

# **CENTRAL UNIVERSITY OF RAJASTHAN**

Bandarsindri – 305817 Distt. Ajmer,Rajasthan



**TENDER NOTICE & DOCUMENT FOR  
Supply and Installation of IT Hardware/Software for Establishment of  
Data Centre with 3 Years Comprehensive On-site Maintenance Contract  
at Central University of Rajasthan**

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## **CENTRAL UNIVERSITY OF RAJASTHAN**

(Established under the Central Universities Act 2009)

Bandarsindri – 305817, Distt.: Ajmer, Rajasthan.

Website: www.curaj.ac.in

### **1. Schedule of Tender:**

**Tender document for Supply and Installation of IT Hardware/Software for Establishment of Data Centre with 3 Years Comprehensive On-site Maintenance Contract at Central University of Rajasthan.**

Sealed tenders are invited from the reputed OEM/Channel partners/authorized dealers/firms etc. for **Supply and Installation of IT Hardware/Software for Establishment of Data Centre at Central University of Rajasthan** with "Part A" as Technical Bids and "Part B" as Financial Bids. The details are as follows:

<b>S. No</b>	<b>Name of the Equipment (IT Hardware/Software)</b>	<b>Quantity</b>	<b>Amount of E.M.D (Rs)</b>	<b>Tender Fee</b>
1.	<b>Supply and Installation of IT Hardware/Software for Establishment of Data Centre with 3 Years Comprehensive On-site Maintenance Contract at Central University of Rajasthan</b>	<b>01</b>	<b>4,00,000/-</b>	<b>Rs. 1000/-</b>

**Tender Document upload (publish) date/time :** 19/07/2024, up to 5.00 P.M.

**Pre-Bid Meeting :** 30/07/2024, 11:30 AM onwards

**Last Date of Submission of Tender :** 12/08/2024 up to 02.00 P.M.

**Date of opening of Tender (Technical Bid) :** 12/08/2024 up to 03.00 P.M.

**Type of Tender:** Two Bid Systems. (Rule 163 GFR 2017)

**Mode of EMD and Tender fee:** Bidders should send separate Account Payee Demand Draft/Fixed deposit receipt/Banker's Cheque for Tender Fee (if applicable). For EMD, Account Payee Demand Draft/Fixed deposit receipt/Banker's Cheque/ Bank Guarantee from any of the Commercial Banks/payment online in an acceptable form in favor of "Registrar, Central University of Rajasthan" payable at Kishangarh/ Bandarsindri Distt. Ajmer.

### **University Bank Account details**

Account Name: Central University of Rajasthan

Name of Bank: Bank of India

Account Number: 666110210000003

IFSC: BKID0006667

### **NOTE:**

1. Tender number, its submission date and Name of the Equipment (IT Hardware/Software) should be mentioned on the top of the Envelope of bid,
2. If the tender is not opened on the above notified date, (due to any unforeseen circumstances), then the next working day will be considered as tender opening date.
3. The bidders who fail to submit the required tender fee, (if applicable) and EMD, their bids will not be considered for opening.
4. Bidder or their authorized representatives may attend the opening of the tender.


**2. TENDER NOTICE**

**राजस्थान केन्द्रीय विश्वविद्यालय में Data Centre की स्थापना हेतु IT Hardware/Software की**

**आपूर्ति एवं स्थापना (3 वर्ष की CMC सहित) के लिये निविदा सूचना।**

	<p>राजस्थान केन्द्रीय विश्वविद्यालय राष्ट्रीय राजमार्ग 8, बांदासिंदरी किशनगढ़ जिला अजमेर 305817 दूरभाष: 01463- 238755 वेबसाइट www.curaj.ac.in</p>
सी0यू0आर0ए0जे0 / क्र0य / टेण्डर / 2024/1428	दिनांक: 19.07.2024
<b>निविदा सूचना</b>	
<p>विश्वविद्यालय में Data Centre की स्थापना हेतु IT Hardware/Software की आपूर्ति एवं स्थापना (3 वर्ष की CMC सहित) के लिये निर्माताओं/चैनल पार्टनर/अधिकृत विक्रेताओं/फर्मों से मुहर बंद निविदायें आमंत्रित की जाती हैं। इच्छुक निविदाकर्ता मुहर बंद लिफाफे में पूर्ण रूप से भरी हुई निविदा (तकनीकी और वित्तीय) अधोहस्ताक्षरकर्ता के कार्यालय में दिनांक <b>12-08-2024 को अपराह्न 02.00 बजे</b> तक भेज सकते हैं। प्राप्त निविदायें <b>उसी दिन अपराह्न 3.00 बजे</b> उपस्थिति निविदाकर्ताओं के समक्ष (यदि उपस्थिति हों) खोली जायेंगी, निविदा सूचना एवं विस्तृत जानकारी विश्वविद्यालय वेबसाइट <a href="http://www.curaj.ac.in">www.curaj.ac.in</a> एवं CPP Portal <a href="https://eprocure.gov.in">https://eprocure.gov.in</a> पर उपलब्ध है।</p>	
कुलसचिव	

**Tender Notice for Supply and Installation of IT Hardware/Software for Establishment of Data Centre with 3 Years Comprehensive On-site Maintenance Contract at Central University of Rajasthan**

	<p>Central University of Rajasthan NH-8 Bandarsindri, Kishangarh, Distt-Ajmer-305817 Tel: 01463 – 238755 Website <a href="http://www.curaj.ac.in">www.curaj.ac.in</a>.</p>
CURAJ/Purchase/Tender/2024/ 1428	Dt. 19.07.2024
<b>TENDER NOTICE</b>	
<p>Sealed quotations are invited from the Manufacturers, Authorized Channel Partners/ Dealers/Firms for the <b>supply &amp; installation of IT Hardware/Software for Establishment of Data Centre with 3 Years Comprehensive On-site Maintenance Contract</b> at Central University of Rajasthan. Quotations completed in all respects along with technical and price bids should reach the office of the undersigned on or <b>before 12-08-2024 up to 02.00 P.M.</b> Technical Bids will be opened on <b>same day at 03.00 P.M.</b> in the presence of available bidders, if any. For further details, please visit our website <a href="http://www.curaj.ac.in">www.curaj.ac.in</a> and CPP Portal i.e. <a href="https://eprocure.gov.in">https://eprocure.gov.in</a></p>	
Registrar	

### 3. Important Notes to the Bidder:

1. Central University of Rajasthan, Bandarsindri, invites tenders under “2 Bid system” for supply and installation of **Supply and Installation of IT Hardware/Software for Establishment of Data Centre with 3 Years Comprehensive On-site Maintenance Contract at Central University of Rajasthan** as per the specifications given in the “Annexure A”.
2. Tender document can be downloaded from the University website at URL Link: <http://www.curaj.ac.in/tenders>. or Central Public Procurement Portal (CPPP) at [www.eprocure.gov.in](http://www.eprocure.gov.in).
3. The bidders are requested to read the tender document carefully and ensure all the compliance with instructions there in. Non-compliance of the instructions contained in this document, may disqualify the bidders from the tender process.

All offers should be written in the English and price should be written in both, figures and words. The offer should be typed or written in pen ink or ball pen. Offer in pencil will be ignored.

The prescribed tender documents should be submitted in one sealed envelope duly super scribed with “**Tender for Supply and Installation of IT Hardware/Software for Establishment of Data Centre with 3 Years Comprehensive On-site Maintenance Contract at Central University of Rajasthan** address at Bandarsindri, Ajmer (Rajasthan). This sealed envelope should contain three sealed envelopes marked A, B, & C, prescribed as under:

- a) Envelope A containing appropriate Earnest Money Deposit (EMD) in the form of Demand Draft in favor of CENTRAL UNIVERSITY OF RAJASTHAN payable at Bandarsindri, Kishangarh/Madanganj. Tender shall be rejected if the Earnest money in the form of D.D.’s is not found in proper order.
  - b) Envelop B containing the Technical Bid along with the supporting documents. (See Terms & Conditions for more details)
  - c) Envelop C containing the Financial Bid.  
The tender document should be sent to:  
**The Registrar  
Central University of Rajasthan  
N.H.-8, Jaipur-Ajmer Highway,  
Bandarsindri, Kishangarh, Distt. Ajmer,  
Rajasthan- 305817**
4. The complete tender document is to be sealed and signed by authorized official of bidder & is to be placed in the separate envelope along with the necessary required documents **in the sealed envelopes A, B & C.**
  5. Bidders are required to enclose photocopy of cheque & NEFT Bank Details with tender /quotation to enable us to making payment through on line transfer, for refund of EMD.
  6. All bids must be delivered to the above office up to the date and time indicated above. Bids will be opened in the presence of Bidders’ authorized representatives who choose to attend to present on the specified date and time. In the event of the specified date for bid receipt and opening being declared as a closed holiday for purchaser’s office, the due date for submission of bids and opening of bids will be next working day or as announced by the University in the appropriate manner.
  7. Any clarification regarding tender specification before submission of tender document can be discussed with the Officer Incharge (Purchase) 01463-238757 or through email id is [oic.purchase@curaj.ac.in](mailto:oic.purchase@curaj.ac.in).
  8. Please Note that the tender document is subjected to verification with the original document, and if any discrepancy is found, the tender would be rejected. Tenders (Technical Bid) will be opened first in the presence of the attending vendors.

**Registrar  
CENTRAL UNIVERSITY OF RAJASTHAN  
Bandarsindri, Rajasthan**

#### **4. TERMS AND CONDITIONS OF THE TENDER**

1. All offers should be written in the English and price should be written in both, figures and words. The tenderer shall certify that the rates being quoted are not higher than those quoted for any Govt. Deptt. or Institution or any organization during last one year. If during the last one year at any time the tenderer has quoted rates lower than those quoted against this tender, the University would be given the benefit of Lower rates by the tenderer. The relevant documents should be enclosed with technical bid.
2. The duly constituted committee appointed by the competent authority of Central University of Rajasthan, Bandarsindri, reserves the right to select some items (in single or multiple units) and reject the others or all items mentioned in the Schedule. The same committee will also reserve the right to revise or alter the specifications before acceptance of any tender with prior notice on the University website and Central Public Procurement Portal (CPPP).
3. Incomplete bid, amendments and additions to bid after opening are liable to be ignored and rejected.
4. The Bid shall be treated as a 2 Bid System. The Technical Bid will be considered for evaluation of those bidders who's Tender Fee, (if applicable) and Earnest Money Deposit (EMD) is found in order. Financial Bid shall be opened for those bidders who have qualified in Technical Evaluation.
5. **Changes/Amendment:** At any time prior to the deadline for submission of tender, the University may amend the tender documents issuing addendum/corrigendum. The University shall have the right at any time, by written notice, in the form of an amendment order, to make any changes, if deems necessary, including, but not limited to, changes in specifications, design, delivery, testing methods, packing or destination. If any such required changes cause an increase or decrease in the cost of or the time required for performance, an equitable adjustment shall be made in the contract price or delivery schedule, or both. Any claim by the Vendor for adjustment under this clause shall be deemed waived unless asserted in writing within ten (10) days receipt from the Vendor. Notice of change (amendment order). Price increase, extension of time for delivery and change in quantity shall not be binding on the University unless sufficiently justified by vendor and accepted by the university in a form of amendment/ modified Order issued and signed by the University.
6. **Bid Validity-** Bids should be valid for a period of 180 days from the date of opening of Technical bid.
7. **Withdrawal of bids:** No bidder will be allowed to withdraw its bid in the interval between the deadline of submission of bids and expiration of period of bid validity. Withdrawal of bid during this period will result in forfeiture of the bidder's bid security (EMD) and other sanctions.
8. **OEM/Channel Partner/Authorized Dealer/agents of Supplier:** when a firm sends quotation for an item manufactured by some different company, the firm is also required to attach, (in its bid,) the manufacturer's authorization certificate and also manufacturer's confirmation of extending the required warranty for that product. In cases where the manufacturer has itself submitted the bid, the bids of its authorized dealer will not be considered and EMD will be returned.
9. **Agency Commission:** The amount of Agency Commission, in case of manufacturer/supplier is from the foreign country (normally not exceeding five percent) payable to the Indian Agent should not be more than what is specified in the Agency agreement (a certified copy should be submitted along with the bid) between the bidder and the Indian Agent. The Indian Agent will be required to submit a certificate along with their Agency Commission bill, confirming that the amount claimed as Agency Commission in the bill has been spent/will be spent, strictly to render services to the foreign Principal, in terms of the Agency Agreement. The Purchaser or their authorized agencies and/or any other authority of the Government of India shall have rights to examine the books of the Indian Agent and defects or misrepresentations in respect of the afore indicated confirmation coming to light during such examinations will make the foreign Principal (i.e. the Contractor) and their Indian Agent liable to be banned/ suspended from having business dealings with the Purchaser, following laid down procedures for such banning/suspension of business dealings.
10. **Conflict of Interest among Bidders/Agent:** The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:
  - a. they have controlling partner (s) in common; or
  - b. they receive or have received any direct or indirect subsidy/financial stake from any of them; or
  - c. they have the same legal representative/agent for purposes of this bid; or

- d. they have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or
- e. Bidders are not allowed to participate in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/sub-assembly/assemblies from one bidding manufacturer in more than one bid.
- f. In cases of agents quoting in offshore procurements, on behalf of their principal manufacturers, one agent cannot represent two manufacturers or quote on their behalf in a particular tender enquiry. One manufacturer can also authorize only one agent/dealer. There can be only one bid from the following:
  - I. The principal manufacturer directly or through one Indian agent on his behalf; and
  - II. Indian/foreign agent on behalf of only one principal.
- g. a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid;
- h. in case of a holding company having more than one independently manufacturing units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/common business/ management units in same/similar line of business.

**11. Bid Security (EMD):** Bid Security should remain valid for a period of 45 (Forty Five) days beyond the final bid validity period. The Bid Security can be submitted in the form of an Account Payee Demand Draft/Fixed deposit receipt/Banker's Cheque Bank Guarantee from any of the Commercial Banks/payment online in an acceptable form in favor of "Registrar, Central University of Rajasthan" payable at Kishangarh/ Bandarsindri. The MSEs are provided tender documents free of cost and are exempted from payment of earnest money subject to furnishing of relevant valid certificate for claiming exemption. Only Manufacturer for goods and Service Provider for services are eligible for exemption from EMD, traders are excluded from this exemption. A bidder's Bid Security will be forfeited if the bidder withdraws or amends its/his tender or impairs or derogates from the tender in any respect within the period of validity of the tender or if the successful bidder fails to furnish the required Performance Security within the specified period. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity period and latest by the 30th day after the award of the contract. Bid Security will be refunded to the successful bidder on receipt of a performance security.

**12. MSE Bidders:**, if Micro and Small Enterprises (MSE) participating in tender & quoting price within price band of L1+15 (fifteen) per cent shall also be allowed to supply a portion of requirement by bringing down their price to L1 price in a situation where L1 price is from someone other than a MSE and such MSE shall be allowed to supply up to 20 (twenty) per cent of total tendered value. The 20 (twenty) per cent quantity is to be distributed proportionately among these bidders, in case there are more than one MSMEs within such price band. Within this 25% (Twenty Percent) quantity, a purchase preference of four per cent (that is, 25 (twenty) per cent out of 25 (twenty) per cent) is reserved for MSEs owned by Scheduled Caste (SC)/Scheduled Tribe (ST) entrepreneurs (if they participate in the tender process and match the L1 price). Provided that, in event of failure of such SC/ST MSE to participate in tender process or meet tender requirements and L1 price, four per cent sub-target shall be met from other MSE. MSEs would be treated as owned by SC/ ST entrepreneurs:

- a) In case of proprietary MSE, proprietor(s) shall be SC /ST
- b) In case of partnership MSE, the SC/ST partners shall be holding at least 51% (fifty-one percent) shares in the unit
- c) In case of Private Limited Companies, at least 51% (fifty-one percent) share shall be held by SC/ST promoters.

**13. Public Procurement (Preference to Make in India), Order 2017**

As per Public Procurement (Preference to Make in India), revised Order 2017 the 'Class-I local supplier' will get preference over non local suppliers', as defined under the Order,

- I. **Class-I local supplier'** means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%, as defined under this Order.

- II. **Local content'** means the amount of value added in India which shall, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
- III. **Purchase Preference:** Purchase preference shall be given to 'Class-I local supplier' in procurements in the manner specified here under.
- a) If L1 bidder is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1 bidder. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly.
- b) In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- c) In the procurements of goods or works, which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
- I. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
- II. If L1 bidder is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier' subject to matching the L1 price.
- III. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price; the contract may be awarded to the L1 bidder.
- d) "Class-II local supplier" will not get purchase preference in any procurement undertaken by procuring entities.
- e) **Margin of Purchase Preference:** The margin of purchase preference shall be 20%.
- f) **Exemption of small purchases:** procurements where the estimated value to be procured is less than Rs. 5 lakhs shall be exempt from this Order.
- g) **Verification of local content:**
- a) The 'Class-I local supplier'/ 'Class-II local supplier' at the time of tender, bidding or solicitation shall be required to indicate percentage of local content and provide self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/ 'Class-II local supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
- b) In cases of procurement for a value in excess of Rs. 10 crores, the 'Class-I local supplier'/ 'Class-II local supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.
- c) 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.



d) A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment.

#### 14. Restrictions for bidders from countries sharing land border in India

- i. 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.
- ii. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint Venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- iii. "Bidder from a country which shares a land border with India" for the purpose of this Order means.
  - a. An entity incorporated, established or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established or registered in such a country: or
  - d. An entity whose *beneficial/ owner* is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

iv. The *beneficial owner* for the purpose of (iii) above will be as under:

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation—

- a) "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company;
- b) "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

v. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

#### Model Certificate for Tenders

*"I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India, I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]"*

- 15. Performance Security:** On receipt of notification of award from the University, the successful Bidder within 14 days shall furnish the performance security at 5% of the cost of the material ordered in the form of Account Payee Demand Draft/Fixed deposit receipt/Banker's Cheque/ Bank Guarantee from a Commercial Bank, in favor of "Registrar, Central University of Rajasthan". Performance security should remain valid for a period of 60 days beyond the date of completion of all contractual obligation of the supplier, including warranty obligations. The Performance Security will be forfeited and credited to the University account in the event of a breach of contract by the contractor. It will be refunded to the contractor without interest, after he duly performs and completes the contract in all respects but not later than 60(sixty) days of completion of all such obligations including the warranty under the contract. Failure of the successful bidder to submit the performance security shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the University may make the award to the next lowest evaluated bidder on same rate or call for new bids.
- 16. Prices and Taxes:** Prices quoted should be firm and shall remain firm until required deliveries have been completed unless otherwise expressly agreed to, in writing by both parties. The vendor agrees that any price reduction made with respect to Material covered by this order subsequent to placement will be applied to the order.
- I. **Elements of Price:** Where the price has several components such as the price of the goods, cost of installation and commissioning, operators' training, and so on, bidders should furnish a cost break-up indicating the applicable prices and taxes for each of such components along with the overall price.
  - II. **Currency:** Domestic tenderers are to quote and accept their payment in Indian currency; Indian agents of foreign suppliers are to receive their agency commission in Indian currency; costs of imported goods, which are directly imported against the contract, may be quoted in foreign currency (currencies) and will be paid accordingly in that currency; and the portion of the allied work and services, which are to be undertaken in India (like installation and commissioning of equipment (IT Hardware/Software)) are to be quoted and paid in Indian currency.  
Prices should be FOR –Central University of Rajasthan and for imported equipment (IT Hardware/Software) supplier will be responsible for custom clearance and forwarding the same up to university campus. Custom Duty will be reimbursed on actual basis, after submission of the evidence in original. All prices specified herein include all charges for, but not limited to, inspection, and packaging. Prices set forth shall be inclusive of applicable taxes until and unless specified in the schedule. University is having GST Notification no. 45/2017-Central Tax (Rate) dated 14-11-2017 & Notification No. 47/2017-Integrated Tax (Rate) dated 14-11-2017 for availing concision. This University is also registered with DSIR vide TU/V/RG-CDE(1115)/2018 dated 12-10-2018 for availing concessional Custom Duty. **However, rate should be quoted as per latest applicability of above notifications/certificates.**
- 17. Price Fall Clause:-** If at any time prior to delivery of the equipment (IT Hardware/Software)/stores, the bidder/supplier reduces the sale price of such equipment (IT Hardware/Software) stores as covered under this tender enquiry, to any organization (including Central/State/Deemed university) at price lower than the price quoted under this contract, he shall forthwith reduce the price payable under this tender for the equipment (IT Hardware/Software)/stores being supplied after the date of coming into force of such reduction, the price of equipment (IT Hardware/Software)/stores shall stand corresponding reduced.
- 18. Terms of Payment:**
- a. **Terms of payments for Domestic Goods:** 80% of the total payment shall be released on submission of proof of delivery of complete equipment (IT Hardware/Software)/stores (stores/consignee receipt), inspection report and on certification of satisfactory installation of the equipment (IT Hardware/Software) at the consignee's premises and after "ensuring verification of the Performance Security". Balance 20% of the payment shall be released upon successful Test run of the equipment (IT Hardware/Software) at least for a month and after ensuring that already furnished Performance Security is valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder / supplier including comprehensive maintenance warranty obligations.
  - b. **Documents for Payments of Domestic Goods:**

- i. Supplier's Invoice indicating, inter alia description and specification of the goods, quantity, unit price, total value;
- ii. Packing list;
- iii. Insurance certificate, if applicable;
- iv. Railway receipt/consignment note;
- v. Manufacturer's guarantee/warranty certificate;
- vi. Inspection and installation certificate duly signed by the service engineer and university official; and
- vii. Any other document(s) as and if required in terms of the contract.
- viii. Copy of cancelled cheque/NEFT detail for making online payment.

**c. Terms of payments for Imported Goods:**

- I. An irrevocable letter of credit (L/C) for 100% of the value of the imported equipment (IT Hardware/Software)/stores (excluding the value of the Indigenous / Indian equipment (IT Hardware/Software) / stores, if any) shall be established on submission of the acknowledgement of the order by the successful bidder stating the country of origin and port of shipment, submission of Performance Security @ 5% of the Purchase Order value, four copies of the Performa invoice and confirmed Letter of Credit (LC) opening details. It shall be the responsibility of the bidder to ensure that all the requisite documents are provided to the purchaser including the Performance Security in original for appropriate denomination and period on priority basis, so as to ensure opening of LC on time.

Out of this, 80% of the value of the imported equipment (IT Hardware/Software)/stores will be paid against inspection certificate (where applicable) and shipping documents to the Principal through L/C. Balance 20% will be released within 30 days after due certification by the Purchaser/Institute for successful commissioning of the equipment (IT Hardware/Software) at the premises and also, after ensuring that the furnished Performance Security is valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder/supplier including comprehensive warranty obligations.

OR

- II. 100% via wire transfer or foreign DD after successful commissioning of the equipment (IT Hardware/Software) at the premises and also, after ensuring that the furnished Performance Security is valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder/supplier including comprehensive maintenance warranty obligations.

**d. Documents for Payments of Imported Goods:** Documents, which the supplier is to furnish while claiming payment, are specified in the Letter of Credit, but usually are:

- i. Supplier's original invoice giving full details of the goods including quantity, value, and so on;
- ii. Packing list;
- iii. Certificate of country of origin of the goods to be given by the seller or a recognized chamber of commerce or another agency designated by the local Government for this purpose;
- iv. Manufacturer's test certificate and guarantee;
- v. Certificate of insurance;
- vi. Bill of lading/airway bill/rail receipt or any other dispatch document, issued by a Government agency (like the Department of Posts) or an agency duly authorized by the concerned Ministry/Department, indicating:
  - a) Name of the vessel/carrier;
  - b) Bill of lading/airway bill;
  - c) Port of loading;
  - d) Date of shipment;

e) Port of discharge and expected date of arrival of goods; and any other document(s) as and if required in terms of the contract.

- 19. Insurance:** Wherever necessary, the goods supplied under the contract, shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the contract. If considered necessary, insurance may cover "all risks" including war risks and strike clauses. The amount to be covered under insurance should be sufficient to take care of the overall expenditure to be incurred by the Procuring Entity for receiving the goods at the destination. Where delivery of imported goods is required by the purchaser on CIF/CIP basis, the supplier shall arrange and pay for marine/air insurance, making the purchaser beneficiary. Where delivery is on FOB/FAS basis, marine/air insurance shall be the responsibility of the purchaser.
- 20. E-Payments:** Bidders are required to enclose photocopy of cheque & NEFT Bank Details with tender /quotation to enable purchaser to making payment through on line transfer.
- 21. Deduction of Income Tax, Service Tax and so on, at source from payment to suppliers:** This will be done as per existing law in force during the currency of the contract.
- 22. Refund from Supplier:** If the supplier, after claiming and receiving reimbursements for GST, excise duty, custom duty, and so on, from the purchaser, applies to the concerned authorities for refunds, on genuine grounds, of certain portions of such duties and taxes paid by it and receives the allowable refunds. Such refunds contain the purchaser's share also (out of the payments already made by the purchaser to that supplier) should be refunded to the University.
- 23. Delivery Period:** The equipment (IT Hardware/Software) should be delivered to Central University of Rajasthan and within a time period of 6 months from the date of LC opening and complete installation within 30 days after date of arrival. If, some accessories/items are quoted on indigenous based in case of imported equipment (IT Hardware/Software), the supplier are allowed to supply all the items within validity period of supply of imported equipment (IT Hardware/Software). In case of indigenous purchase, supply should be made within 30 days & installation be completed within next 15 days. If any material is not delivered by the date specified therein, the University reserves the right, without liability, to cancel the order for undelivered material not yet shipped or tendered, and to purchase the same from another vendor and to charge the defaulting Vendor for any loss incurred in this transaction. Any provisions thereof for delivery by installment shall not be construed as obligatory unless agreed upon by both the parties. The University shall have the right to refuse deliveries made more than one week in advance of any delivery schedule appearing in the order unless arrangements for such early delivery have been confirmed with the receiving party.
- If the vendor is unable to complete performance at the time specified for delivery, by reason of strikes, labour disputes, riot, war, fire or other causes beyond the Vendor's reasonable control, the university at its option, may elect to take delivery of material and to pay such proportion of the contract price as deemed reasonable by the university.
- 24. Rescheduling:** The University may without liability at least seven days prior to the scheduled delivery date appearing on the order, defer delivery on any or every item under said order by giving oral notice to the Vendor (confirmed in writing within seven working days) of any necessary rescheduling.
- 25. Shipping, Packaging and Labeling:** All Material purchased hereunder must be packed and packaged to ensure its safe delivery in accordance with good commercial practices and where incorporated, the University's packaging specification. The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit, including the final destination. The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be provided for in the Contract including additional requirements, if any, specified in the contract and in any subsequent instructions ordered by the Purchaser. It is the sole responsibility of the vendor to provide/replace the item/goods, if it is lost or broken during the

shipping or transportation due to whatever may be the reason. Vendor is responsible to ensure, by contacting the University, that the shipping has been properly done i.e., all the items/goods have properly reached the University.

- 26. Inspection and Acceptance:** Material procured from vendor shall be inspected and tested by the University or its designee at vendors cost. If deemed necessary by the University, the Vendor shall provide without charge, all reasonable facilities and assistance for such inspection and test. Any inspection records relating to Material covered by this agreement shall be made available to the University during the performance of the order.
- a. If any Material covered by this agreement is defective or otherwise not conforming to the requirements of this agreement, the University may, by written notice to the Vendor:
    - i. rescind the purchase/supply order as to such non-conforming Material;
    - ii. accept such material at an equitable reduction in price;
    - iii. reject such non-conforming material and require the delivery of suitable replacements
  - b. If the vendor fails to deliver suitable replacements promptly, the university, with notice of seven business days, may replace or correct such material and charge the vendor the additional cost occasioned thereby, or terminate this order for default.
  - c. No inspection (including source inspection) test, approval (including design approval) or acceptance of material shall relieve the Vendor from responsibility for defects or other failures to meet the requirements of this order. Rights granted to the University in this article entitled INSPECTION is in addition to any other rights or remedies provided elsewhere in this order or in Law.
- 27. Invoicing / Payments / Set-Offs:** After completion of supply against the purchase order, the Vendor shall send duplicate invoices including item number to the University's concern Department. Payment of invoice shall not constitute acceptance of Material ordered and shall be subject to appropriate adjustment, if the Vendor failed to meet the requirements of this agreement. The University shall have right at any time to set-off any amounts due to the Vendor, (or any of its associated or affiliated companies) against any amounts owed by the University with respect to this agreement.
- 28. Selection of the Bidder:** For the purpose of selection of the bidder, a two-stage bidding process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Commercial Bid.
- a. **Technical Bid:** Technical bid should contain information regarding the company/firm registration details, Authorization letter, Clientele list (List of Users), Performance certificate from clients, self-declaration for not black listed, business turnover, experience and other details of the firm to judge the suitability of the bidder. ***The Bidder should attach supporting documents in sequence with proper page numbers and indexes.*** Bidder must ensure the following conditions while going for the bidding:
    - I. SPECIFICATIONS: Specifications are basic essence of the product/contract. It must be ensured that the offers must be strictly as per our specifications mentioned at **Annexure-A** at technical specification section. At the same time it must be kept in mind that merely copying our specifications in the quotation shall not make the parties eligible for consideration of the quotation. A quotation has to be supported with the printed technical leaflet/literature of the quoted model of the item by the quoting party/manufacturer and the specifications mentioned in the quotation must be reflected /supported by the printed technical leaflet/literature. Therefore the model quoted invariably be highlighted in the leaflet/literature enclosed with the quotation.
    - II. Non-compliance of the above shall be treated as incomplete/ambiguous and the offer can be ignored without giving an opportunity for clarification/negotiation etc. to the quoting party.
    - III. OEM should be internationally/Nationally reputed Branded Company.
    - IV. Copy of mandatory test reports, national testing/reliability and endurance test reports etc., certified or conducted at the manufacturing site, granted by the bureaus/quality control departments/national testing laboratories.
    - V. A write up on service and maintenance capability, mitigation of risks or breakdown and replacement capability, with the escalation support matrix suggested for the University.

Vendors must indicate their sales and support service center in India and their plan to address issues about services, maintaining minimum service inventory etc.

- VI. Signed & Stamped compliance sheet of the technical specification of the offered equipment (IT Hardware/Software) with technical printed literature must be enclosed with the technical bid in the prescribed format.
- VII. Clientele list (List of the institutes/organizations, where the similar order has been executed during the last three years) and work done list. Supporting documents (couple of orders without any alteration/modification, copies of installation report and performance certificate) must be enclosed. Past Performance of the Vendors will be judged at the time of Technical Evaluation.
- VIII. Average Annual turnover of the bidder, for the last three successive years should be **four times** of the approximate cost of the equipment (IT Hardware/Software) duly certified by the Chartered Accountants.
- IX. Self-attested photocopy of annual turnover, IT clearance Certificate, Audited Balance Sheet, etc. for last three years.
- X. The bidder/OEM self-declaration stating that he/she is not banned/debarred or black listed by any Central/State Govt. of India/PSU/Organizations/Institutes in India or abroad in prescribed format.
- XI. DD for Tender Fee & EMD amount as applicable.
- XII. University reserves the right to carry out a technical inspection and performance evaluation (benchmarking) of the offers, made by shortlisted vendors. The shortlisted vendors may be asked to come and give out presentation / demonstration.

**b. Short listing of Bidder:** University will shortlist bidders, who found technically qualifying and the financial bid of only these bidders will be opened. University reserves the right to decide whether the items being quoted are as per the requirement of the University and are of standard/leading brands in the market. University reserves the right to decide which offer best suits the requirement of the University. Further, after opening financial bids of the short listed bidders, if there is a discrepancy between word and figure, the amount indicated in words will prevail.

**c. Price Bid/ Financial Bid:** Financial bid should contain price of the material required to be supplied as per Price Schedule **Annexure-B** as supplied by the University along with tender form, duly filled and signed by the authorized person.

**Note: - Cost of CMC for 4<sup>th</sup> to 6<sup>th</sup> year will also be considered for evaluation of total cost/price of the equipment (IT Hardware/Software) for deciding the lowest responsive bidder.**

**However, payment of CMC cost will be released after entering in to CMC agreement & after successful expiry of warranty period. Payment will be released on half yearly installment, as per GFR-2017.**

**Further, payment towards AMC charges will also be released as per provision of GFR 2017 & after entering in to AMC agreement.**

**29. Installation and Commissioning:** Free of cost at University. The OEM must ensure timely installation of the complete unit with necessary support to the purchasers, as per details and lists to be made available to the Stores Section or the purchasing Departments/Centre/Schools.

**30. Conditional Offer** will not be accepted.

**31. Rejection of Bids:**

- a. If bidders give wrong information in their bid, University reserves the right to reject such bids at any stage and forfeit the Earnest Money Deposit / Performance Bank Guarantee and cancel the order, if awarded.
- b. If the technical offer contains any price information the offer will be summarily rejected.
- c. Canvassing in any form in connection with the tender is strictly prohibited and the bids submitted by the bidder who resort to canvassing are liable for rejection.
- d. Unsigned tenders/bids, unattested corrections and over writing by bidders are also liable for rejection.
- e. Bids submitted without supporting documents as mentioned or required to submit with bids are liable to be rejected.

f. The Tenderers must confirm in their bid acceptance in full of the terms and conditions in this enquiry. Any non-acceptance or deviations from the terms and conditions must be clearly brought out. However, tenderers must note carefully that any conditional offer or any deviation from the terms and conditions of this enquiry may render /liable the Quotation for rejection.

**32. Liquidated damages for delayed supply:** If vendor fails to deliver any of or all products or does not perform the services within the period specified in the contract, the University reserves the right to, without prejudice to its other remedies under the contract, deduct from the bill, a sum equivalent to 1% of the price of undelivered stores at the agreed price for each week to maximum limit of 10% of the value of stores so undelivered. Once maximum is reached, the University may consider termination of contract.

**33. Assignment / Subcontracting /sublet:** The Vendor shall not assign the order received, any rights under this agreement or to become due hereunder neither delegated nor subcontracted /sublet any obligations or work hereunder without the prior written consent of the University.

**34. Cancellations of tender:** The University reserves Right to Accept any Bid and to Reject any Or all Bids: The Purchaser also reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, 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 the Purchaser's action.

The University may cancel agreement entered with vendor in whole or in part, for no cause, upon written, FAX, or telex notice to the Vendor, effective when sent, provided such notice is sent ten (10) days prior to the delivery date, specified on the face of this order, in the event that the vendor:

- a. fails to comply with any term or condition of this order including, but not limited to, delivery terms; or
- b. appoints a receiver, liquidator or trustee in bankruptcy or other similar officer over any or all of its property or assets; or
- c. files a voluntary petition in bankruptcy; or
- d. has had filed against it an involuntary petition in bankruptcy which remains in effect for thirty (30) days; or
- e. voluntarily ceases trading; or
- f. merges with or is acquired by a third party; or
- g. Assigns any of its rights or obligations under the Order to a third party without the University's prior written consent.

Upon the occasion of any one of the aforesaid and in addition to any remedies which the University may have in Law or in Equity, the University may also cancel this order or any outstanding deliveries hereunder by notifying the Vendor in writing of such cancellation and the Vendor shall thereupon transfer title and deliver to the University such work in progress or completed material as may be requested by the University. The University shall have no liability to the Vendor beyond payment of any balance owing for Material purchased hereunder and delivered to and accepted by the University prior to the Vendor's receipt of the notice of termination, and for work in progress requested for delivery to the University.

**35. Warranty:-**

- a. Three year comprehensive onsite warranty & as mentioned in the technical specification section with the statement of availability of spares, Hardware, Consumables, Electronic Boards etc. for at least 10 years from the date of the installation of equipment (IT Hardware/Software), against any manufacturing defects and also give the warranty declaration that everything to be supplied by us hereunder shall be free from all defects and faults in material, workmanship, transportation hazards, and shall be of the highest quality and material of the type ordered, shall be in full conformity with the specifications. During the warranty period, replacement of any part of equipment (IT Hardware/Software)'s or rectification of defects of works will be free of cost.
- b. Any deviation in the material and the specifications from the accepted terms may liable to be rejected and the bidders need to supply all the goods in the specified form to the satisfaction / specifications specified in the order / contract and demonstrate at their own cost. The payments shall be made only after receiving the material in the required specifications and quality to the satisfaction of the University authorities.

- c. Downtime: During warranty period not more than 5% downtime will be permissible. For downtime exceeding penalty equivalent to 0.50% of the F.O.R. value of the equipment (IT Hardware/Software) for every week or part thereof may be imposed. Downtime will be counted from the date and time of the filing of complaints within the business hours of the tenderer.
  - d. The Vendor shall warrants that any Material supplied hereunder shall conform to the generally recognized manufacturing and safety standards of the Vendor's industry or as per Indian Standard Institution (ISI) or similar standard. The Vendor's specifications on performance as detailed in the Vendor's brochures, sales literature and other specifications as may be available to the University.
  - e. Vendor should provide insurance up to the delivery point (on-site and not up to the nearest international airport) and until the time of installation.
  - f. Vendor shall provide at least two preventive maintenance service per year during the warranty period.
  - g. In addition to any other express or implied warranties, the Vendor warrants that the material furnished pursuant to this order will be
    - (i) Free from defects in design except to the extent that such items comply with detailed designs provided by the University; of merchantable quality and suitable for the purposes, if any, which are stated in the tender/quotation.
    - (ii) This warranty provision shall survive any inspection, delivery, acceptance, payment, expiration or earlier termination of this order and such warranties shall be extended to the employees, students, and users of the material. Nothing herein, however, shall limit the University's rights in law or equity for damages resulting from delivery of defective goods or damage caused during the delivery of goods or provision of services.
    - (iii) Rights granted to the University in this article entitled WARRANTIES are in addition to any other rights or remedies provided elsewhere in this order or in Law.
- 36. Consumables/spares:** All hardware & software including drivers, device interface cards/network adaptor card must be pre-installed & pre-configured in the computer /equipment (IT Hardware/Software) provided.  
Licensed version of system software should be provided in CD (with up-gradable version). if such system is also a part of supply.
- Manual - Hard copies of instruction/operation/service manuals should be supplied. List of important Consumable/ Spares and parts having sufficient shelf life for trouble free operation of three years should also be provided.
- 37. Training/installation:** Installation testing: suppliers of the instrument must provide free installation, commissioning and testing of the equipment (IT Hardware/Software) in the laboratory of the Central University of Rajasthan & training is to be provided as mentioned in technical specifications section.
- 38. C.M.C.:** A separate comprehensive maintenance contract will be executed after completion of the three year warranty period. Hence, bidders must quote price of CMC for next three year (year wise) after the expiry of warranty period. **While evaluating the offers, the cost component towards maintenance of the goods for specified number of years (i.e. three year) may also be added in the evaluated tender value on overall basis to decide the inter se ranking of the responsive tenderers.** On execution of the C.M.C. contract, performance security will be returned to the first party.
- 39. Patent Indemnity:** The Vendor shall have to indemnify, hold harmless and defend the University, its employees, and students with respect to all claims, suits, actions and proceedings of actual or alleged infringements of any Letter, Patent, Registered or Industrial Design, Trademark or Trade Name, Trade Secret, Copyright or other protected right in any country resulting from any sale, use or manufacture of any Material delivered hereunder and to pay and discharge all judgments, decrees, and awards rendered therein or by reason thereof and bear all expenses and legal fees (including the University's) associated herewith. The University reserves the right to be represented in any such action by its own counsel at its own expense.
- 40. Compliance with Laws:** After acceptance of tender, successful bidder shall have to comply with the requirements of all the existing laws. The Vendor shall also have to comply with the Fair Labour



Standards Act and the Occupational Safety and Health Act, and all other applicable laws, ordinances, regulations and codes in the Vendor's performance hereunder. The Vendor will have to indemnify and hold the University and its customers harmless from any loss or damage that may be sustained by the University, by reason of the Vendor's failure to comply with any laws, ordinance, regulations and codes.

- 41. Law of the Contract:** The agreement entered with vendor shall be governed by and interpreted in accordance with the laws in existence and the Jurisdiction of Rajasthan.
- 42. Site preparation:** The supplier shall inform the University about the site preparation, if any, needed for installation, immediately after receipt of the supply order. Suppliers must provide complete details regarding space and all infrastructural requirements needed for the equipment (IT Hardware/Software), which University should arrange before the arrival of equipment (IT Hardware/Software) to ensure its early installation and smooth operation thereafter. The supplier may offer his advice and render assistance to University in the preparation of the site and other pre-installation requirements.
- 43. One-time shifting and re-installation:** Instrument may need shifting and reinstallation. If needed one-time shifting and re-installation is to be done free of cost.
- 44. The OEM (Original Equipment (IT Hardware/Software) Manufacturer)** should be an ISO-9000 or ISO-14001 certified company with due credits to energy conservation and green earth compliance. While the above procedures lay down the overall guidelines, Central University of Rajasthan reserves the right to select the vendor based on other parameters, at its discretion.
- 45. Delivery and Opening of Tender:** All tender documents should be sent through courier, speed post, registered post or by person. Telegraphic / fax offer will not be considered and ignored straightway. All tender documents received after the specified date and time shall not be considered. The completed tender should be delivered at the Inward Section of the Administrative building of the Central University of Rajasthan, Bandarsindri, Ajmer, Rajasthan-305817.  
The Technical Bid will be opened on **12-08-2024 (at 03.00 P.M.)**

I/We have read all the enclosed Terms and Conditions carefully and ready to accept and according to that I/We are submitting herewith the tender.

**Seal & Signature of Vendor**

## 5. TECHNICAL SPECIFICATIONS SECTION

*Technical Specifications: The tenderer shall meet the respective minimum technical specifications for the item that is being bid for. Any additional features or specifications in excess of these minimum specifications will be appreciated. A set of desired additional features are mentioned along with the minimum technical specifications, wherever appropriate.*

I / We the undersigned am / are ready to supply & install the following instruments along with all other accessories complete as mentioned below with accepting the terms and conditions which are enclosed with this order form and quote for the same

The technical specifications for the Instrument are being placed under this tender have been detailed in the “**Annexure A**”. This will also include all the components of the particular instrument / equipment (IT Hardware/Software) that are being tendered for.

S. No.	Instrument/Equipment (IT Hardware/Software)
1.	<b>Supply and Installation for Establishment of Data Centre at CURAJ</b>

**Annexure- "A" TECHNICAL SPECIFICATIONS**

<b>#</b>	<b>Product</b>	<b>Qty.</b>
1	Rack Server (2*24 core Processor)	3
2	SAN (50 TB)	1
3	NAS (50 TB)	1
4	Virtualization Software	144
5	VM Machine Backup Software	2
6	Win Server Standard 16Core Latest Edition	9
7	Core Switch (24 PORT Stackable)	2
8	Distribution Switch (24 PORT Stackable)	2
9	Firewall (3000 Users)	2
10	Rack	1
11	10KVA UPS (With Parallel Kit, 120 min Backup)	2
12	Antivirus	50

**Item no. 1: Rack Server**

**Preferred Brand: DELL/HP/CISCO/IBM**

Item	Description of Requirement
Chassis	2U Rack Mountable
CPU	To be supplied with 2 x Intel Xeon-Gold 5318Y 2.1GHz 24-core 165W Processor or equivalent AMD processor.
Memory	Server to be supplied with 256 GB DIMMS scalable upto 8.0TB using DDR4 Load Reduced DIMM (LRDIMM) operating at 3200 MT/s. Server should have 32 DIMM slots
Hard disk drive	Server should be supplied with 3 x HPE 480GB SATA RI SFF BC MV SSD,. Server should be scalable upto 24 drives.
Controller	PCIe 3.0 based 12Gb/s SAS Raid Controller with RAID 0/1/1+0/5/50/6/60/1 Advanced Data Mirroring/10 Advanced Data Mirroring with 4GB battery backed write cache (onboard or on a PCI Express slot) Storage controller should support Secure encryption/data at rest Encryption
Networking features	Server should be supplied with below networking cards: 1. 1Gb 4-port network adaptors 2. 10Gb 2-port Ethernet adaptor
Interfaces	Serial - 1 (Optional) USB 3.0 support With Up to 5 total: 1 front, 2 internal, 2 rear, 2 internal
Bus Slots	Server should support upto three PCI-Express 3.0 slots, atleast two x16 PCIe slots
Power Supply	Should support hot plug redundant low halogen power supplies with minimum 94% efficiency
Fans	Redundant hot-plug system fans
FC Connectivity	To be supplied with dual port 16Gbps FC HBA
Warranty	3 years 24x7 onsite warranty directly from the OEM
Industry Standard Compliance	ACPI 6.3 Compliant PCIe 4.0 Compliant WOL Support Microsoft® Logo certifications PXE Support USB 3.0 Compliant USB 2.0 Compliant (only on optional Universal Media Bay) SMBIOS 3.2 Redfish API IPMI 2.0 Secure Digital 4.0 TPM 1.2 and 2.0 support Advanced Encryption Standard (AES) Triple Data Encryption Standard (3DES) SNMP v3 TLS 1.2 DMTF Systems Management Architecture for Server Hardware Command Line (SMASH CLP) Active Directory v1.0 ASHRAE A3/A4 UEFI (Unified Extensible Firmware Interface Forum) 2.6

System Security	UEFI Secure Boot and Secure Start support Immutable Silicon Root of Trust FIPS 140-2 validation Common Criteria certification Configurable for PCI DSS compliance Advanced Encryption Standard (AES) and Triple Data Encryption Standard (3DES) on browser Support for Commercial National Security Algorithms (CNSA) iLO Security Modes Granular control over iLO interfaces Smart card (PIV/CAC) and Kerberos based 2-factor Authentication Tamper-free updates - components digitally signed and verified Secure Recovery - recover critical firmware to known good state on detection of compromised FW Ability to rollback firmware Secure erase of NAND TPM (Trusted Platform Module) Bezel Locking Kit Chassis Intrusion detection option
Latest Operating Systems and Virtualization Software Support	Microsoft Windows Server Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) Vmware
Firmware security	<ol style="list-style-type: none"> <li>1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable</li> <li>2. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware</li> </ol>

<p>Embedded Remote Management and firmware security</p>	<ol style="list-style-type: none"> <li>1. System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It should support server power capping and historical reporting and should have support for multifactor authentication</li> <li>2. Server should have dedicated 1Gbps remote management port</li> <li>3. Server should have storage space earmarked to be used as a repository for firmware, drivers and software components. The components can be organized in to install sets and can be used to rollback/patch faulty firmware</li> <li>3. Server should support agentless management using the out-of-band remote management port</li> <li>4. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur</li> <li>5. Applications to access the server remotely using popular handheld devices based on Android or Apple IOS should be available</li> <li>6. Remote console sharing upto 6 users simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence. Microsoft Terminal Services Integration, 128 bit SSL encryption and Secure Shell Version 2 support.Should provide support for AES and 3DES on browser.Should provide remote firmware update functionality.Should provide support for Java free graphical remote console.</li> <li>7. Should support managing multiple servers as one via <ul style="list-style-type: none"> <li>Group Power Control</li> <li>Group Power Capping</li> <li>Group Firmware Update</li> <li>Group Configuration</li> <li>Group Virtual Media and Encrypted Virtual Media</li> <li>Group License Activation</li> </ul> </li> <li>8. Should support RESTful API integration</li> <li>9. System should support embedded remote support to transmit hardware events directly to OEM or an authorized partner for automated phone home support</li> <li>10. Server should have security dashboard : displaying the status of important security features, the Overall Security Status for the system, and the current configuration for the Security State and Server Configuration Lock features.</li> <li>11. One-button Secure Erase designed to decommission/repurpose servers</li> <li>12. NVMe wear level display</li> <li>13. Workload Performance Advisor - Provides server tuning recommendations to improve server performance</li> </ol>
<p>Server Management</p>	<p>Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view.</p> <p>The Dashboard minimum should display a health summary of the following:</p> <ul style="list-style-type: none"> <li>• Server Profiles</li> <li>• Server Hardware</li> <li>• Appliance alerts</li> </ul> <p>The Systems Management software should provide Role-based access control</p> <p>Zero Touch Provisioning (ZTP) using SSDP with remote access</p>

	<p>Management software should support integration with popular virtualization platform management software like VMware vCenter &amp; vRealize Operations, and Microsoft System Center &amp; Admin Center</p>
	<p>Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD.</p>
	<p>Should provide an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contracts and status. The Portal should also provide a personalised dashboard to monitor device health, hardware events, contract and warranty status. Should provide a visual status of individual devices and device groups. The Portal should be available on premise (at our location - console based) or off premise (in the cloud).</p>
	<p>Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p>
	<p>Should have dashboard for firmware baselines while performing minimum required firmware checks and highlighting out-of-compliance devices for updates with the selected firmware baseline</p>
	<p>The Server Management Software should be of the same brand as of the server supplier.</p>
Monitoring and Analytics	<ol style="list-style-type: none"> <li>1. Offered servers shall have cloud enabled monitoring and analytics engine for proactive management. All required licenses for same shall be included in the offer.</li> <li>2. Cloud Enabled Monitoring and analytics engine shall have capability to provide following: <ol style="list-style-type: none"> <li>a. Providing Firmware upgrade and patch upgrade recommendations proactively.</li> <li>b. Providing power and support entitlement status.</li> <li>c. Recommendations to eliminate performance bottlenecks and critical events, based on Analytics engine having capability of proactive recommendation for arresting the issues / problems.</li> <li>d. Automatic creation of support cases</li> <li>e. Detection of the Service Pack for Server and notifications for any hotfixes that may be available for the particular Configuration.</li> <li>f. Customer advisories based on their relevance to server configuration.</li> <li>g. Should have continuous, proactive health monitoring and recording of required system parameters as well as diagnostic telemetry data on a 24x7 basis.</li> <li>h. Should have monitoring &amp; analytics feature for the offered server/chassis along with its sub-components to predict, prevent, and auto-resolve problems and by providing automating case creation and log file submission for the problems that can't be autoresolved.</li> </ol> </li> </ol>

**Item no. 2: SAN (50TB)****Preferred Brand: DELL/HP/CISCO/IBM**

<b>Parameter</b>	<b>Functionality</b>
Operating System & Clustering Support	<ol style="list-style-type: none"> <li>1. The storage array should support industry-leading Operating System platforms including: Windows 2016 / 2019 / 2022, VMware and Linux.</li> <li>2. Offered Storage Shall support all above operating systems in Clustering.</li> </ol>
Capacity & Scalability	<ol style="list-style-type: none"> <li>1. The Storage Array shall be offered with 50 TB Usable Capacity using less than 3.84 TB SSD Drives.</li> <li>2. For effective power saving, Storage subsystem shall be supplied with 2.5" Small form factor SFF drives however storage subsystem shall also support LFF drives with the addition of required disk enclosures.</li> <li>3. Storage shall be scalable to minimum of 240 number of SAS SFF drives.</li> </ol>
Front-end Ports & Back-end Ports	<ol style="list-style-type: none"> <li>1. Offered Storage system shall be supplied with 4 * 16 Gbps FC ports per controller</li> <li>2. Offered storage system shall support 12G SAS Back-end connectivity.</li> </ol>
Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability
No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.
Disk Drive Support	Storage system shall support Enterprise SAS spinning drives, SSD and and near line SAS / 7.2K RPM drives.
Cache	<ol style="list-style-type: none"> <li>1. Offerd Storage Array shall be given with Minimum of 12GB cache per controller in a single unit.</li> <li>2. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology.</li> <li>3. Offered Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 8TB Flash Cache and shall be configured with at-least dual 1.92GB SSD drives for Flash Cache.</li> <li>4. Offered Flash cache shall be tuned for random read operations and shall remain activated even at less than 70% of random average read workload.</li> </ol>



Raid Support	<ol style="list-style-type: none"> <li>1. Offered Storage Subsystem shall support Raid 1 , 10, 5 and Raid 6</li> <li>2. All Raid Sets shall support thin provisioning. Vendor shall offer the license of thin provisioning for complete supported capacity of the array.</li> <li>3. Thin provisioning shall be supported with offered Flash Cache.</li> <li>4. Raid processing shall be offloaded to a dedicated ASIC instead of CPU. In case vendor is not supporting it then vendor shall ensure that additional 12GB cache per controller is configured to offset the raid processing workload.</li> </ol>
Point in time and clone copy	<ol style="list-style-type: none"> <li>1. Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 512 snapshot licenses.</li> <li>2. Offered Storage array shall support at-least 512 point in time copies (Snapshots) and 128 volume / Clone copies</li> </ol>
Replication	<ol style="list-style-type: none"> <li>1. Offered storage subsystem shall support storage based replication to DR location. License for maximum supported capacity of the array shall be offered.</li> <li>2. Offered storage subsystem shall support replication to multiple storage array of the same family in fan-out mode. At least 1:4 mode shall be supported.</li> </ol>
Virtualization and Thin provisioning	<ol style="list-style-type: none"> <li>1. Offered storage shall be offered and configured with virtualization capability so that a given volume can be striped across all spindles of given drive type within a given disk pool. Disk pool shall support all listed raid sets of Raid 1, Raid 10, Raid 5 and Raid 6.</li> <li>2. Offered Storage shall be offered and configured with Thin Provisioning capability.</li> </ol>
Data Tiering	Offered Storage shall also be configured for Sub-Lun Data tiering in real time fashion across different type of drives within a given pool like SSD, SAS, NL-SAS etc. License shall be configured for maximum supported capacity of the array.
Global and dedicated Hot Spare	<ol style="list-style-type: none"> <li>1. Offered Storage Array shall support Global hot Spare for offered Disk drives.</li> <li>2. Atleast 2 Global hot spare drive shall be configured for every 30 drives.</li> <li>3. Offered storage array shall have the support for distributed hot spare</li> </ol>
Logical Volume & Performance	<ol style="list-style-type: none"> <li>1. Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 120TB volume at controller level.</li> <li>2. Offered Storage shall have inbuilt performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance.</li> </ol>
Load Balancing & Multi-path	<ol style="list-style-type: none"> <li>1. Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.</li> </ol>

Performance	Offered storage shall have listed benchmark for performance of more than 250,000 in Raid 5 using appropriate drives at 8k block size. Vendor shall provide documentary proof for it.
Array Integration	Offered storage array shall have plug-in for VMware VCenter, Microsoft System center as well as vStorage APIs (VAAI) for array integration.
Warranty	Should be supplied with 3 years onsite warranty directly from the OEM.

**Item no. 3: NAS (50TB)**

**Preferred Brand: DELL/HP/CISCO/IBM**

Rack mount	NAS Controller Should be rack mounted with a form factor of not more than 2U
Processor	Dual processor of octa Core each. Shall be Intel Xeon Silver 4309Y at 2.8 Ghz or more.
Memory	64GB Dual Rank x8 DDR4-3200 CAS-22-22-22 Registered Smart Memory or higher, scalable to 384GB DDR4 RAM
Hard Drives	Shall be supplied with minimum of 4 x 16 TB drives in Raid 5.  Offered NAS Storage shall have separate dedicated minimum 400GB SSD drives for Operating system in Raid 1+0.
Storage expandability	1. Offered NAS controller shall be offered with at-least 16 SFF Slots and shall be scalable to 32 SFF slots with additional cages.  2. Offered storage shall also have capability to attach additional drive enclosures. NAS shall support at-least 300TB of external capacity using 10TB drives.
Network Connectivity	Min. 2 X 10Gbps auto sensing NICs ports and shall be further scalable to additional 4 numbers of 10Gbps ethernet port.
Protocols support	ISCSI, FTP, FTPS, CIFS/SMB 3.1.1, HTTP, HTTPS, NFS 4.1, WebDev etc.
Fault Tolerance for internal drives	Offered NAS shall support Raid 0, Raid 1, Raid 1+0, Raid 5 and Raid 6 for internal drives. Offered Raid controller shall have minimum of 4GB flash back write cache.
Fault Tolerance for external drives	Offered NAS shall support Raid 0, Raid 1, Raid 1+0, Raid 5 and Raid 6 for external drives. Supported Raid controller shall have minimum of 4GB flash back write cache.
Network Client Types Support	Should support Windows 10, Windows 2019/2022 , HP-UX, AIX, SOLARIS, Linux etc.
Operating System	Microsoft Windows Server IOT 2019 - 64 bit edition ( NAS optimized ) including powered OS drivers

De-duplication	<p>Offered NAS shall have block based De-duplication which can be enabled for for all required volumes. De-duplication engine shall have:</p> <ol style="list-style-type: none"> <li>1. Flexibiity to decide the multiple schedules when de-duplication process can be run.</li> <li>2. Flexibility to limit the time period of de-duplication process so that production operations remains intact.</li> <li>3. Flexibility to bypass the recent files under the de-duplication process so that production operations remains intact.</li> <li>4. License for De-duplication shall be provided.</li> <li>5. Shall support more than 64TB of file system for de-duplication.</li> </ol>
File screening and quota management	<ol style="list-style-type: none"> <li>1. Offered NAS shall have support for file screening so that adminirator can ensures that users shall not be able to store unwanted files on offered NAS device.</li> <li>2. Offered NAS shall have Quota management for both Volume and Directory.</li> <li>3. Software for both File screening as well as Quata management shall be provided.</li> </ol>
File Management	<ol style="list-style-type: none"> <li>1. Shall have flexibility to expire or move files to different folder / Location / Volumes / drives on the basis of polices like day of creation / modification / access of on the basis of file pattern like extension.</li> <li>2. Shall also be able to expire or move files to different folder / Location / Volumes / Drives on the basis of content classification within files.</li> </ol>
SAN storage (iSCSI based)	Integrated iSCSI for block access over LAN.
Snapshots	Point in time copies of your data to guard against data corruption.
Encryption and compression	Shall have support for encryption and Compression. License for both of same shall be offered.
Cloud Integration	<p>Offered NAS shall be able to integrate with Microsoft Azure - running with valid subscription with following features:</p> <ol style="list-style-type: none"> <li>1. Azure File Sync</li> <li>2. Azure backup</li> </ol>
Replication	Offered NAS shall also be supported with leading NAS replication softwares in the industry and shall also have 100TB license for replication through DFS-R

Web Based Management	Shall have web based interface to manage and monitor system health, capacity, performance, hardware events, quotas, snapshots, authentication and network services
Capacity Insights	Capacity planning with a granular historical utilization dashboard with growth rate and usage trends
Power Supply and FAN	Offered NAS shall also have Hot Plug redundant power supply and FAN
Warranty	Should be supplied with 3 years onsite warranty directly from the OEM.

#### Item no. 4: Virtualization Software

**Preferred Brand: VM Ware/Microsoft/Citrix**

S.No	Component	Minimum Specifications
1	Bare Metal Solution	The solution shall provide a purpose-built hypervisor with minimal footprint that installs directly on the 64-bit bare metal x86server and deployable on both HCI and Non-HCI environment and independent of containers.
2	Guest OS Support	Windows client, Windows Server, Linux (at least Red Hat, SUSE, Ubuntu and CentOS) etc.
3	Availability	Live Virtual Machine migration between different generations of CPUs in the same cluster with and without the need for shared storage option. Should support Live Virtual Machine migration long distances from one site to another (up to 150 milliseconds round trip time) with no disruption to users or loss of services, eliminating the need to schedule application downtime or business downtime.
		Live migration of VM disk from one storage array to another without any VM downtime. Support this migration from one storage protocol to another eg: FC, NFS, iSCSI, DAS.
		Proactive High availability capability that utilizes server health information and migrates VMs from degraded hosts before problem occurs.
		Should support HA for migration of VMs in case one server fails all the Virtual machines running on that server shall be able to migrate to another physical server running same virtualization software. Should support HA for VMs with a passthrough PCIe device or a NVIDIA vGPU.
		It should support affinity and anti-affinity rules to set constraints that restrict placement of a virtual machine to a subset of hosts in a cluster and to keep virtual machines paired or separated.
		Zero downtime, Zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure., without the cost and complexity of traditional hardware or software clustering solutions.

4	Performance	Add CPU, Memory & devices to virtual machines on the fly when needed, without disruption or downtime of working VMs for both windows and Linux based VMs.
		Create a cluster out of multiple storage datastores and automate load balancing by using storage characteristics to determine the best place for a virtual machine's data to reside, both when it is created and when it is used over time.
		Support for persistent memory, exposing it as block storage or as memory, to enhance performance for new as well as existing apps
		Should be able to dynamically allocate and balance computing capacity across collections of hardware resources aggregated into one unified resource pool with optional control over movement of virtual machines like restricting VMs to run on selected physical hosts.
		Should support network and storage QoS to ensure performance on per VM basis
5	Security	VM-level encryption with no modifications in guest OS to protect unauthorized data access both at-rest and live vmotion.
		Should support TPM 2.0 and secure boot which provides protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components.
		The solution should provide integration of 3rd party endpoint security to secure the virtual machines with offloaded antivirus, antimalware solutions without the need for agents inside the virtual machines.
		The solution should provide secure boot for protection for both the hypervisor and guest operating system by ensuring images have not been tampered with and preventing loading of unauthorized components
		The solution should have single reboot to dramatically reduce the upgrade times by skipping a host reset and also help to reduce patching and upgrade times by rebooting the hypervisor without rebooting the physical host, skipping time-consuming hardware initialization
		Should provide a trust authority which creates a hardware root of trust with a trusted computing base using a small, separately-managed cluster of hosts. These hosts take over the task of attestation and will be the ones that verify the other clusters to ensure that those systems meet the requirements for trust.
		Should support Intel Software Guard Extensions (SGX) which allows applications to work with hardware to create a secure enclave such that things like encryption key cannot be viewed by the guest OS or hypervisor.
6	Kubernetes Support	The solution should provide Kubernetes in the control plane of hypervisor or integrated for unified control of compute, network and storage resources to run both containers and virtual machines on the same platform. Natively / integrated enterprise supported kubernetes with unified visibility for VMs, Kubernetes clusters, containers from virtualization console for consistent view between Dev and Ops via Kubernetes constructs in virtualization platform.
		The solution should provide multi-cluster lifecycle management, a command-line interface tool, and streamlined upgrades and patching, easily manage large-scale, multi-cluster Kubernetes

	<p>deployments and automate manual tasks to reduce risk and focus on more strategic work.</p>
	<p>The solution should streamline the deployment of local and in-cluster services to simplify the configuration of container image registry policies, monitoring, logging, ingress, networking, and storage, and ready Kubernetes environment for production workloads.</p>
	<p>The solution should run containerized applications on an upstream-aligned Kubernetes distribution and key open-source technologies like Cluster API, Fluentbit, and Contour, to enable portability and benefit from the support and innovation of the global Kubernetes community.</p>
	<p>The solution should provide an enterprise-class image registry server that stores and distributes container images for Kubernetes platform, store and manage container images, enhanced performance and improve security.</p>
	<p>The solution should be CNCF Graduated project, to deliver compliance, performance, and interoperability to consistently and securely manage artifacts across cloud native compute platforms like Kubernetes and Docker.</p>
	<p>The solution should provide an open-source tool to safely back up, recover, and migrate Kubernetes clusters and persistent volumes, enable cluster portability by easily migrating Kubernetes resources from one cluster to another and integrates with DevOps workflows to create ephemeral clones of Kubernetes namespaces</p>
	<p>The solution should provide upstream-conformant Kubernetes cluster running as set of virtual machines on virtualized infrastructure and Kubernetes clusters can be deployed in either HA or non- HA modes depending on requirements. Allow to deploy on a single stack workload cluster using a dual stack management cluster with matching primary IP family.</p>
	<p>The solution should provide consistent, unified login experience across all your clusters, including on-premises. Securely integrate with an enterprise IDP using standard protocols or use secure, externally managed identities (OICD, LDAP) instead of relying on simple, shared credentials.</p>
	<p>The solution should automate certificate management in cloud native environments with cert-manager to simplify the process of obtaining, renewing and using certificates, Secure issuance of public and private certificates. Ensure certificates are valid and up to date, and attempt to renew certificates at a configured time before expiry, actively developed, maintained and improved.</p>
	<p>The solution should support Antrea, open-source Kubernetes Container Network Interface (CNI) plugin, Calico as CNI plugin, Open vSwitch (OVS) as a consistent data-plane.</p>
	<p>The solution should secure artifacts with policies and role-based access control using registry on-premise or in the cloud</p> <ul style="list-style-type: none"> <li>- Image Vulnerability Scanning Framework</li> <li>- Multi-tenant</li> <li>- Replication Across Registries</li> <li>- Project Quota Enforcement</li> <li>- Image and Tag Retention Policies Role-based Access Control</li> <li>- OCI Compliant Object Types</li> </ul>

		- Proxy Cache
		The solution should collect and process log files for every POD, deliver logs to third party services like Elasticsearch, Splunk, Datadog, InfluxDB, HTTP, etc.
7	Storage support	Should have capability similar of Virtual Volumes which enables abstraction for external storage (SAN and NAS) devices making them Virtualization aware.
		Support boot from iSCSI, FCoE, and Fibre Channel SAN. Integration with Storage API's providing integration with supported third-party data protection, multi-pathing and disk array solutions.
8	Virtual Switch	Should provide a centralized virtual switch which span across a virtual datacenter and multiple hosts should be able to connect to it. This should simplify and enhance virtual-machine networking in virtualized environments.
		In-built enhanced host-level packet capture tool which will provide functionalities like SPAN, RSPAN, ERSPAN and will capture traffic at uplink, virtual switch port and virtual NIC level. It should also be able to capture dropped packets and trace the path of a packet with time stamp details.
		The solution should provide a “Latency Sensitivity” setting in a VM that can be tuned to help reduce virtual machine latency. When the Latency sensitivity is set to high the hypervisor will try to reduce latency in the virtual machine by reserving memory, dedicating CPU cores and disabling network features that are prone to high latency.
9	Management	Virtualization software should include a centralized management application with web user interface, that enables the management of virtualization hosts and virtual machines centrally. The required database to hold the virtual infrastructure inventory also to be included.
		Should have a system dashboard provides access to detailed information, including a global-use overview of CPUs, memory, and storage host resources
		The management server should have native high availability, built-in scheduler & retention, native backup and restore. without any dependency on external shared storage or load balancer.
		Alerts and Notifications – Support new entities, metrics and events such as datastore and virtual machine–specific alarms.
		Should be able to captures host-level configuration settings and saves them as a template to configure other hosts and monitors hosts for configuration changes and automatically alerts administrators if a host falls out of compliance.
		Should provide restful APIs which can be consumed with any automation tool like Puppet, Chef, Ansible.
		Virtualization software should have features for Optimizing power consumption by turning off hosts during periods of reduced demand.
10	Operations	The solution should provide predictive analytics, AI drive actions to proactively avoid contention, prebuilt and configurable operations dashboards to provide real-time insight into infrastructure behavior, over-sized, under-sized, idle and powered-off virtual workloads, reclaim resources from idle VMs and allocate to other VMs in automated fashion, upcoming problems, what-if scenarios, root cause analysis, and opportunities for efficiency improvements.

		<p>The solution shall preemptively rebalance workloads in advance of upcoming demands and spikes, eliminating resource contention before it happens thus ensuring that workloads get the resources that they need at all times and also provide smart Alerts, guided remediation, self-learning analytics with dynamic thresholds to deliver recommendations, or trigger actions, that optimize performance and capacity and enforce configuration standards.</p> <p>The solution should have log analytics available in one single management window to make troubleshooting easier. Should provide a single location to collect, store, and analyse unstructured data from OS, VMs, apps, storage, network devices, containers, Kubernetes etc. at scale. Should provide intuitive dashboard and should allow IT teams to search for certain event patterns &amp; types for troubleshooting.</p> <p>The solution should be able to add all types of structured and unstructured log data, enabling administrators to troubleshoot quickly, without needing to know the data beforehand, perform long term Log retention and Log archival for future access and centralize log storage and analytics feature with Dashboards, Reports and Alerts with Webhook integration for Automated Remediation</p> <p>The solution should utilize predictive analytics, machine learning and root cause analysis tools across physical, virtual and multi-cloud environments for faster problem resolution and automatically choose the best visualization for data, saving time, pinpoints and tracks potential issues before they arise via automated alerts</p>
11	Replication	Should provide Efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 5 minutes.
12	License & OEM Support	<p>3 year Direct OEM 24x7x365 days with unlimited incident support and 30mins or less response time including the unlimited upgrades and updates.</p> <p>Provide term license subscription for number of server cores as mentioned in BoQ</p>

**Item no. 5: VM Machine Backup Software**

**Preferred Brand: VM Ware/Microsoft/Citrix**

<b>Specifications</b>
Backup software proposed should be in Gartner's leader quadrant for last five years in Gartner Magic Quadrant report for Data Protection / Backup Software.
The proposed Backup software must offer instance based licenses with no restrictions on type of arrays (protecting heterogeneous storage technologies), front end production capacity or backup to disk target capacity restrictions. Licenses and associated hardware should be supplied for both primary and DR site.
Licenses should be Universal in nature and can be used on any type of workload i.e Servers, End Points (Laptop, Desktop, Workstation) and all Major DB and App licenses/plugins should be available in the licenses
The backup software must have YARA rules defined in the system.



The proposed solution should have on demand scans available for malware attacks.
The backup Software must have inline detection & in guest detection via guest indexing against any malware attacks.
The proposed backup software should have four eyes approval for any backup deletion.
Backup software must have a feature of data validation, whereby a workload (VM with OS and application) is powered-on in a sandbox environment and tested for its recoverability.
Recovery verification should automatically boot the server from backup and verify the recoverability of VM image, Guest OS and Application Consistency and then publish automated reports to be used in backup / recovery audits.
Proposed solution should have security and compliance dashboard inbuilt with the product.
Proposed solution should support automated action for popular alarms (automated or semi-automated), with at-a-glance and drill-down views of health, performance and workload of the virtual hosts.
Software should be able to restore VMs to a cloud service provider like AWS, Azure or Google directly from the backup copy. Backup software should have capability to archive data to Amazon Glacier or Microsoft Azure storage Archive Tier. The Software must have capability to restore the data from archive tier, it should not be dependent on cloud vendor.
Backup software should support agentless backups of applications residing in VMs like SQL, Exchange, Sharepoint, Oracle, etc. with non-staged granular recovery of all these applications. It should support crash consistent VM level backup for all other workloads. Backup software should support SAP HANA backup integrated with HANA Cockpit
The software must have the functionality to backup on-prem data directly into cloud repositories such as AWS S3 or Microsoft Blob.
Backup software should be a Hardware Agnostic software and it should support snapshot integration with hypervisors like VMware, Hyper-V, Nutanix AHV and RHEV and support de-duplication on any storage target. It should be able to backup data to tapes (like LTO) as well for long term retention.
The proposed backup software should provide Instant recoveries for any backup to VMware or Hyper-V Virtual machine. It should also support the Instant VM recovery for AHV workloads as well.
Backup software should support file level recovery from any backup of any VM or physical server. It should support a full system recovery in case of a system crash, either on a physical system or virtual machine or as a Cloud Instance(AWS, Azure or Google)
The Proposed backup Software should support Syslog and Service Now integration.
Backup software should support instant database recoveries of MS SQL and Oracle from the backup files.
Backup software must have a feature of data validation, whereby a workload (VM with OS and application) is powered-on in a sandbox environment and tested for its recoverability.
Backup software should provide Backup and Replication capabilities in one console only and also allow users to integrate with RBAC capabilities of the hypervisor, so that users can initiate backup and restore only those VMs to which they have access, without administrator intervention, thereby delivering self serve capabilities.
Proposed backup software should be able to Harden the Linux Repository. This service will prevent backup copies of data from any corruption or ransomware attacks.
Backup software should support instant file share recovery in NAS storages to allow users to access files fast after disaster.
The proposed Backup software must allow to configure the maximum acceptable I/O latency level for production data stores to ensure backup and replication activities do not impact storage Availability to production workloads.
Backup software should provide Recovery of Application Items, File, Folder and Complete VM recovery capabilities from the image level backup within 15Mins RTO.

Replication in the software should be a VM level replication and must replicate the VM level data with or without backing it up at the source site. It should also include failover and failback capabilities and should be able to perform automatic acquisition of network addresses at the destination site.
The Proposed solution should support Continuous replication at VM level. The RPO must be less than 5 Seconds and it must deliver Application consistency.
Backup and replication software must deliver maximum investment protection by supporting replication of workloads between dis-similar systems like hyperconverged infrastructure to stand alone servers and storage running similar hypervisors across sites, thereby creating a Disaster recovery environment for production qworkloads irrespective of the underlying hardware.
Backup software should have ability to backup data from one server platform and restore it to another server platform to eliminate dependence on a particular machine and for disaster recovery purposes. This bare metal recovery capability should be built in for the physical servers and should even work on the dissimilar hardware.
Backup software should have the ability to backing up a Cloud VM running in AWS or Azure and restore it as a valid VM workload back onto a Vmware server farm.

**Item no. 6: Win Server Standard 16 Core Latest Edition**

**Preferred Brand: Microsoft**

Advanced Multilevel Security: Threat protection with advanced capabilities.
Enhanced Hybrid Management: Enhanced tools for managing hybrid servers.
Licence Bundle: Includes 16 core licences and additional CAL (Client Access Licences).
Advanced Security:
Protected Central Storage: Secures hardware, firmware and operating system against advanced threats.
Protection Technologies: Includes Windows Defender and virtualisation-based security to minimise risks from firmware vulnerabilities and advanced malware.
Secure Connectivity: Introduces faster and more secure encrypted HTTPS connections, AES 256 SMB encryption and more.
Enhanced Management:
Hybrid Server Management: Significant improvements in virtual machine management, optimised event viewer and new features in Windows Admin Center.
Windows Containers: Smaller images for quick downloads, containerisation tools and simplified network policies for .NET applications.
Datacenter Edition:
Windows Server 2022 has the most comprehensive Datacenter edition and includes new data centre-specific features such as shielded virtual machines, direct storage and Software-Defined Networking, as well as unlimited server virtualisation.

**Item no. 7: Core Switch (24 Port)****Preferred Brand: Dell/Cisco/HP**

<b>Specifications</b>
<b>General Features :</b>
Switch shall be 1U and rack mountable in standard 19" rack.
Switch shall have 16 GB RAM and 16 GB Flash
Switch should support optional SSD to host 3rd party container based application.
Switch shall have hot swappable 1:1 redundant internal power supply and redundant fan from Day 1.
Switch must have dedicated port, in addition to asked uplink ports. Should support for minimum 400 Gbps of stacking throughput.
<b>Performance :</b>
Switch must have non-blocking switch fabric and forwarding rate
Switching system shall have minimum 32K MAC Addresses and 512 VLANs.
Switch should support minimum 4K ACLs, 8K Multicast and 30K IPv4, 15K IPv6 Routes..
Switch shall support application visibility and traffic monitoring with minimum 60 K sflow/jflow/netFlow entries.
Packet buffer : 16 MB
The offer product series should be IPv6 logo certified from day one
<b>Functionality :</b>
Should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.1ae, 802.3x, 802.1p, 802.1Q
Should support AES-128 support with MACSEC-128 encryption algorithm on hardware
Platform shall Support NAT, OSPF Routed Access, Policy-Based Routing (PBR) and Virtual Router Redundancy Protocol (VRRP).
Shall have 802.1p class of service, marking, classification, policing and shaping. Should support strict priority queuing.
Switch should support management features like SSHv2, SNMPv2c, SNMPv3, IGMP
Switch should support port security, DHCP snooping, Spanning tree root guard, First Hop Security.
IPv6 support in hardware, providing wire rate forwarding for IPv6 network
Should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment.
Eight egress queues per port for different types.
During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.
<b>Interface</b>
24 x 1/10/25G SFP28 Interfaces
4 * 40/100G QSFP28 Uplink Interface
<b>Certification:</b>
Switch shall conform to UL 60950, IEC 60950, CSA 60950, EN 60950 Standards

Switch / Switch's Operating System should be tested for EAL 2/NDPP or above under Common Criteria Certification.

**Warranty**

3 Years warranty from OEM

**Item no. 8: Distribution Switch (24 Port)**

**Preferred Brand: Dell/Cisco/HP**

<b>Specifications</b>
<b>General Features :</b>
Switch should be 1U and rack mountable in standard 19" rack.
Switch shall have hot swappable 1:1 redundant internal power supply and redundant fan from Day 1.
Switch should have minimum 2 GB RAM and 2 GB Flash.
Switch should have dedicated slot for modular stacking, in addition to asked uplink ports. Should support for minimum 80 Gbps of stacking throughput with 8 switch in single stack. Stacking kit shall be included from day 1.
<b>Performance :</b>
Switch shall have minimum 128 Gbps of switching fabric and 95.23 Mpps of forwarding rate.
Switch shall have minimum 16K MAC Addresses and 250 active VLAN.
Should support minimum 11K IPv4 routes or more
Switch shall have 1K or more multicast routes.
Switch should support atleast 16K flow entries
Switch should support 128 or more STP Instances.
Switch should have 6MB or more packet buffer.
<b>Functionality :</b>
Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.
Switch must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1
Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.
Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+ .
Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.
Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 on hardware for all ports.
Switch must have the capabilities to enable automatic configuration of switch ports as devices connect to the switch for the device type.
During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.
<b>Interfaces</b>

Switch shall have 24 nos. 10/100/1000 Base-T ports.
Switch shall have 4x 1/10G SFP+ Uplink Interfaces
<b>Certification:</b>
Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment (IT Hardware/Software).
Switch shall conform to EN 55022 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B Standards for EMC (Electro Magnetic Compatibility) requirements.
Switch / Switch's Operating System should be tested for EAL 2/NDPP or above under Common Criteria Certification.
<b>Warranty</b>
3 Years warranty from OEM

**Item no. 9: Firewall (3000 users)**

**Preferred Brand: Fortigate/ Cisco/Watchguard**

<b>Specifications</b>
Must have 12X GE RJ45, 8X GE SFP, 8x 10 GE SFP+ and dedicated RJ45 Management from Day1.
Threat prevention throughput of 9 Gbps in real world/production/enterprise mix environment with all the security engines like IPS, Application control, anti-malware etc, with logging enabled.
SSL VPN throughput of at least 3.5 Gbps. Should support client based VPN and at least 3000 concurrent SSL VPN users from day 1.
Concurrent connection of 7.5 million or above and new connection / Sec of 500K or above.
The solution should have 8 Gbps of SSL Inspection throughput with 700K or more concurrent HTTPS session.
The solution should have 12 Gbps of IPS throughput
IPSEC VPN throughput of at least 50 Gbps or more with support for 2000 Site to Site IPsec tunnels.
The solution should have redundant/dual power supply and should be rack mountable. All required parts and accessories to be included from Day 1.
The proposed solution should support HA in Active/Active and Active/Passive mode. The Firewall in HA should support stateful clustering across sites. HA should be supported on both IPV4 and IPV6. Feature like IPS, Anti malware, Web filtering, DDOS prevention and Traffic Shaping should be available in Active-Active.
Should be a hardware appliance based. Firewall, IPSEC and SSL VPN, Anti-Malware, IPS, Web and Application control, DOS prevention, Traffic-Shaping/Bandwidth Management and Routing functionalities must be integrated in a single appliance.
Must support NAT (SNAT and DNAT) with following modes Static, Dynamic, PAT, Nat66 (IPv6-to-IPv6), Nat 64 (IPv6-to-IPv4), Nat46 (IPv4- to-IPv6) , DNS64 & DHCPv6 functionality.
Firewall appliance must have at least 10 virtual firewall domains/instant (active from day-1) with each firewall domains/instances having a separate administrative control OR equivalent, Security zones and VLAN. Associated Licenses, Software and Hardware towards Virtual domains / Virtual Firewalls/ Virtual instances shall be provided from day 1

<p>The following features must be available in each virtual firewall domain/instant context environment:  Firewall, IPSEC and SSL VPN, IPS, Web and Application Control, Anti-Malware, Traffic Shaping &amp; policy based routing, DDOS, User and Group management, Logging and Reporting.</p>
<p>Must support REST API for config programmability and any 3rd party API integrations.</p>
<p>Firewall must have a hardened OEM operating system.</p>
<p>The Firewall solution should support Static Routing, Policy based Routing, BGP, OSPF, VXLAN Inspection.</p>
<p>Should support bi-directional integration with Anti-APT/SANDBOX for sharing threat intelligence and automated mitigation of zero day attacks.</p>
<p>Automatic failover (condition based on ICMP, TCP or UDP protocol) as well as load sharing for outbound traffic.</p>
<p>Firewall policy must facilitate IP, Network, Port, Protocol, User, Application and Zone. And must facilitate to apply features like IPS, Web &amp; application Content filtering, Anti-Malware, IPS, DDOS prevention, Traffic Shaping (define - guaranteed, burstable/maximum bandwidth, set different level of priority) on any firewall policy for a specific time/Date/Period. Firewall policy must also have an option of configuring exceptions to any specific features.</p>
<p>The proposed system shall be able to operate on either Transparent (bridge) mode or NAT/Route mode. Both modes can also be available concurrently using Virtual Contexts.</p>
<p>Must support DNS client and NTP client.</p>
<p>Must support Link aggregation (IEEE 802.3ad) technology to group multiple physical links into a single logical link of higher bandwidth and link fail over capability. Also, must support Ethernet bonding functionality for full mesh deployment architecture.</p>
<p>Must provide Secure-SDWAN as part of NGFW and must not be charged/licensed separately.</p>
<p>Support SNMP versions 3.</p>
<p>Must support various form of user Authentication methods simultaneously, like: Local Database, LDAP server, RADIUS server, TACACS+ server and PKI methods (PKI authentication with PCKS#7, PCKS # 10 standards).</p>
<p>Two-factor authentication without any external Hardware.</p>
<p>Windows Active Directory single sign-on by means of agent/clientless/Captive portal which broker between users when they log on to the AD domain and the end-device.</p>
<p>Second factor authentication through email, Certificate, SMS, RSA token for remote users.</p>
<p>The proposed firewall shall be able to create custom application signatures and profile.</p>
<p>The proposed firewall shall delineate different parts of the application such as allowing Facebook chat but blocking its file-transfer capability inside the chat application based on the content.</p>
<p>The proposed firewall shall be able to identify, decrypt and evaluate SSL traffic in an outbound connection (forward-proxy) and inbound connection. The proposed firewall shall be able to identify, decrypt and evaluate SSH Tunnel traffic in an inbound and outbound connections.</p>
<p>Should support TLSv1.3 decryption in all modes (SSL Forward Proxy, SSL Inbound Inspection etc.)</p>
<p>Device should have dedicated Trusted Platform Module that hardens security by generating, storing, and authenticating cryptographic keys.</p>
<p>The proposed firewall should have data filtering features to prevent sensitive, confidential, and proprietary information from leaving network.</p>
<p>The firewall must have the capability to create DOS prevention policy to prevent against DOS attacks on per zone basis (outbound to inbound, inbound to outbound) and ability to create and define DOS policy based on attacks like UDP Flood, ICMP Flood, SYN Flood, IP Address Sweeps, IP Address Spoofs, port scan, Ping of Death, Teardrop attacks, unknown protocol protection etc.</p>

The proposed solution must support policy-based forwarding based on zone, source or destination address and port, application, AD/LDAP user or user group and services or ports.
Should be able to perform Anti-malware scans for HTTP, SMTP, IMAP, POP3, and FTP traffic.
Should detect and prevent malicious DNS request from inside hosts to outside bad domains, sinkhole the DNS request and should be able to integrate and query third party external threat intelligence databases to block or sinkhole bad IP address, Domain and URLs.
Should be able to call 3rd party threat intelligence data on malicious IPs, URLs and Domains to the same firewall policy to block those malicious attributes and list should get updated dynamically with latest data.
The proposed firewall shall block and continue (i.e. allowing a user to access a web-site which potentially violates policy by presenting them a block page with a warning with a continue option allowing them to proceed for a certain time).
Should protect against phishing and JavaScript
The proposed solution should support the ability to create QoS policy on a per rule basis- by source address, by destination address, by application (such as Skype, Bittorrent, YouTube, azureus, webex), by static or dynamic application groups (such as Instant Messaging or P2P groups), by port and services.
Should support the following authentication protocols: LDAP, Radius (vendor specific attributes), and Token- based solutions.
Solution providing real-time monitoring, event logs collection, policy enforcement over a GUI interface on HTTPS or equivalent secure mechanism. Management of the appliances must also be available using SSH and direct console access.
The Firewall should support integration of on-prem sandbox of same OEM in future.
Real time logging based on all Traffic and correlated log view based on other logging activities.
Management access control using Profile/Role based for granular control. Local access to appliance/s modules must support role based access.
Support configurable option for E-mail or SMS alerts (Via SMS gateway) in case of any event trigger. Provision to send mail or SNMP traps in response to system failures or threshold violations of the Health attributes.
Firewall configuration changes / commands issued must be logged. Also provision for exporting to external syslog solution.
Must provide the real time health status of NGFW on dashboard and CLI together for CPU memory utilization, state table, total No. of concurrent connections and the connections/second counter, real time data transfer/bandwidth utilization of individual IP/Application/protocol/port/Interface/Zone
Should allow the report to be exported into other formats such as PDF, HTML, CSV/XML etc.
Support reports to be send by email at scheduled intervals. Must support logs to be forwarded to a syslog server (Multiple for redundancy) in open standard log format.
Must support for SIEM log integration. The solution must be capable of sending logs to a SIEM system via syslog.
Configuration backup and restore on to/from a remote system via GUI/CLI over HTTPS/SSH or equivalent secure mechanism.
Must have Hardware Sensor Monitoring capabilities for reporting hardware health.
Option for scheduled updates so that it can be scheduled for specific days and time.
Certified FIPS 140-2, EAL 4+ / Common Criteria.
Should be USGv6/IPv6 certified.
The solution should be quoted with 3 years support with all necessary licenses for IPS, Advanced Malware Protection, Application Control, URL, DNS Filtering & Antispam signatures. The support should include hardware warranty and technical support from

OEM.
The OEM of the offered products must have a valid ISO 9001:2015 and ISO/IEC 27001 certificates. Certificate from OEM should be attached with the technical bid.
The Proposed solution should be among the leaders in Gartner Magic Quadrant for Network Firewalls in the latest Gartner report.
The OEM should not have been blacklisted/debarred by Central/State/PSU or any government body in last 3 years.
The OEM should have global presence from last 15 years in the industry with inhouse threat intel database to prevent against known and unknown malware.

**Item no. 10: Rack**

Specification
42U, 800 X 1000 Closed Network Rack with Front and Back Perforated Conforms to DIN 41494 or equivalent ISO Standards
Manufactured out of cold rolled steel sheet and proceeded with CNC, punched, formed, welded and powder coated to meet highest industrial standard, ISO 9001-2015 and 14001-2015 standards
Floor mount steel racks are in welded or CKD construction with 4 pillars
Top and bottom welded, ribbed and provided with reinforced frames and supported by 6 nos. of 4-fold depth members for extra rigidity.
Steel racks are having ventilated top and bottom cover with cut-out for cable access with Fans and Fan tray mounting provision
front single or dual doors, glass/vented/plain/63% perforated (Flat/Convex) with single or 3 point locks
Rear single/dual door with vented/63% perforated/plain with single or 3 point locks
Side panels partially vented/plain and for 1000 mm. deep rack will be configured with dual side panels.
Racks with 4 nos. of heavy-duty castor wheels with 2 number with breaks and 2 Numbers without break along with adjustable legs/plinth
Adjustable 19" equipment (IT Hardware/Software) mounting angles with U marking provide the better mounting flexibility, maximize the usable mounting space.
Adjustable 4 Nos mounting angles for mounting different depth equipment (IT Hardware/Software)
02 Nos. of 19" Horizontal Cable Manager 1U, Single Sided
4 Nos of FAN Module
Vertical PDU with 15A Input and having 10 Nos of Indian Socket
Grounding and Bonding / Vertical Earthing Kit
19" Mountable rack tray for monitor and keyboard
Hardware set for mounting of 19" equipment (IT Hardware/Software)
Powder coated finish with Seven Tank pre-treatment process meeting all industrial standards
DIN Standard 10mm. Square slots
Formed steel 2mm thick fully recess able
RAL 7037 dark grey, RAL 7035 light gray and RAL 9005 Black
750 Kgs with castors, 1200 Kgs with base frame/plinth



**Item NO. 11: UPS (120 Mins. Minimum Backup)****Preferred Brand: Microtek/ APC/ Amaron**

<b>Specification</b>	<b>Parameter</b>
UPS Rating in KVA	2 x 10KVA in Parallel Redundant mode
Technology & Architecture	True Online Double Conversion Technology Tower /Rack Mounted UPS System (VFI-SS-111)
Input Voltage Range	305V to 485 VAC based on load level
Input Frequency	40-70 Hz
Power Factor at full linear load	0.99
Output Voltage	220/230/240 VAC +/- 1%, 1 Phase
Output Frequency	50 Hz +/- 0.1%
THD v	< 1 % for Linear Load ; < 3 % for Non Linear Load
Overload rating	105% load - Continuous; 106-110% load 60 mins ; 111% to 130 % - 10 mins ; 131% to 155 % load - 1min
Output waveform	Pure sinewave
Output Power Factor	Unity (KVA=KW)
Over all Efficiency at rated load	Upto 95% without Transformer loss
Battery Bank for 120 mins	65AH x 38 No's SMF Batteries through Common Battery Bank
Battery Recharge time (to 90%)	4 Hrs
Bypass Panel	To Safely transfer power loads between UPS and utility during maintenance. The Bypass panel should have Input,Output,Bypass and Maintenance Bypass MCB
Environmental Protection	UPS should have Dust Filter and Conformal coating
UPS Panel Display	Auto Rotating LCD Display while showing UPS Power Flow
LCD Display Metering	Input and Output (Voltage, Current, Frequency); Active, Appare, Load PF; Battery(Voltage, current, remaining time, remaining charging)
Audible Alarm	Alarm for battery low-voltage, mains abnormal, UPS fault, output overload
Protection	Protection for battery under-voltage, overload, short-circuit, over-temperature, input over-voltage, communication abnormal
Emergency Power Off Switch	Should be Available
Communication ports	RS485
Operating Temperature	0 to 40 Deg C without derating
PeP Certificate	Valid PeP Certificate required of UPS Model
BIS Certificate	Make in India

UPS Safety Compliance	EN/IEC 62040-1 & IS 16242: 2014
UPS EMC Compliance	EN/IEC 62040-2
Approved UPS Make	Numeric(Legrand) ,ABB , APC (Schneider)
Approved Battery Make	Exide, Quanta, Panasonic
UPS & Batteries Accessories	UPS OEM Marked MS Open Rack/Cabinet, UPS to Batteries Std DC Cable and Batteries Interlinks
Warranty on UPS & Batteries	36 Months on UPS and Batteries from UPS OEM side
Service Center	UPS OEM Should have company own company operated service center

**Item no. 12: Antivirus**

**Preferred Brand: Macafee/Norton/Kaspersky**

<b>Specifications</b>
Protection against known and zero- day malware
Protection against known and zero-day ransomware
Protection against known and zero-day exploits
Anti-phishing protection
Protection for multiple attack vectors (web, email, network, devices)
Traditional protection with generic and optimized signatures
Protection against advanced persistent threats (APTs)
Zero-Trust Application Service
Threat Hunting Service deterministic indicators of attack mapped to MITRE ATTACK
Queries to cloud-based collective intelligence
Behavioral blocking and IOA detection
Personal and managed firewall
IDS / HIPS
Network attack protection
Authorized software by hash or program properties
<b>Device control</b>
URL filtering by category (web browsing monitoring)
<b>Monitoring</b>
Cloud-based continuous monitoring of all process activity
Data retention for one year for retrospective attack investigation
Vulnerability Assessment
<b>Detection</b>
Detection of compromised trusted applications
Zero-Trust Application Service
Fully configurable and instant security risk alerts
<b>Containment</b>
Real-time computer isolation from the management UI
<b>Response and Remediation</b>
Ability to roll back and remediate the actions taken by attackers
Centralized quarantine
Automatic analysis and disinfection
Shadow copies
Ability to block unknown and unwanted applications

<b>Investigation</b>
Threat Hunting Service deterministic indicators of attack mapped to MITRE ATT&CK
Incident graphs and lifecycle information available from the management UI
Ability to export lifecycle information for local analysis
<b>Attack surface reduction</b>
Lock mode in the Advanced Protection
Anti-exploit technology
Block programs by hash or name (for example, PowerShell)
Device Control
Web protection
Automatic updates
Automatic discovery of unprotected endpoints
<b>Protection</b>
Anti Tamper protection for Windows
Contextual detections in Windows and Linux
Real-time permanent antivirus protection in all platforms
Continuous endpoint risk monitoring in all platforms
Should support Advanced IOAs for Windows
Solution Should support Zero-Trust Application Service (Hardening and Lock) for Windows
Solution Should support Shadow copies for Windows
Solution Should support Decoy files for Windows
Solution Should support Audit mode for Windows, Mac and Linux
Solution Should support Risk evaluation on all platforms
Solution Should support Vulnerability assessment
Solution Should support inbuilt Firewall for Windows
Solution Should support Device control for Windows
Cloud-based continuous monitoring of all process activity
Data retention for one year for retrospective attack investigation
<b>Endpoint Security Management</b>
Centralized cloud-based management UI
Risk (continuous monitoring)
Settings inheritance between groups and endpoints
Ability to configure and apply settings on a group basis
Ability to configure and apply settings on a per-endpoint basis
Real-time deployment of settings from the management UI to endpoints
Security management based on endpoint views and dynamic filters
Ability to schedule and perform tasks on endpoint views
Ability to customize local alerts
User activity auditing
Installation through MSI packages, download URLs, and emails sent to end users
On-demand and scheduled reports at different levels and with multiple granularity options
Security KPIs and management dashboards
API availability
<b>Solution Should be Integration of Remote Monitoring &amp; Management (RMM)</b>
ConnectWise Automate
Kaseya VSA
N-able N-central
N-able N-sight
<b>Solution Should be Supported Operating Systems</b>
Windows Intel and ARM
macOS Intel and ARM (M1 and M2)
Linux
Support for virtual environments - persistent and non-persistent (VDI)

<b>Settings</b>
Security settings for workstations and servers
Password to uninstall the protection and take actions locally for Windows
Network access enforcement for Windows
Secure access to Wi-Fi network through Access Points for Windows
Ability to establish multiple proxies
Ability to work as a repository or cache
Ability to use the repository or cache for Windows
Discovery of unprotected computers for Windows
Email alerts in the event of an infection
Email alerts when finding an unprotected computer
<b>Remote Actions from the Management UI</b>
Real-time & On demand & Scheduling Scan actions
Remote installation of the agent for Windows
Ability to reinstall the agent and protection for Windows
Computer restart
Computer isolation for Windows and Mac
Authorized software by hash or program properties for Windows
Program blocking by hash and program name for Windows
Ability to report incidents (PSInfo) for Windows and Mac
Remote shell to manage processes and services, file transfers, command line tools, get dumps, pcap and more for Windows
<b>Updates and Upgrades</b>
Licence Should be Signature & Protection updates
Solution Should be ability to schedule protection upgrades
Number of Licence Should be 50 User with 3 Year OEM Support

## SCOPE OF WORK

The selected bidder shall undertake Supply and Installation of IT Hardware for Data Center. Bidder shall provide Technical Support including upgrades, updates and patches (details as per annexure- A Technical Specification) and Bidder shall maintain and provide Comprehensive Onsite maintenance of equipment (IT Hardware/Software)/IT infrastructure supplied by it & installed in Data Center at **CURAJ**.

Contract period: Three years, which may be extended further on mutual consent.

- a) The hardware is to be supplied with all the required installation material/ accessories (wherever required) for proper installation at CURAJ or any other location. The supplied items shall be housed in CURAJ or any other location or as specified during the time of installation.
- b) The supplied softwares (wherever applicable) should include appropriate number of genuine OEM licenses (as applicable as per OEM licensing policy).
- c) Purchaser, upon receipt of delivery of all the ordered items as per prescribed time schedule, will inspect all the supplied items to validate them in compliance with the work order.
- d) After supply of items, Bidder shall arrange installation of the requisite infra at designated installation location and obtain successful installation report from the designated officer.
- e) After successful installation, the User acceptance testing (UAT) would be carried out by the purchaser on the request of SI.
- f) Complete integration with existing networking and IT infrastructure with data center.
- g) Install all Hardware and Software with all necessary setup and configuration as per university requirements.
- h) The Supplier/ Selected Bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- i) The supplied manpower can be reshuffled at any of the sites as per requirements
- j) Any deputed manpower may require visiting one site to another site as per requirement. The expenses of the visits shall be borne by the bidder.
- k) Shifting the place of Installation: The CURAJ will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment (IT Hardware/Software), if any.
- l) Any requirement of cables, connectors, jointers, power points etc for SITC of data center will be under the scope of bidder

## **Specifications and Standards**

a) All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ Procurement committee whether the article supplied conforms to the specifications shall be final and binding on the supplier/ selected bidder.

### **b) Technical Specifications and Drawings**

i. The Supplier/ Selected Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.

ii. The Supplier/ Selected Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.

iii. The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the country of origin of the Goods.

c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.

d) The supplier/ selected bidder must certify that all the goods are new, unused, and of the agreed make and models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

e) The supplier/ selected bidder should further warrant that the software/goods shall be free from defects arising from any act or omission of the supplier/ selected bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination.

## **Service Level Standards/ Requirements/ Agreement**

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the Bidding authority for the duration of this contract.

The Bidding authority will regularly review the performance of the services being provided by the selected bidder and impose penalties if any deficiency is found in the services.

Three consecutive quarterly penalties (on actual) of more than 10% put together of the applicable fee on account of any reasons may be deemed to be an event of default and termination.

The SLA has been logically segregated in the following categories:

1. IT Infrastructure service levels and
2. Help desk service levels

1. IT Infrastructure service levels

This service level will be applicable on existing IT equipment (IT Hardware/Software)(s) which are part of BOM mentioned at Annexure-1 and additional hardware which would be deployed during the project period:

S. No.	Service Description	Measurement parameter	Target for DC & DR locations	Penalty
1	2	3	4	5
1.	Equipment (IT Hardware/Software)'s Uptime calculated for each IT equipment (IT Hardware/Software)	Uptime of an equipment (IT Hardware/Software) = $\{1 - [(Equipment (IT Hardware/Software) \text{ downtime}) * (Severity factor) / (Total Time )]\} * 100$	$\geq 99.995\%$	NA
			$< 99.995\%$ and $\geq 97.75\%$	For every 0.25% degradation in the uptime there will be a penalty of 1% of Agreed Quarterly Payment
			$< 97.75\%$	For every 0.25% degradation in the uptime there will be a penalty of 2% of the Agreed Quarterly Payment
2.	Preventive Maintenance	No. of days	In last 15 days of the quarter	Rs. 1,000/- per day per equipment (IT Hardware/Software) subject to maximum

				of Rs. 3,000/- per equipment (IT Hardware/Software)
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### Help desk service levels

S. No.	Service Level	Penalty
1.	Within 24 hours of lodging the complaint	No penalty
2.	After 24 hours but within 48 hours of lodging the complaint	Rs. 1000 per equipment (IT Hardware/Software)
3.	After 48 hours of lodging the complaint.	Rs. 2000 per equipment (IT Hardware/Software)per next 24 hours or part of

- Equipment (IT Hardware/Software)/Services Downtime is the time in hours that the equipment (IT Hardware/Software)/ Services is not available and excludes planned downtime, which are approved by the Bidding authority and the link failures that are taken from third party.

Note: It is clarified that the downtime on account of delay by the OEM/ service provider in repairing / replacing equipment (IT Hardware/Software)'s/ Services for which warranty/maintenance contract already exists (or was taken by Bidding authority) shall not be counted for downtime calculation, subject to timely call logging and subsequent pursuance for vendor management.

- Severity factors of each equipment (IT Hardware/Software)'s are defined in Annexure 1. The severity factor for to be procured items would be communicated accordingly.
- Total time is equal to total number of hours in the given quarter
- Planned Downtime means any time when the equipment (IT Hardware/Software)'s is unavailable because of maintenance, configuration/reconfiguration or other services with the prior approval of Bidding authority. Such services may include but are not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring storage allocation, reloading data and making DNS & firewall changes to close security holes.
- Example: 90 days will be considered in each quarter. Thus total time in quarter is 129600 minutes and total uptime is 99.995% i.e. 129593.52 minutes. Total average downtime allowed is 6.48 minutes in a quarter. For SLA calculation equipment (IT Hardware/Software) wise downtime will be calculated and thereafter sum of all equipment (IT Hardware/Software) downtime shall be less than 6.48 minutes in a quarter for non-applicability of penalty.



**(7) TENDER FORM**  
**(Techno Financial UN priced Bid)**

Tender No.....

To

The \_\_\_\_\_

\_\_\_\_\_

Dear Sir,

1. I/We hereby offer to supply the items as listed in the schedule to this tender hereto/portion thereof as you may specify in the acceptance of Tender at the price given in the said Schedule and agree to hold this offer open for a period of 180 days from the date of opening of the tender. I/we shall be bound by a communication of acceptance issued by you.
2. I/We have understood the Instruction to bidders and Conditions of Contract in the form as enclosed with the invitation to the tender and have thoroughly examined the specifications quoted in the Schedule hereto and am/are fully aware of the nature of the goods required and my/our offer is to supply the goods strictly in accordance with the specifications and requirements.
3. A crossed Bank Draft in favour of the Registrar, Central University of Rajasthan for Rs. .... (Rupees.....only) as Earnest Money is enclosed. The Draft is drawn on .....Bank payable at Bandarsindri/Madanganj/Kishangarh.
4. The following have been added to form part of this tender.
  - a) Details of items quoted for, as per instructions provided in the schedule of requirement.
  - b) Schedule of requirements, quoting the make only duly signed and stamped (without indicating price)
  - c) Copy of PAN.
  - d) Copy of last audited balance sheet.
  - e) Copy of Valid Central/State sales tax/GST registration certificate.
  - f) Proof of manufacturing Unit.
  - g) Statement of deviations from financial terms & conditions, if any.
  - h) Manufacturer's Authorization Certificate on their letter pad.
  - i) Technical Specifications Compliance statement along with original Brochure / literature.
  - j) Any other enclosure. (Please give details)
5. We undertake to execute all orders which have been placed to meet emergent requirements on priority basis.
6. Certified that the bidder is:
  - a) A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of the sole proprietor,

**OR**
  - b) A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

**OR**
  - c) A company and the person signing the document is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the bid document).

7. We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding contract between us.

Yours faithfully,

(Signature of bidder)

Dated this day of \_\_\_\_\_

Address...

.....

.....

Telephone:\_\_\_\_\_

FAX\_\_\_\_\_

E-mail\_\_\_\_\_

Seal of Bidder Organization

**(8) Tender Form (Priced Bid) Part B**

To \_\_\_\_\_  
The \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ref: Tender No ..... , Dated

Sir,

Having examined the bidding documents and having submitted the techno Financial un-priced bid for the same, we, the undersigned, hereby submit the priced bid for supply of goods and services as per the schedule of requirements and in conformity with the said bidding documents.

We hereby offer to supply the Goods/Services at the prices and rates mentioned in the enclosed schedule of price.

We do hereby undertake that, in the event of acceptance of our bid, the supply of Goods/Services shall be made as stipulated in the schedule of requirement and that we shall perform all the incidental services.

The prices quoted are inclusive of all charges net F.O.R University. We enclose herewith the complete Financial Bid as required by you. This includes:

- i. Price Schedule as per schedule of requirement.
- ii. Statement of deviations from financial terms and conditions.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the bid document and we do hereby undertake to supply as per these terms and conditions. The Financial Deviations are only those mentioned in the statement of deviations from financial terms and conditions.

Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/ constituted attorney of sole proprietor,

Or

A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney,

Or

A company and the person signing the bid document is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the bid document.)

We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof, shall constitute a binding contract between us.

Dated this day of \_\_\_\_\_  
Details of enclosures

**Signature of Bidder**  
**Full Address:**  
**Fax No.**  
**E-mail:**

**Seal of Bidder Organization**

**(9)Price Schedule (Annexure "B")**

**E.M.D.**\_\_\_\_\_

**D.D. Details**\_\_\_\_\_

**Bank Name**\_\_\_\_\_

**Date**\_\_\_\_\_

Item No.	Item Name	Basic Price	Taxes and duties (if any) with rate & details	Delivery charges Other charges (if any)	Total Price F.O.R.at Central University of Rajasthan. All inclusive
1					
2					
3					
4					
5					

**Total No. of Item(s) quoted**\_\_\_\_\_

**Seal and Signature of the bidder**

Separate rate for Comprehensive onsite Maintenance (for 4<sup>th</sup> to 6<sup>th</sup> year, after expiring of 3 years warranty period).

S. No.	Details	Rate of CMC (For 4 <sup>th</sup> year)	Rate of CMC (For 5 <sup>th</sup> year)	Rate of CMC (For 6 <sup>th</sup> year)

Separate rate for Annual Maintenance Contract (for 7<sup>th</sup> to 10<sup>th</sup> year, (i.e. after expiring of CMC period).

S. No.	Details	Rate of AMC (For 7 <sup>th</sup> year)	Rate of AMC (For 8 <sup>th</sup> year)	Rate of AMC (For 9 <sup>th</sup> year)	Rate of AMC (For 10 <sup>th</sup> year)

**Seal and Signature of the bidder**

## (10) FORMAT OF PERFORMANCE BANK GUARANTEE

This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, authorized by RBI to issue a Bank Guarantee.

This bank guarantee should be furnished on stamp paper of Rs. 100/-

The stamp paper should have been purchased in the Name of the Bank executing the Guarantee.

In the case of foreign bidder the B.G may be furnished by an international reputed bank acceptable to the PURCHASER countersigned by any Nationalized / Scheduled Bank in India authorized by Reserve Bank of India.

WHEREAS M/s ....., having its registered office at ..... hereinafter called the Distributor in India for

.....,herein after called "The supplier" for the supply of ....., in consideration of the Central University of Rajasthan, Department of ....., School of .....Central University of Rajasthan, Kishangarh (hereinafter called "CURAJ") P.O. No. CURAJ / ..... Dated. Placed an order for the due fulfillment by the said supplier of the terms and conditions in the purchase order, on production of a Bank Guarantee for Rs..... (Rupees..... Only). We ..... Bank, ..... (herein after referred to as "the Bank") at the request of supplier do hereby undertake to pay to the CURAJ an amount not exceeding to Rs..... (Rupees..... only).

2. We .....Bank do hereby undertake to pay CURAJ, the amounts due and payable under this guarantee without any demur, merely on a demand from CURAJ stating that the amount claimed is required to meet the recoveries due or likely to be due from the said supplier. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under the guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding to Rs.....(Rupees ..... only)

3. We undertake to pay to the CURAJ any money so demanded notwithstanding any dispute or disputes raised by the supplier in any suit or proceeding 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 valid and discharge of our liability for payment there under and the Supplier shall have no claim against us for making such payment.

4. We the .....Bank further agree that the guarantee herein contained shall remain in full force and affect 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 CURAJ under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till Registrar on behalf of the CURAJ certified that the terms and conditions of the said Agreement have been fully and properly carried out by the said ..... and accordingly discharges this guarantee.

5. We, the ..... Bank further agreed that the CURAJ shall have the fullest liberty without our consent and without affecting in any manner our obligations here under to vary any of the terms and conditions of the said Purchase Order or to extend the time of performance by the said contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the CURAJ against the said supplier and to forbear or enforce any of the Terms and Conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier or for any forbearance act or omission on the part of the CURAJ or any indulgence by the CURAJ to the said supplier or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.

6. This guarantee will not be discharged due to change in the constitution of the bank or the supplier.

7. We, the ..... Bank lastly undertakes not to revoke this guarantee except with the previous consent of the CURAJ in writing.

8. This guarantee shall be valid up to ..... unless extended on demand by CURAJ. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs...../- (Rupees ..... only).

Notwithstanding anything contained herein

1. Our liability under this bank guarantee shall not exceed Rs...../- (Rupees ..... Only)

2. Bank guarantee shall be valid up to .....

3. We are liable to pay the guaranteed amount or part thereof under this bank guarantee only and only if you serve upon us a written claim or demand on or before .....

Dated:

Signature & Seal of the Bank

.

**(11) FORMAT FOR MANUFACTURER'S AUTHORIZATION LETTER TO AGENT**

**(On letter head)**

Ref. No.

Date:

To  
The Registrar,  
Central University of Rajasthan,  
Bandarsindri, Distt. Ajmer,  
Rajasthan - 305817

**Sub. :** Tender for Supply & Installation of Laboratory Equipment (IT Hardware/Software)

Dear Sir,

We, \_\_\_\_\_, who are established and reputed manufacturers of \_\_\_\_\_, having factory \_\_\_\_\_ at \_\_\_\_\_, hereby \_\_\_\_\_ authorize M/s. \_\_\_\_\_ (name & address of Indian distributor / agent) to bid, negotiate and conclude the order with you for the goods manufactured by us.

We shall remain responsible for the tender/ Agreement negotiated by M/s \_\_\_\_\_, jointly and severely.

An agency commission of \_\_\_\_\_ % included in the FOB price is payable to M/s \_\_\_\_\_. We hereby extend our full guarantee and warranty as per the terms and conditions of tender for the goods offered for supply against this invitation for bid by the above supplier.

1. \_\_\_\_\_
2. \_\_\_\_\_

(Specify in detail manufacturer's responsibilities)

The services to be rendered by M/s. \_\_\_\_\_ are as under:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_

(Specify the services to be rendered by the distributor / agent)

In case duties of the Indian agent/distributor are changed or agent/ distributor is changed it shall be obligatory on us to automatically transfer all the duties and obligations to the new Indian Agent failing which we will ipso-facto become liable for all acts of commission or omission on the part of new Indian Agent/ distributor.

Yours faithfully,

[Name & Signature] for and on behalf of M/s. \_\_\_\_\_ [Name of manufacturer]

**(12) DECLARATION REGARDING BLACKLISTING / DEBARRING FOR TAKING PART IN TENDER.**

I / We \_\_\_\_\_ Manufacture / Partner(s)/ Authorized Distributor /agent of M/S. \_\_\_\_\_ hereby declare that the firm/company namely M/s. \_\_\_\_\_ has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India.

Or

I / We \_\_\_\_\_ Manufacture / Partner(s)/ Authorized Distributor / agent of M/s. \_\_\_\_\_ hereby declare that the Firm / company namely M/s. \_\_\_\_\_ was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of \_\_\_\_\_ years w.e.f. \_\_\_\_\_ to \_\_\_\_\_. The period is over on \_\_\_\_\_ and now the firm/company is entitled to take part in Government tenders.

In case the above information found false I / we are fully aware that the tender / contract will be rejected / cancelled by the Central University of Rajasthan, and EMD / SD shall be forfeited.

In addition to the above, Central University of Rajasthan, will not be responsible to pay the bills for any completed / partially completed work.

Signature with Seal

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Attested:

(Public Notary / Executive Magistrate)



### **(13) CERTIFICATE OF GUARANTEE/WARRANTY**

I/We certify that the guarantee/warranty shall be for a period of 36 months (as applicable) starting from the date of satisfactory installation, commissioning and handing over of the equipment (IT Hardware/Software) and of the works conducted therewith covered under the Supply order in working order. During the guarantee/warranty period, I/we shall provide free "after sale service" and the replacement of any part(s) of the equipment (IT Hardware/Software) or rectification of defects of work of the equipment (IT Hardware/Software) will be free of cost. The replacement of the parts shall be arranged by us, at our own cost and responsibility. We undertake that the above guarantee / warranty shall begin only from the date of satisfactory and faultless functioning of the equipment (IT Hardware/Software) for 30 days at University premises. The benefit of change in dates of the guarantee / warranty period shall be in the interest of the user/your organization.

During the warranty period, we shall provide at least 02 preventive maintenance visits per year.

Uptime Guarantee: During the guarantee/warranty period, we will be responsible to maintain the equipment (IT Hardware/Software) in good working conditions for a period 347 days (i.e. 95% uptime) in a block of 365 days.

- All complaints will be attended by us within 2 working days of receipt of the complaint in our office.
- In case there is delay of more than 2 days in attending to a complaint from our side then you can count the number of days in excess of the permissible response time in the downtime. The above said response time of 2 days for attending to a complaint by us will not be counted in the downtime.
- Penalty: We shall pay a penalty equivalent to 0.50% of the FOB value of the equipment (IT Hardware/Software) for every week or part thereof delay in rectifying the defect.

**Note:** The right to accept the reason(s) for delay and consider reduction or waive off the penalty for the same shall be at the sole discretion of University.

We certify that the equipment (IT Hardware/Software) being/quoted is the latest model and that spares for the equipment (IT Hardware/Software) will be available for a period of at least 10 years and we also guarantee that we will keep the organization informed of any update of the equipment (IT Hardware/Software) over a period of 10 years.

We guarantee that in case we fail to carry out the maintenance within the stipulated period, University reserves the right to get the maintenance work carried out at our risk, cost and responsibility after informing us. All the expenses including excess payment for repairs/maintenance shall be adjusted against the Performance Bank Guarantee. In case the expenses exceed the amount of Performance Bank Guarantee, the same shall be recoverable from us with/without interest in accordance with the circumstances.

We shall try to repair the equipment (IT Hardware/Software) at University premises itself. However, the equipment (IT Hardware/Software) will be taken to our site on our own expenses in case it is not possible to repair the same at University premises. We shall take the entire responsibility for the safe custody and transportation of the equipment (IT Hardware/Software) taken out for repairs till the equipment (IT Hardware/Software) is rehabilitated to the University after repair. Any loss of equipment (IT Hardware/Software) or its accessories under its charge on account of theft, fire or any other reasons shall be at our sole risk and responsibility which will be compensated to University for such losses.

We undertake to perform calibration after every major repair/breakdown/taking the equipment (IT Hardware/Software) for repair out of University premises.

In case of extended guarantee/Warranty, we undertake to carry out annual calibration of the equipment (IT Hardware/Software).

We guarantee that we will supply spare parts if and when required on agreed basis for an agreed price. The agreed basis could be an agreed discount on the published catalogue price.

We guarantee to the effect that before going out of production of spare parts, we will give adequate advance notice to you so that you may undertake to procure the balance of the life time requirements of spare parts.

We guarantee the entire unit against defects of manufacture, workmanship and poor quality of components.

Signature of Bidder

(Name)

Seal of Bidder Organization

#### (14) Technical specifications compliance Sheet

1. The technical compliance bid must be in this sheet only, otherwise it should be assumed that bidder is not able to offer technically desired product. Information provided elsewhere or in different form will not be considered.
2. All the columns of this sheet should be filled in compulsorily by the bidder, merely asking the office to refer catalogue or brochure will not be entertained.
3. The bidder shall assume full responsibility of the information provided in this sheet. Any false statement should render the breach of basic foundation of the tender.

**Name of Equipment (IT Hardware/Software) / Instrument:**

**Compliance Check list/ Table**

<b>S. No.</b>	<b>Technical specification</b>	<b>Features available in equipment (IT Hardware/Software) write (yes/No)</b>	<b>Any deviation from specification</b>	<b>Corresponding page no. and S. No./ Para no. of datasheet catalogue/ brochure in support of specification (As provided with technical Bid)</b>
	Technical Specification as per Tender document			
1				
2				
3				
4				
5				
6				
7				

**(15) Check list for Terms and Conditions:**

**To be filled by the bidder and submitted along with the Technical Bid.**

S. No.	Technical Information	Page No.	Remarks
1.	Tender Fee, if applicable		
2.	EMD		
3.	Company/ Firm registration details		
4.	Authorization Certificate		
5.	Average Annual turnover of the bidder, for the last three successive years should be <b>four times</b> of the approximate cost of the equipment (IT Hardware/Software) duly certified by the Chartered Accountants.		
6.	Experience		
7.	Income tax return (Last Three Years)		
8.	Audited balance sheet (Last Three Years)		
9.	Original Technical Catalogue of the quoted model and same should be available on the website		
10.	Compliance Statement with relation to the technical specification as mentioned in the bidding document duly supported by the original catalogue.		
11.	Self-declaration for not black listed		
12.	Clientele list (list of users) of quoted model of the items, attach couple of orders without any alteration/modification		
13.	Performance certificate of the same supplied machine (of quoted make and Model) from clients		
14.	Warranty & extended technical support certificate		
15.	Acceptance of all terms / conditions towards after sales / services as mentioned in the bidding document.		
16.	Certificate, to the effect that the bidder is not supplying the quoted item(s) to any other Govt. / Pvt. Organizations / Institutions at the rate lower than the rate quoted against this tender.		
17.	Certificate for 'Class-I local supplier' and 'Class-II local supplier'		
18.	Certificate for verification of local content		
19.	Integrity Pact		

## **(16) INTEGRITY PACT**

This INTEGRITY PACT is made and executed at.....on this day of.....20....

BY AND BETWEEN

THE PRESIDENT OF INDIA acting through Registrar (insert name & designation of the officer) of Central University of Rajasthan, Bandarsindri, Kishangarh-305817, Ajmer. (hereinafter referred to as "The Buyer" which term or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office, administrators or permitted assignees) of the First Part;

AND

M/s ..... A company incorporated under the Companies Act,.....through its representative/authorized signatory (insert name & designation of the officer) vide resolution dated ..... passed by the Board of Directors, having its office at ..... (hereinafter referred to as "The Bidder/Contractor which term or expression shall, unless excluded by or repugnant to the subject or context, mean and include its successor-in-office, administrators or permitted assignees) of the Second Part.

### PREAMBLE

The Buyer intends to award under laid down organizational procedures, contract/s for..... The Buyer values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

#### Section 1- Commitments of the Buyer

- (1.) The Buyer commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
  - a. No employee of the Buyer, personally or through family members, will in connection with tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
  - b. The Buyer will during the tender process treat all Bidder(s) with equity and reason. The Buyer will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder{s} confidential /additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c. The Buyer will exclude from the process all known prejudiced persons.
- (2.) If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Buyer will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/Contractor(s)

- (1.) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.
- a. The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
  - c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to the others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Buyer, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/ representative have to be in Indian Rupees only.
  - e. The Bidder(s) / Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intend to make to agents, brokers or any other intermediaries in the connection with the award of the contract.
  - f. Bidder(s) /Contractor(s) who have signed the integrity pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2.) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

Signature & Seal of Registrar  
Central University of Rajasthan

Signature & Seal of Bidder  
Name  
Address

**End of Tender Document**