiction between GeM Additional Terms & Conditions and General Terms & Conditions, RailTel Terms & Conditions will prevail.

Technical Specification

- 1) Server should be a vSAN certified ready node
- 2) Security: Server should have Hardware (Silicon) root of trust, Cryptographically signed firmware updates, system drift detection and secure erase security features inbuilt
- 3) Boot Device: Minimum 2 x 240GB Flash storage in RAID 1 per server
- 4) SAP Certification: Server should be SAP HANA certified.
- 5) Inbuild Server Management
 - 5.1) Software should be from the same H/W OEM and should integrate with 3rd party vCenter and System Center, Nagios, CA management console etc.
 - 5.2) Server Monitoring: Should be able to monitor all system health and systems components (CPU, RAM, HD, FANS, Power Supplies, BIOS, HBA's, NICs, CNA's) through dash board.
 - 5.3) Power & Temperature monitoring: Should support Real-time power meter, graphing, thresholds, alerts & capping with historical power counters, Temperature monitoring & graphing through dashboard
 - 5.4) HTML5 support for virtual console & virtual media without using Java or ActiveX plugins
 - 5.5 The servers should have dedicated secure Remote management port.
 - 5.6 Server management console should work seamlessly with existing OpenManage server console
- 6) Server Ports – Each server should be provided with 2 x 10G Base-T, 2 x 1G Base-T and 2 x Dual port 10G SFP+ ports with SR fiber optics transceivers populated. Required FC cables to be supplied

Scope of Work

- 1) Mounting of server in existing rack in Data center along with Power supply and Network cabling, installation and configuration of systems, physical connectivity to the switches via FC cables in RailTel Data center along with supporting cable for HCI configuration .
- 2) Conducting Power On Self-Test (POST) of all compute Network and storage .
- 3) Basic server installation and management training to be provided by the OEM or Authorized distributor/Partner of OEM.
- 4) Material should be delivered at RailTel Corporation of India Ltd, B- Block II floor Rail Nilayam Secunderabad , Telangana 500071 .
- 5) Documentation related to installation and commissioning of physical server and switches.
- 6) The bidder should provide 24X7 Next Business Day Onsite OEM support for the product for 3 years from date of signoff.
- 7) Toll free number and email to be provided for technical support.
- 8) OEM warrant certificate to be provided.
- 9) Material required for Installation and commissioning of Servers and switches in Data center to be supplied by Bidder (Patch cords , patch cable connectors etc.)
- 10) Each switch should be supplied with 24 no's of 10G SFP+ SR fiber optic transceivers and 2 no's of 100G Transceivers.

PROFORMA FOR THE LONG-TERM MAINTENANCE SUPPORT

(Deleted)

Performa for Performance Bank Guarantee**PERFORMANCE BANK GURANTEEE BOND**

(On Stamp Paper of Rs. One Hundred)

(To be used by approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited, : B- Block II floor Rail Niliayam
Secunderabad, Telangana 500071

1. (Herein after called RailTel) having agreed to exempt
..... (Hereinafter called “the said
Contractor(s)”) from the demand, under the terms and conditions of an Agreement No.
..... dated made between
..... and
..... for (hereinafter called “ the said
Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and
conditions contained in the said Agreement, or production of a Bank Guarantee for Rs.
(Rs. only). We,(indicate the name of the Bank)
hereinafter referred to as “ the Bank”) at the request of Contractor(s) do
hereby undertake to pay the RailTel an amount not exceeding Rs. Against any loss or
damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any
breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, Bank do hereby undertake to pay the
amounts due and payable under this Guarantee without any demur, merely on demand from the
RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be
caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or
conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the
said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due
and payable by the Bank under this guarantee. However, our liability under this guarantee shall be
restricted to an amount not exceeding Rs.
3. We, bank undertake to pay to the RailTel any money so
demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any
suit or proceedings pending before any court or Tribunal relating thereto our liability under this
present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment
there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such
payment.

We, Bank further agree that the Guarantee herein contained
shall remain in full force and effect during the period that would be taken for the performance of the
said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by
virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till
RailTel certifies that the terms and conditions of the said Agreement have been fully and properly
carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or
claim under the Guarantee is made on us in writing on or before the (1)
We shall be discharged from all liability under this Guarantee thereafter.

