

Punjab ICT Education Society (PICTES)

Request for Proposal (RFP)

For

***Selection of Service Provider (SP) to Supply, Install
and maintenance of Servers, SAN Storage &
Networking Items.***

PUNJAB ICT EDUCATION SOCIETY

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Phase-8, S.A.S. Nagar (Mohali)
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DEFINITIONS

Unless the context otherwise requires, the following terms whenever used in this tender and contract have the following meanings:

- “Client” or “PICTES” means Punjab ICT Education Society, Punjab.
- “Department” or “DSE” means Department of School Education.
- "Contract/Agreement/Contract Agreement" means the agreement to be signed between the successful bidder and Punjab ICT Education Society.
- “Bidder” or “Bidder” means firm / company / business entity who submits bid in response to this tender.
- “SERVICE PROVIDER (SP)” means Service Provider (SP) with whom the client signs the agreement.
- "OEM" means Original Equipment Manufacturer
- “Tender evaluation committee/committee” means the committee constituted by DSE and/or PICTES for evaluation of bids.
- "Acceptance certificate" means on successful completion of acceptability test, receipt of deliverables etc., and after the client is satisfied with the working of the entire set up, the acceptance certificate will be issued. The date on which such certificate is signed shall be deemed to be the date of start of the contract.
- "IT infrastructure/ hardware items/ items/ equipments" means the items as specified in **Annexure A**
- “Contract” means the contract entered into by the parties with the Client for maintenance of hardware with the entire documentation specified in the tender.
- “State” means State of Punjab.
- “GCC” mean General Contract Conditions.
- “Proposals” or “Bids” means proposal or bid submitted by bidders in response to this tender issued by the Client for selection of Service Provider (SP).
- “INR” means currency in Indian Rupees.
- “Request for proposal (RFP)/Tender” means tender floated by Client for maintenance & operation of Computer hardware items in upper primary govt. schools.
- “The Term/ Contract Period” means Five-year period of contract.
- "SLA" means Service Level Agreement
- “**Last Three Financial Years**” means FY 2014-15, 2015-16 & 2016-17.

Document Control Sheet

S.No.	Particular	Details
1.	Document Reference Number	BID NO: DGSE/2017-18/19
2.	Start date & time of sale of tender (Only available in downloadable form at website mentioned)	4 th October 2017 at 0900hrs onwards
3.	Last Date and Time for submission of Queries	9 th October 2017 till 1600 hrs
4.	Date and Time for Pre-Bid Meeting	10 th October 2017 at 1100 hrs
5.	Last date and time for submission of bids	31 st October 2017 till 1500hrs
6.	Date and time of opening of Pre-Qualification	1 st November 2017 at 1200 hrs
7.	Date and time of opening of Technical bid	2 nd November 2017 at 1200 hrs
8.	Date of Opening of Commercial bids	3 rd November 2017 at 1200 hrs
9.	Address for Communication	PUNJAB ICT EDUCATION SOCIETY (PICTES), Punjab, 5th Floor, Vidya Bhawan, E-Block Phase-8, S.A.S. Nagar (Mohali) Contact No. – 0172-5212318, 5212332 Email: rajvir1980@gmail.com
10.	Location of tender document	Tender document can be downloaded from the website www.etender.punjabgovt.gov.in
11.	Cost of RFP document & Mode of Payment	Rs.2,000/- (Rs. Five Thousand Only) through online mode.
12.	Earnest Money Deposit (EMD) through online mode	Rs.4,00,000/- (Rs. Four Lakh Only)
13.	Contact details	Email: rajvir1980@gmail.com
14.	Website for RFP Reference	https://etender.punjabgovt.gov.in and www.ssapunjab.org

Guidelines for online tendering procedure

For participating in the above e-tendering process, the Bidders shall have to get themselves registered with <https://etender.punjabgovt.gov.in> and get user ID and Password. Class-3 Digital Signature is mandatory to participate in the e-tendering process. For any clarification/difficulty regarding e-tendering process, please contact on 9257209340/ 8045628821/0172-3934667.

CONDITIONS:

1. Interested bidders can purchase the tender document online from website.
2. Tender processing fee to ITI shall be strictly paid through online mode (IPG/ Net Banking). Other mode of payment will not be considered.
3. Bidders/ Contractors, who wish to submit online tender can access tender document from the website, fill them and submit the completed tender document into Electronic Tender on the website itself. Bidders / Contractors shall attach scanned copies of all the paper, i.e. Earnest Money deposited, Tender Form Cost, Processing Fee & the certificates as required in Eligibility criteria.
4. Corrigendum / Addendum / Corrections, if any will be published on the website only.
5. If the date of opening of tender happens to be a holiday then the tender will be opened on the next working day.

Note: -

The prospective bidders have the option to download the tender document from <https://etender.punjabgovt.gov.in>. They have to pay non-refundable fee of **Rs.2000/- (Two Thousand only)** and Processing Fees through online mode only (**IPG/ Net Banking**). The payments of Tender form fee and EMD through online mode should be submitted before last date failing to which bid of respective bidders would not be opened.

If cost of the Tender Document & EMD are not paid as per above, the bid will be rejected out rightly.

Aspiring bidders who have not obtained the User ID and Password for participating in e-tendering may obtain the same by registering in e-procurement portal (<http://etender.punjabgovt.gov.in>).

Authorized Signatory

Section 1: Invitation of Bid

1.1 Introduction

- a) Punjab ICT Education Society overall goals include universal access and retention, bridging of gender and social category gaps in education and enhancement of learning levels of children. PICTES provides for a variety of interventions, including inter alia, opening of new schools and alternate schooling facilities, construction of schools and additional classrooms, toilets and drinking water, provisioning for teachers, periodic teacher training and academic resource support, textbooks and support for learning achievement. These provisions need to be aligned with the legally mandated norms and standards and free entitlements mandated by the RTE act.
- b) The new law provides a justifiable legal framework that entitles all children between the age of 6-14 years free and compulsory admission, attendance and completion of elementary education. It provides for children's right to an education of equitable quality, based on principles of equity and non-discrimination. Most importantly, it provides for children's right to an education that is free from fear, stress and anxiety.

1.2 Invitation

- c) Through this RFP, PICTES invites responses ("Tenders") from eligible and reputed Service Providers ("Bidders") for the Supply, installation and for 5-year maintenance of Servers and peripherals in Data Centre of the State of Punjab as described in the Scope of Work of this RFP Document.
- d) This invitation to bid is open to all Bidders meeting the eligibility criteria as mentioned in this RFP Document.
- e) PICTES reserves the right to extend "The Term" for a period or periods to be mutually decided by the parties, such extension or extensions will be on the same terms and conditions of the RFP.
- f) Proposals must be received not later than time and date mentioned in the Document Control Sheet. Proposals will not be accepted by the system after due date/ time.
- g) The tender document is available on the Portal from start date till last date for issue of the tender document as prescribed in Document control sheet. Bidders may please note that bid document cost is to be paid online. Subsequently, bidders will be required to pay the processing fee and EMD before submitting their proposal.
- h) PICTES, at its discretion, extend the date for submission of Bids. In such a case all rights and obligations of the client and bidders previously subject to the deadline will thereafter be subject to the deadline as extended. Any such extensions shall be informed to bidders through corrigendum issued on e-tendering portal & www.ssapunjab.org portal.

Section 2: Instruction to Bidders and General Contract Conditions

2.1 Information & Instructions for e-Tendering

- a) For participation in this tender, prospective bidders are required to ensure their registration on the e-tendering portal. The intending bidder will require valid Class-III digital signature certificates for submitting their bids. (Bidders may avail training for online tendering as per instructions available on the website).
- b) Bidders shall submit their bids online through the portal only. Bids will not be accepted by any other mode.
- c) Documents must be scanned and uploaded to the e-tendering website within the period of tender submission.
- d) Tender documents shall be opened only for those bidders, whose Earnest Money Deposit, Cost of Tender Document and Tender Processing Fee are found in order.

2.2 General Bid Conditions

- a) Bidders are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
- b) Bid document prepared in accordance with all the conditions laid down should be submitted online not later than the date and time at the website <http://e-tender.punjabgovt.gov.in>.
- c) The Bidder must furnish Earnest Money Deposit (EMD) as mentioned in Document Control Sheet through e-payment mode only.
- d) All payments towards Cost of Tender Document (If Applicable), Earnest Money Deposit and processing fee shall be deposited online through e-payment gateway of the portal. Bids will be rejected if any of the payments are not reflected on the portal.
- e) This Tender document is not transferable. Only bidder, in whose name this tender document has been purchased shall submit the bid.
- f) PICTES reserves the right to reject or accept or withdraw the tender in full or part without assigning any reasons thereof and revising quantity as per requirement of department. No dispute of any kind can be raised against the rights of PICTES in any court of law or elsewhere. The bidder will accept all conditions of the Bid Document unconditionally or depending upon the decisions of the Tender Evaluation committee.
- g) Tender Evaluation Committee reserves the right not to accept the Lower Price bid without assigning any reason whatsoever and the bidder will not challenge such decision on any forum whatsoever.

- h) PICTES may, at its own discretion, extend the date for submission of bids. In such a case all rights and obligations of the PICTES and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- i) This Tender Document does not constitute an offer by PICTES. The bidder's participation in this process may result in PICTES selecting the bidder to engage towards execution of the contract.
- j) PICTES also reserves the right to vary the quantity of the equipment at the time of signing the contract agreement.
- k) Bidders are advised to check e-tendering portal regularly for any Addendum / Corrigendum / Amendments related to project.

2.3 Validity of Bids

- a) Bids shall remain valid for a period of 90 (Ninety) days from the date of opening of Commercial Bid. The PICTES reserves right to reject a bid valid for a shorter period as non- responsive.
- b) Prior to the expiration of the validity period, PICTES will notify the successful bidder in writing or by fax or email, that its bid has been accepted. In case the tendering process is not completed within the stipulated period, PICTES may like to request the bidders to extend the validity period of the bid. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. A bidder granting the request will not be permitted to modify its Bid.

2.4 Right to Terminate the Process

The PICTES reserves the right to annul the Tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) about the grounds for such decision.

2.5 Deviations

Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders must ensure that pre-bid meeting is attended by their concerned senior people so that all clarifications and assumptions are resolved before bid submission

2.6 Pre Bid Meeting & Clarifications

- a) PICTES shall convene a pre-bid meeting as prescribed in document control sheet to address any Tender Document related queries.

- b) The bidders should send their queries through email id "rajvir1980@gmail.com" before the date as prescribed in document control sheet.
- c) The prospective bidder or its official representative/s (maximum 2) is/are invited to attend the pre- bid meeting.
- d) The queries shall be accepted only in the following format:

S.No	Tender Document Reference (Section & Page No.)	Content of Tender Document requiring clarification	Points of Clarification
1.			
2.			

- e) Any requests for clarifications post the indicated date and time shall not be entertained by the PICTES.

2.7 Clarification and Amendments of Bid Document

- a) At any time up to the last date for receipt of bids, PICTES may for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.
- b) The amendment will be notified through the website and no separate communication either in writing or through email will be made with any bidder.
- c) In order to afford prospective Bidders reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Client may, at his discretion, extend the last date for the receipt of Bids.

2.8 Cost of Tender Document

The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Client and Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

2.9 Earnest Money Deposit (EMD)

- a) The bidder shall furnish, as part of the Pre-qualification Bid cum Technical bid, an Earnest Money Deposit (EMD) as mentioned in document control sheet.
- b) The EMD shall be in Indian Rupees and shall be submitted online.
- c) EMD of all unsuccessful bidders would be released by PICTES after award of contract to the successful bidder. EMD of the successful bidder will be

released after the submission of Performance Bank Guarantee (PBG) & signing of Contract.

- d) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e) The EMD lying with the PICTES in respect of other tender/ Tender Document/ RFP/ Expression of Interest etc. awaiting approval or rejected or on account of contracts being completed, will not be adjusted towards EMD for this Tender Document.
- f) The Earnest Money will be forfeited on account of one or more of the following reason:-
 - i. Bidder withdraws its Bid during the validity period specified in Tender Document.
 - ii. Bidder does not respond to requests for clarification of its bid.
 - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - iv. In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.

2.10 Preparation of Bid

The Bidder must comply with the following instructions during preparation of Bid:

- a) The Bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and condition and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at Bidder's own risk and may be liable for rejection.
- b) The Bid and all associated correspondence shall be written in English and shall conform to prescribed formats. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. Any interlineations, erasures or over writings shall be valid only if they are authenticated by the authorized person signing the Bid.
- c) The bid shall be signed by the bidder or duly authorized person(s) to bind the bidder to the contract. The authorization shall be indicated by written power of attorney/Board resolution and shall accompany the Bid.
- d) No bidder shall be allowed to modify, substitute, or withdraw the Bid after its submission.
- e) The bidder shall be responsible for all costs incurred in connection with participation in the Bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any

additional information required by PICTES to facilitate the evaluation process, in negotiating a definitive Service Provider (SP) and all such activities related to the bid process. PICTES will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

- f) Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the bidder along with the Organization seal.
- g) Bid document must contain an Index Page and each page of the bid document must be serially numbered and in accordance with the index page. The page-numbering pattern should have "Serial Number/Total Number of the Bid Document e.g. 1/100)". No page should be left without page number and signature.
- h) Failure to comply with the below requirements shall lead to the Bid Rejection:-
 - Comply with all requirements as set out within this tender.
 - Submit the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
 - Include all supporting documentations specified in this tender, corrigendum or any addendum issued.

2.11 Disqualifications

PICTES may at its sole discretion and at any time during the evaluation of Bid, disqualify any Bidder, if the Bidder has:

- a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- b) Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- c) Submitted a bid that is not accompanied by required documentation or is non-responsive;
- d) Failed to provide clarifications related thereto, when sought;
- e) Submitted more than one Bid (directly/in-directly);
- f) Declared ineligible by the Government of India, any State/UT Government for corrupt and fraudulent practices or blacklisted.
- g) Submitted a bid with price adjustment/variation provision.
- h) Not submitted in the format as specified in the Tender Document.
- i) Not submitted the Letter of Authorization (Power of Attorney/Board Resolution)
- j) Suppressed any details related to bid
- k) Submitted incomplete information, subjective, conditional offers and partial Offers submitted.
- l) Submitted bid with lesser validity period.
- m) Any non-adherence/ non-compliance to applicable Tender Document content.

2.12 Eligibility Criteria

S.No	Requirement
1	The bidder shall be an original equipment manufacturer (OEM) or an authorized distributor or dealer of the OEM for all the items and in business at least for the past 3 years on 31 st March 2017.
2	Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008. The bidder should be in similar line of business for past 3 years.
3	The Bidder should be ISO 9001:2008 certified.
5	The bidder must have an average annual turnover of Rs. 5 crore over last 3 years as on 31/03/2017 from IT Hardware services in India.
6	The average turnover of OEM of quoted products – Server, SAN Storage & Networking items, must be Rs. 500 crore, Rs. 100 crore & Rs. 200 Crore respectively in last financial three years as on 31/03/2017 from Indian operations.
7	The Bidder must have satisfactory completed two similar contracts worth Rs.50 lakh each or one contract of Rs. 1 crore project in the last three years. Please attach copy of supply order copies along with installation report/completion certificate of these orders duly signed by concerned department/firm.
8	The Bidder must have minimum 20 employees on its rolls.
9	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt./ Central Govt./ PSU for any reason.
10	The Bidder should have a fully functional Service Centre in Chandigarh/Mohali.
11	The Bidder must have valid PAN & TAN issued by Income Tax Authorities, India.
12	The bidder should registered with GST number and have a valid GST number.

2.13 Submission of Bids

Bidders shall submit their bids as per checklist specified in **Performa 1, 2 & 3** through e-Tendering website on or before the last date and time for submission of bids as per Document control sheet. Bids are to be submitted online and in three parts:

- (i) Pre-qualification
- (ii) Technical Bid
- (iii) Commercial Bid

2.14 Bid Opening

- a) The Bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of Bidders or their representatives who may be present at the time of opening.
- b) The representatives of the bidders are advised to carry the identity card or a letter of authority from the bidders to as a proof of their identify for attending the bid opening.

2.15 Evaluation of Bids

Bids will be opened as per the schedule mentioned at Document Control Sheet. Evaluation Committee will evaluate the Proposals submitted by Bidders for a detailed scrutiny. Subject to terms mentioned in the tender, a three-stage process, as explained below, will be adopted for evaluation of proposals submitted by the specified date and time. Evaluation Committee may, at its discretion, call for additional information from the bidder(s) at any stage of evaluation. Such information has to be supplied within the set out time frame, otherwise Evaluation Committee is at a discretion to reject/ accept/ extend the date for receiving such information. Seeking clarifications cannot be treated as acceptance of the proposal. Evaluation committee may waive any minor informality, non-conformity or irregularity in bid which does not constitute material deviation, provided such waiver does not affect the relative ranking of bidder.

2.15.1 Pre-qualification Bid

- a) Bidders shall submit the Technical Bid as per bid formats **(Performa 1)**
- b) Preliminary Scrutiny: Preliminary scrutiny of the bid for eligibility will be done to determine whether the bids are in order and complete, whether the documents have been properly signed, whether any computational errors have been made. Proposals not conforming to such preliminary requirements are subject to being rejected.
- c) Conformance to eligibility criteria: Proposal responses conforming to preliminary scrutiny requirements will be checked for conformance to the eligibility criteria stated above and Non-conforming proposals will be rejected.
- d) Pre-Qualification bids will be opened on the prescribed date and time.

2.15.2 Technical Bid

- a) Bidders shall submit the Technical Bid as per bid formats **(Performa 2)**
- b) Technical Bids of only those Bidders will be opened who qualify the Pre-Qualification.
- c) Technical bid would be examined by the Tender Committee on the basis of responsiveness to documents (like product literature, Compliance sheets, Data sheets, any other information) submitted as part of the technical bid.

- d) Technical bid evaluation would be done by the Tender Committee after considering the compliance to technical specifications and certifications submitted by bidders
- e) Bidders shall ensure that only one make / brand is to be quoted for each items as per **Performa 12**. In case any of the items of the list is found quoted with more than one brand, the bid shall be out rightly rejected. Also word such as equivalent / reputed make / not applicable etc. will lead to rejection of bid.
- f) Bidders may be asked to provide a presentation on their organization's capabilities to execute the project.
- g) Only those bidders shall qualify technical bid who comply with all the technical specifications mentioned in **Annexure A**.

2.15.3 Commercial Bid

- a) Commercial Bids of only those Bidders will be opened who qualify the Pre-Qualification & technical bid
- b) Bidders shall submit the commercial bid as per bid formats (**Performa 3**)
- c) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- d) The prices shall be in Indian Rupees and should be all inclusive of Taxes, duties Transportation, Transit Insurance, Out of Pocket Expenses (OPE) and license fees.
- e) Prices quoted by bidder shall be fixed during bidder's performance of the contract, but will be subject to variation as mentioned in clause 2.39. A bid submitted with adjustable price quotation shall be treated as non-responsive and hence will be rejected.
- f) If there is discrepancy in the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. Moreover, if there is any discrepancy between words and figures, the amount in words will prevail.
- g) If the bidder does not accept the correction of error(s) as specified above, its bid will be rejected. Moreover, any conditional bid would be rejected.
- h) Least cost commercial proposal will be designated as L1. In case, there are two or more bidders having the same 'L1' price in the Commercial bid then those bidders having same L1 will be asked to re-submit commercial bid in sealed envelope within specified time period, which shall be communicated to bidders.

2.16 Award of Contract

- a) PICTES will issue LOI (Letter of Intent) to L1 bidder in writing. The L1 bidder shall submit acceptance to the client within 7 days of the issue of LOI. The bidder shall furnish PBG in accordance with conditions of contract within 15 days from the date of acceptance of LOI by the bidder. Time period for delivery & installation will start w.e.f. issue of this confirmed supply order. No

variation in or modification of the term of the Contract shall be made except by written amendment signed by the parties.

- b) PICTES reserves the right to award the work to L2 bidder in case the L1 bidder is unable to accept the order due to unsuccessful pre-delivery inspection of the items to be supplied. In such case, the EMD and PBG of the L1 bidder are liable to be forfeited.
- c) Wilful violation of the bid process by the selected bidder shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security (EMD), in which event the client may choose to award the work to another bidder or call for fresh bids. In such a scenario PICTES may blacklist the concerned bidder for participation in state government projects.

2.17 Contract Period

The total final contract period shall be for Five (5) years from time of final acceptance certificate given by PICTES after successful installation & commissioning of hardware. In case of any delay in the project not attributable to the Service Provider, or extension of project beyond contract period, the Service Provider (SP) has to provide the services as per the unit rates quoted in commercial bid submitted.

2.18 Delivery and Installation

- a) All items shall be delivered, installed and commissioned successfully at nominated locations within Forty Five (45) days (including non-working days) from the date of signing of contract agreement. The bidder will test all hardware operations and accomplish all adjustments for successful and continuous operation of equipment.
- b) Defective/ Partial/ Incomplete items will be treated as undelivered items.
- c) If there is delay in delivery due to any kind of inadequacy on part of bidder, penalty may be imposed on bidder as defined in **liquidated damages clause at 2.26**.
- d) Upon successful delivery, installation & commission of all items / equipments at user site, the bidder shall submit following documents :
 - (i) Copy of successful installation duly signed & stamped by Data Centre Administrative, specifying the date of installation as a proof of completion.
 - (ii) Two copies of bidder invoice showing items description, quantity, unit price and total amount.
 - (iii) Serial Numbers of IT equipment delivered.
- e) PICTES shall not be responsible for any postal delays about non-receipt/ non-delivery of the documents.

2.19 Inspection / Benchmarking

PICTES will also carry out inspection/benchmarking of installed hardware at anytime & any number of machines during the contract period of five years.

2.20 Performance Bank Guarantee (PBG)

- a) The successful bidder will furnish Performance Bank Guarantee in accordance with the conditions of contract within 15 working days from the notification of award i.e LOI, for a value equivalent to 10% of the total cost of Contract.
- b) PBG shall remain valid for a period of ninety (90) days beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations.
- c) The successful bidder will be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the project. In case the successful bidder fails to submit performance guarantee within the time stipulated, the PICTES at its discretion, may cancel the award of contract to the successful bidder without giving any notice.
- d) The Service Provider (SP) will not be entitled for any interest on the PBG submitted.
- e) PICTES shall forfeit the PBG in full or part in the following cases:
 - When the terms and conditions of contract are breached/ infringed
 - When contract is terminated due to non-performance of the Service Provider
 - Notice of reasonable time will be given in case of forfeiture of PBG. The decision of PICTES in this regard shall be final.

2.21 Fraud and Corruption

- a) All the Bidders must observe the highest standards of ethics during the process of selection of project Service Provider and during the performance and execution of contract.
- b) For this purpose, definitions of the terms are set forth as follows:
 - "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the PICTES or its personnel in contract executions.
 - "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificially high or

non competitive levels and to deprive the PICTES of the benefits of free and open competition.

- “Unfair trade practice” means supply of services different from What is ordered on, or change in the Scope of Work given in Tender Document.
- “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

- c) PICTES will reject a bid for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices, PICTES will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.
- d) The Bidder will not engage or retain any Service Provider/individual to facilitate or lobby for award of contract. Canvassing by its agent(s) for getting the contract awarded will be construed as **corrupt practice**.

2.22 Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Vendor shall indemnify the Corporation from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Vendor, the Corporation shall be defended in the defense of such proceedings.

2.23 Standard of Performance

- a) Service Provider (SP) shall carry out the O&M services under the contract with due diligence, efficiency in accordance with generally accepted norms techniques and practices used in the industry.
- b) It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. SERVICE PROVIDER(SP) shall always act in respect of any matter relating to this contract, as faithful advisors to the client and shall, at all times, support and safeguard the clients legitimate interests in any dealings with the third party.

2.24 Terms and Conditions for Performance

- a) Bidder shall be responsible for comprehensive & on-site operation & maintenance of all equipments under the contract, for a period of 5 years. On-site comprehensive maintenance will include whole of the infrastructure viz. Hardware, system software, and networking (excluding nothing) etc. during 5-year contract period.
- b) Service Provider (SP) will hand over all the equipment's in working order to the new Service Provider/Client within one month after the expiry of contract. A certificate to this effect is required to be obtained by the Service Provider (SP) from the new Service Provider/Client and to be produced along with the final claim/release of PBG of the contract.
- c) The Service Provider (SP) would have to install and maintain any system software products procured by the client during the contract period of three years.
- d) Service Provider (SP) must maintain the equipment for smooth operations as per the service level agreement (SLA), attached as per **Annexure 'C'**.
- e) The services shall be provided service 24X7.
- f) In case of default, the client has the right to arrange such task of maintenance/support at the risk and cost of Service Provider (SP), from any other source and shall be deducted from his next lease/contract payment.
- g) Client at his own cost can move the equipment from one location to another with the help of Service Provider (SP). PICTES shall bear all the charges for such shifting and the Service Provider (SP) should be responsible for reinstallation of hardware.
- h) Service Provider (SP) should provide the details of support centers, engineers and other relevant of service facilities to the users at various levels.
- i) In case of failure on part of the Service Provider (SP) with regard to such services, bank guarantee if any will be forfeited.

2.25 Penalty

- a) All below penalties shall be levied on the selected Bidder for any failure happened on selected bidder part in any of the agreed terms & Condition. If at any stage of the contract department finds that the services of the bidder are not upto the mark or as per the terms & conditions of the agreement, department reserve the right to cancel the contract or/and forfeiture of earnest money/ Performance Bank Guarantee or/and blacklisting the selected bidder from any subsequent bidding participation in the Department of Education, Government of Punjab.
 - **Installation:** In case of delay, the Service Provider (SP) will be liable to pay penalty and **liquidated damages as per para 2.26 below.**

- **Operation & Maintenance:** - To be calculated as per the Service Level Agreement (SLA), **attached as Annexure 'C'**. The time of delay/ default for determination of penalty will be calculated from the time of lodgment of complaint at the online portal/dedicated toll free number/e-mail/ fax/online.
- b) PICTES reserves its right to recover the amounts on account of penalties by any mode such as; revoking PBG or, adjusting from any payments to be made by the Corporation to the bidder. The vendor will also have a choice of depositing the amount due towards him on account of penalties by cash / cheque / draft / OTC / NEFT in favor of PICTES in which case penalties shall not be recovered by any other means.
- c) Any penalty due during contract period will be adjusted against the half yearly payments. In case, the penalty is more than the half yearly payment, the penalty needs to be deposited by Service Provider (SP) within 21 days of date of intimation of the penalty.
- d) Hiding of facts, misrepresentation, corrupt practices by the Bidder if revealed at any stage, would amount to forfeiture of EMD/ bank guarantee and subsequently the firm may also be blacklisted.

2.26 Liquidated Damages

In the event of delay in the supply and installation, specified above, the bidder shall be liable to pay a penalty @ Rs. 10,000/ for every week or part thereof for the delay. For the purpose of this clause, part of a week shall be considered to be a full week.

After a period of 4 weeks, liquidated damages will be charged as per the following:-

- Notwithstanding the PICTES right to cancel the order, penalty for late delivery @0.5%of the total contract value will be charged for every week (or part of a week) delay in the specified delivery schedule subject to a maximum of 5% (Five percent) of the order value which may further lead to termination of contract. The penalty so calculated shall be deducted from the payment to be made to the vendor.

2.27 Schedule of Payment

- a) 90% of total contract value will be released after successful delivery, installation and commissioning of all the IT equipment/ items subject to submission of required documents.
- b) Remaining 10% cost of total Value will be released two equal half-yearly installments during first year of contract. The first half-yearly payment would be due six months from the date final acceptance given by PICTES.

Subsequent installments will be released after three months from the date previous installment was due

- c) Any payments shall be made as per actual on pro-rata basis after adjusting penalties (if any) as applicable. Penalty for not meeting SLA requirements during contract period may be recovered from Performance Bank Guarantee (PBG) as and when required.

2.28 Taxes and Duties

The bidder shall be entirely responsible for all taxes including service tax, entry tax, duties, and license fees etc if any. In the event of any increase or decrease of any other tax, levies, currency exchange rates etc. due to any statutory notification(s) during the term of the agreement, the consequential effect shall be to the account of the Bidder.

2.29 Insurance

The installed equipment under the contract shall be fully insured throughout the contract period of Five (5) years by the bidder against fire, burglary or damage. In case of any fire, burglary or damage, Service Provider (SP) shall replace those items within 6 weeks after the receipt of FIR copy. After this penalty will be imposed as per SLA.

2.30 Limitation of Liability

The maximum aggregate liability of successful bidder shall not exceed the order value.

2.31 Use of Contract Documents and Information

- a) The Service Provider (SP) shall not, without the client's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection therewith to any person other than a person employed by the Service Provider (SP) in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- b) The Service Provider (SP) shall not use any document or information without the Client's prior written consent.
- c) Any document other than the contract itself shall remain the property of the client and shall be returned (in all copies) to the client on completion of the Service Provider (SP)'s performance under the contract if so required by the client.

2.32 Termination for Default

The client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the Service Provider (SP), terminate the contract in whole or in part if:

- The Service Provider (SP) fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the client.
- The Service Provider (SP) fails to perform any other obligation(s) under the Contract.
- The Service Provider (SP) shall be given maximum of two opportunities of 10 days each to improve his service level and meet the Obligations as per the contract.

2.33 Termination for Insolvency

The client may at any time terminate the contract by giving written notice to the bidder without compensation to the bidder, if the Service Provider (SP) becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the client.

2.34 No Claim Certificate

The Bidder shall not be entitled to make any claim, whatsoever, against the client under or by virtue of or arising out of this contract nor shall the client entertain or consider any such claim, if made by the bidder after he shall have signed a “no claim” certificate in favour of the client in such forms as shall be required by the client after the works are finally accepted.

2.35 Suspension

The client may by a written notice of suspension to the Service Provider (SP), suspend all payments to the Service Provider (SP) under the contract, if the Service Provider(SP) failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:

- Shall specify the nature of the failure and
- Shall request the Service Provider (SP) to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Service Provider (SP).

2.36 Confidentiality

The Service Provider (SP) and its personnel shall not, either during the term of this contract, disclose any proprietary or confidential information relating to the Services, contract or the client's business or operations without the prior written consent of the client.

2.37 Force Majeure

- a) Notwithstanding the provisions of the tender, the Service Provider (SP) shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- b) For purposes of this Clause, "Force Majeure" means an event beyond the control of the Service Provider (SP) and not involving the Service Provider (SP) fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c) If a Force Majeure situation arises, the Service Provider (SP) shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the Service Provider (SP) shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The client may terminate this contract, by giving a written notice of minimum 30 days to the Service Provider (SP), if as a result of Force Majeure, the Service Provider (SP) being unable to perform a material portion of the services for a period of more than 60 days.

2.38 Governing Language

The contract shall be written in the language of the bid, as specified by the client, in the instructions to the tenders that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which the parties exchange, shall be written in the same language.

2.39 Price Fall

- a) The bidder shall submit an undertaking that the prices charged for the items supplied under the contract by the bidder shall in no event exceed the lowest price at which the bidder sells the items or offers to sell items of identical description to any Department of the Central or State Government or any

Statutory undertaking of the central or State Government, as the case may be, prior to six months and after six months from the date of signing of this contract.

- b) If, at any time during the above referred period, the bidder reduces the sale price, sells, or offers to sell such items to any person/organization including the purchaser or any Department of State or Central Government or any statutory Undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract. The Bidder shall forthwith notify such reduction, or sale or offer to sell to the purchaser and the price payable under the contract for the supply of material after the date of coming into force of such reduction or sale or offer to sell shall stand correspondingly reduced in case of a subsequent reorder of the product.

2.40 Resolution of Disputes

A steering group shall be formed comprising of authorized representative of Director General School Education and the Service Provider (SP). The group shall tackle the implementation related, operational issues, and any frontline disputes. The Service Provider (SP) and Director General School Education shall make every effort to resolve any disagreement or dispute arising between them amicably.

Only in situations where such disputes do not get amicably resolved even after 15 days from the commencement of such informal negotiation between the two parties, either party may required that the dispute be referred for resolution to the formal mechanisms that may include, but are not restricted to the ones specified below:-

- i) Director General School Education shall nominate one arbitrator to conduct the proceeding under the arbitration and reconciliation act., whose decision is final and binding on both parties.

The cost of such arbitration shall be borne by the Service Provider (SP).

2.41 Other Conditions

- a) The client reserves the right to carry out the capability assessment of the bidders and the client's decision shall be final in this regard.
- b) The Service Provider (SP) shall be responsible for managing the activities of his personnel, and shall hold itself responsible for any misdemeanors.
- c) All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator(s) as per the provisions of the Arbitration Act. Such arbitration shall be held at Chandigarh/Mohali.
- d) In all matters and disputes arising there under, the appropriate Courts at

Chandigarh/Mohali alone shall have jurisdiction to entertain and try them.

- e) The Service Provider (SP) shall provide training on appropriate aspects wherever desirable that client feels necessary to such persons as nominated by the client, wherever required.
- f) Quote should be F.O.R destination.

Section 3: Scope of Work

3.1 Introduction

This section provides details on broad features and services to be provided by the selected Bidder to supply install and maintain IT equipment for Data Centre.

3.2 Scope of Work

Punjab ICT Education Society intends to procure new Servers and other hardware items for department's portal i.e epunjabschool.gov.in.

Accordingly, online bids are invited from the reputed National and/ or International Companies for supply, installation and maintenance of IT infrastructure.

The Service Provider(SP)) would be responsible for carrying out the following tasks during the contract period of five years as per the terms & conditions of the RFP:

- a) Supply, installation, repair and maintenance, trouble-shooting of following Information Technology (IT) infrastructure of ICT project as per the detailed technical specifications given in **Annexure 'A' (Numbers may vary):**

Sr. No.	Item Description	Total Quantity
a.	Server with 512 GB RAM	2
b.	Server with 1 TB RAM	2
c.	SAN Storage	1
d.	Core Switch Layer 3	2
e.	SAN switch	2
f.	1U- Rack Mount LCD Console with integrated 16 port KVN switch	1
g.	Load Balancer	1

- b) Keep the infrastructure including Hardware, software, networking
 - o Operations and Management (O & M) of all hardware and system software products as per the term & conditions of the RFP.
- c) Provide support & services for all other components of the System (excluding nothing) like Server, Networking, and System Software & Services etc as defined in RFP.

3.3 Specifications and Quantity

- a) The vendor shall supply equipment as per detailed minimum specifications

mentioned in **Annexure A**.

- b) The final quantities may vary. The charges shall be applied to actual items and quantities supplied.
- c) All listed accessories bundled by the OEM should accompany the equipment.
- d) Only new equipment and non-defective equipment is to be supplied (used/re-manufactured equipment will not be accepted).
- e) Model of items already earmarked by OEM for withdrawal from market / reaching their end of life in next five (5) years should not be offered
- f) The bidder must submit MAF certificate from the principal hardware company with an undertaking regarding validity product life of 5 years and stating that they would provide technical support for the equipment in terms of spares, replacement and repairs/ patches/ upgrades etc.
- g) Models, which are still under quality testing, should not be offered.
- h) The technical documentation involving detailed instruction for operation and maintenance, users manual etc; shall be delivered with every unit of the equipment supplied. The language of the documentation should be English.
- i) If the configuration/ feature required are not available in a particular Item model, the next available configuration model meeting or exceeding the requirements shall be offered. The same should be evidenced with OEM certification.
- j) The Service Provider (SP) will also be responsible installation/reinstallation of all current software or any other software procured by client during the contract period.

Annexure 'A' – Technical Specifications

1. Server with 512 GB RAM

Item	Description of Requirement	Compliance
Chassis	Rack Mount 3U/4U	
CPU	Server should be populated with 4 x Intel Xeon Processor Scalable Family (Skylake-SP) 18-core, 2.3GHz, 25M Cache to make a total of 72 cores.	
CPU Interconnect	CPU interconnect should have a speed of 10.4GT/s	
Motherboard	latest Intel Chipset	
Memory	512GB DDR4 (OEM Memory)@2666MT/s, It should support ECC with multi-bit error protection, memory mirroring, memory sparing.Failed DIMM isolation, Memory thermal throttling & Memory address parity protection. Server should supports up to 48 DIMM slots, with up to 6TB of memory and speeds up to 2667MT/s. Server should support RDIMM, LRDIMM, NVDIMM memory types.	
Boot optimized SSDs	Boot Optimized Storage Subsystem should be supported using latest M.2 Drives.	
Hard disk drive	2 X 1.92TB 12G SAS SFF 2.5-in Enterprise Class Solid State Drive (SSD) HDD; It should support atleast 10 NVMe drives.	
Optical Drive	Internal/External DVD-RW	
Controller	SAS RAID Controller with RAID 0,1, 5, 6 with at least 8GB cache (onboard or in a PCI Express slot). It should support for up to 2 internal RAID controllers.	
Network	Server should have min of 2 x 10Gbps SFP+ SR fiber port providing Hardware acceleration and offloads for stateless TCP/IP, TCP Offload Engine (TOE) and Jumbo frames. Server should support 25GbE NICs for future use. Server also should have Dual/Quad Port 1G NIC for management.	
SAN Interface	Dual port 16Gbps FC HBA for SAN Connectivity	
Bus Slots	Server should support a max of 13 x PCI-Express 3.0 slots	
USB Ports	Server should have a min of 2x Front, 1 Internal, 2 Rear (all USB3.0)	
Video Connectors	It should have video connectors - 1 in front, 1 at back.	
Power Supply	Server to be configured with 90% Plus efficient Redundant Power Supplies. All power supplies should support Active/ Standby mode	
Cooling Fans	Hot-swap and redundant cooling Fans to be configured in the system	

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High Availability	Server should have Hot-plug Drives, Hot-plug Redundant Fans, Hot-plug Redundant Power Supplies, HW based RAID BOSS (M.2) & should support redundant Hypervisor SD cards.	
Industry Standard Compliance	PCIe 2.0/3.0 Compliant, USB 3.0/2.0 Support, UEFI (Unified Extensible Firmware Interface)	
Embedded system management	OEM Systems Management Software to be included, Should support service alerting, reporting and remote management with dedicated Gigabit management port, Server should support configuring and booting securely with industry standard Unified Extensible Firmware. Should support automatic updates and Out of Band Performance Monitoring in all aspects. Should also support Directory Services (AD, LDAP), Two-factor authentication, Boot capture, Remote syslog features.	
Security	Power-on password, Serial interface control, Administrator's password, UEFI, Should support multiple customizable user accounts on management port and SSL encryption, Should also support directory services integration, TPM 1.2 TPM 1.2/2.0 optional, Cryptographically signed firmware, BIOS should support authentication of each component that is executed during the boot process using certificates, BIOS should have the ability to disable the power button function.	
Certifications	Should be certified on the MS-Windows/RHEL OS/Vmware	
Cables/ Connectors	All required cables and connectors to be included for all populated ports and interfaces	
Warranty	5 Years Comprehensive 24 X 7 Support by the OEM directly for hardware. OEM should support & Manage all H/W Calls until closure. OEM should have 24/7 Telephone / Web Support for all the relevant hardware / software support. It is OEM's responsibility to fulfill engineer & parts support for the locations mentioned in the tender. One Dedicated Technical Account Manager to manage OEM H/W remotely. Hard drives should get covered for the length of hardware warranty. Meet all required SLA' s as mentioned in this Tender	
OEM Certification	The OEM of the server should be listed atleast two times in last three published reports in the leader quadrant of Gartner reports for Rack/ blade server/ modular server.	
Standard	Make should be from among the top 3 companies in market share as per IDC report in the last two quarters	

2. Server with 1 TB RAM

Item	Description of Requirement	Compliance
Chassis	Rack Mount 3U/4U	
CPU	Server should be populated with 4 x Intel Xeon Processor Scaleble Family (Skylake-SP) 18-core, 2.3GHz, 25M Cache to make a total of 72 cores.	
CPU Interconnect	CPU interconnect should have a speed of 10.4GT/s	
Motherboard	latest Intel Chipset	
Memory	1 TB DDR4 (OEM Memory)@2666MT/s, It should support ECC with multi-bit error protection, memory mirroring, memory sparing.Failed DIMM isolation, Memory thermal throttling & Memory address parity protection. Server should supports up to 48 DIMM slots, with up to 6TB of memory and speeds up to 2667MT/s. Server should support RDIMM, LRDIMM, NVDIMM memory types.	
Boot optimized SSDs	Boot Optimized Storage Subsystem should be supported using latest M.2 Drives.	
Hard disk drive	2 X 1.92TB 12G SAS SFF 2.5-in Enterprise Class Solid State Drive (SSD) HDD; It should support atleast 10 NVMe drives.	
Optical Drive	Internal/External DVD-RW	
Controller	SAS RAID Controller with RAID 0,1, 5, 6 with at least 8GB cache (onboard or in a PCI Express slot). It should support for up to 2 internal RAID controllers.	
Network	Server should have min of 2 x 10Gbps SFP+ SR fiber port providing Hardware acceleration and offloads for stateless TCP/IP, TCP Offload Engine (TOE) and Jumbo frames. Server should support 25GbE NICs for future use. Server also should have Dual/Quad Port 1G NIC for management.	
SAN Interface	Dual port 16Gbps FC HBA for SAN Connectivity	
Bus Slots	Server should support a max of 13 x PCI-Express 3.0 slots	
USB Ports	Server should have a min of 2x Front, 1 Internal, 2 Rear (all USB3.0)	
Video Connectors	It should have video connectors - 1 in front, 1 at back.	
Power Supply	Server to be configured with 90% Plus efficient Redundant Power Supplies. All power supplies should support Active/ Standby mode	
Cooling Fans	Hot-swap and redundant cooling Fans to be configured in the system	

Punjab ICT Education Society (PICTES)

RFP for selection of SP to supply, install and maintenance of IT hardware

High Availability	Server should have Hot-plug Drives, Hot-plug Redundant Fans, Hot-plug Redundant Power Supplies, HW based RAID BOSS (M.2) & should support redundant Hypervisor SD cards.	
Industry Standard Compliance	PCIe 2.0/3.0 Compliant, USB 3.0/2.0 Support, UEFI (Unified Extensible Firmware Interface)	
Embedded system management	OEM Systems Management Software to be included, Should support service alerting, reporting and remote management with dedicated Gigabit management port, Server should support configuring and booting securely with industry standard Unified Extensible Firmware. Should support automatic updates and Out of Band Performance Monitoring in all aspects. Should also support Directory Services (AD, LDAP), Two-factor authentication, Boot capture, Remote syslog features.	
Security	Power-on password, Serial interface control, Administrator's password, UEFI, Should support multiple customizable user accounts on management port and SSL encryption, Should also support directory services integration, TPM 1.2 TPM 1.2/2.0 optional, Cryptographically signed firmware, BIOS should support authentication of each component that is executed during the boot process using certificates, BIOS should have the ability to disable the power button function.	
Certifications	Should be certified on the MS-Windows/RHEL OS/Vmware	
Cables/ Connectors	All required cables and connectors to be included for all populated ports and interfaces	
Warranty	5 Years Comprehensive 24 X 7 Support by the OEM directly for hardware. OEM should support & Manage all H/W Calls until closure. OEM should have 24/7 Telephone / Web Support for all the relevant hardware / software support. It is OEM's responsibility to fulfill engineer & parts support for the locations mentioned in the tender. One Dedicated Technical Account Manager to manage OEM H/W remotely. Hard drives should get covered for the length of hardware warranty. Meet all required SLA' s as mentioned in this Tender	
OEM Certification	The OEM of the server should be listed atleast two times in last three published reports in the leader quadrant of Gartner reports for Rack/ blade server/ modular server.	
Standard	Make should be from among the top 3 companies in market share as per IDC report in the last two quarters	

3. SAN Storage

Item	Description of Requirement	Compliance
SAN Storage Model	Storage must feature Fibre Channel architecture. It should not be a SAN emulated on File System. The architecture should allow modular upgrades of hardware and software for investment protection.	
Spindle Flexibility	The array should support the following spindles: 300GB, 600GB, 900, 1.2TB or above; 10K/ 15K RPM 1TB, 2TB, 3TB & 4TB 7K RPM NL SAS. It should support 960Gb,1.92Gb,3.84TB SSD drives. Mix and match of different type of spindles should be supported behind the same pair of controllers.	
Array Architecture	The array should be equipped with N+N(with minimum of 2 array controllers) Nos. of array controllers for better performance redundancy.	
	The storage system should be provided with 128GB Cache Memory across SAN controllers	
	The storage system should support 8 x 8 Gbps FC Ports across controller or 8 X 10Gbps iSCSI ports across controllers	
	The storage system should support minimum 4 x 12Gbps back-end each of 12 Gbps or above without performing any controller upgrades	
	The SAN must support synchronous, asynchronous replication. Further, the replication must be bi-directional to support multiple replication options.	
Array Features (If any of the features mentioned requires license the same should be included as part of the BOM)	Intelligently restripe data as disks are added to optimize performance.	
	The Storage to include licenses for Snapshots/ Virtual disk copy & Thin Provisioning	
	The SAN must allow RAID levels to be changed on the fly without taking down the server to which the volume is attached.	
	The SAN must allow any LUN provided to a system configured with both types of server connectivity (fiber channel or iSCSI) and must be capable of mapping volumes from one connectivity type to the other without changing or copying the data.	

	<p>Most applications benefit from striping across multiple spindles. The array must support subsystem based striping across at least 30 spindles for enhanced performance. The striping should not be forced on all spindles and storage administrator should be given control and flexibility of data layout in the array. This should be inbuilt into the storage and should not require any host based volume manager.</p>	
Storage capacity	<p>40TB Usable Capacity in RAID 5 configuration with required Hot Spare and less than 2TB Capacity SSD Drives (All-Flash Storage)</p>	
Storage scalability	<p>The array should be scalable to a minimum of 220 disks of the offered configuration of the disk count behind the same controller pair by adding the appropriate number of spindles and disk shelves. Storage should be scalable to 2PB Raw.</p>	
Cache Protection	<p>Cache should be mirrored between the Active-Active controllers (load balancing). The paths should be redundant (at least 2 paths) to prevent disruption if one path fails. Must support either Cache battery backup or fully automatic de-stage of cache to disks or it should be non-volatile DIMM (NVDIMM) during power failure to prevent possible data loss.</p>	
No single point of failure Architecture	<p>Storage Array should be configured in a No-Single-Point-of-Failure Architecture.</p>	
OS Support	<p>Industry leading Operating System platforms including: Windows Server® 2008, Sun Solaris®, HP-UX®, IBM-AIX®, Linux® 2.6 and above, RHEL-5®, VMware®, Hyper-V®.</p>	
Global Hot Sparing	<p>System should have capability to designate multiple global hot spares that can automatically be used to replace a failed drive anywhere in the system.</p>	
RAID level support	<p>Storage system to support HARDWARE based RAID only. Must support various Hardware RAID levels such as 10, 5 and 6 (Dual Parity Protection). Must support inter-mixing different RAID groups within one storage system. Different type of RAID levels should co-exist within the same array simultaneously to match different protection requirements of data.</p>	
Online RAID Group expansion	<p>Must support online expansion of RAID Group. Must be able to add additional disks on the fly to expand the RAID group capacity.</p>	

Online LUN migration for flexibility of redeployment	The array should support online LUN migration (transparent movement of volumes within the array). The functionality should allow cross RAID migration and cross spindle migration	
Array Management	Entire system must be manageable from a web-based single, secure interface without requirements for a separate management device or server.	
	Entry-level system must have same management platform as the manufacturer's largest system in order to allow system expansion without learning curves in the future.	
	Management system must include comprehensive online and remote monitoring abilities without third party hardware or software.	
	At-a-glance, comparable views of current aggregate capacity statistics and overall storage resource objects for all SANs of same series from the vendor	
Controller software and Non-Disruptive Upgrade	Firmware should be upgradeable for functionality improvement and enhancements. Must support non-disruptive upgrade of core software, BIOS, snapshot, clone, remote mirroring and management software without shutting down the storage system. All host-attached servers must remain fully operational during system level or maintenance upgrade procedures.	
Information Life Cycle Management	Data must be automatically moved in a Bi-Directional manner in all the tiers available and also should support Tiering among SLC and MLC SSD drives	
	Software must be able to be managed within a single pane of glass	
Warranty	5 Years On-site 24X7 Comprehensive warranty	

4. Core Switch Layer 3 10 G Switch

Item	Description of Requirement	Compliance
Device Type:	Full Managed Layer 3 10 G Stackable switch	
Ports Qty:	24x 10GbE SFP+ auto-sensing (10Gb/1Gb) fixed ports, 1x hot swap expansion module bay, 2x redundant AC PSU included , should be supplied with 108 x 10 G SFP+ transceivers and 8x 1000 Base T SFP ,4x 10 G SFP+ dac cable 5m , Stacking cables should be given from day one	
40 G QSFP+ support	2 x 40 g QSFP+day one	

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Redundant Power supply	Should Support Dual Internal Field Replaceable Hot Swappable Redundant AC Power Supply	
Interfaces supported	Sx, LX, 1000 Base T, 10G SR . 10G LR . , 40 G QSFP+	
Core switch		
CPU Memory	minimum 2GB	
Flash Memory:	minimum 256 MB flash	
Performance		
Switching Capacity	Minimum 640 Gbps	
Switching Throughput	Minimum 460 Mpps	
MAC Address Table Size	128000 MAC addresses	
802.1Q Vlans	4000 802.1Q vlans	
Networking Features		
Routing Protocol:	Static routing support , RIP V1, RIPv2 , OSPF (V1, V2 andV3) , VRRP, OSPF and BGP support from day one	
IPV6	IPv6 should be supported from day one	
Switching Protocol:	Ethernet	
Status Indicators:	Link activity, Power LED	
Vlans	Should support Port, Voice Vlan, Private Vlan, GVRP	
DHCP and DHCP relay	Should support DHCP , DHCP relay	
Redundancy Protocols	Should support STP, RSTP, MSTP , MLAG/Equivalent	
Qos	Flow based Qos service, port based qos service, ACL Qos, Diff serv	
Data centre protocols	support for DCB with Priority Flow Control (802.1Qbb), ETS (802.1Qaz), DCBx, iSCSI Support , Open Flow support for software Defined networking	
Security Features		
	Should support 802.1x and Guest vlans , Port Mirroring	
	Should support MAC based port security by number of MAC	

	Should support Packet filtering at L2/L4 with flow based classification based on source MAC address, destination MAC address, source IP (IPv4/IPv6) address, destination IP (IPv4/IPv6) address, port, protocol, and VLAN.	
Management Function		
Configuration	Should support CLI, and SNMP v1/v2/v3 based managements ,	
	Should support Sflow or equivalent technologies	
	Should support management vlans and Port namings to each interfaces	
	Should support LLDP	
	Should support Dual configuration and system files	
	Software defined Networking Open Flow support from day one . Open flow 1.3 support	
	Should support management function like Ping, Telnet,	
Miscellaneous		
Authentication Method:	Secure Shell (SSH), RADIUS, TACACS+	
Power		
Power Device:	Power supply AC	
Voltage Required:	AC 110/240 V (50/60 Hz)	
Warranty	Limited Lifetime Warranty for 5 years	
Certifications	FCC Class A, ROHS	

5. SAN Switch

Item	Description of Requirement	Compliance
Architecture	The SAN switch shall support non-blocking architecture with minimum 16 active ports at 8 Gbit/sec full duplex in single domain scalable to 24 Port.	
Rack Mount	The switch shall be rack mountable and be supplied with proper rack mount kit to mount in a standard 19"rack.	
High Availability	SAN Switch shall be deployed in high availability (1+1) configuration	
Backward & Forward Compatibility	All the ports shall provide autosensing 8/16 Gbit/sec capabilities for backward compatibility.	

Zoning	The Switch shall be configured with the Zoning features and license if any should be included.	
Management	Support for web based management and shall also support CLI.	
ISL Trunking	The switch shall be able to support frame based ISL trunking (using 16/8 Gbit/sec SFPs). Switch should support ISL Trunking with optional license if required in future.	
	The switch shall be provided with SFPs for all active ports.	
Fiber Cables	The switch shall be provided with fiber cables of appropriate lengths for all active ports as to connect to servers, storage array.	
Warranty	5 Years On-site 24X7 Comprehensive warranty	

6. 1U – Rack Mount LCD Console with Integrated 16 Port KVM Switch

Feature	Description	Compliance
Display	17 inch or larger of	
Keyboard & Touchpad	Should be integral part of the console	
KVM Switch	8 port KVM Switch preferably integrated with the console	
Cables	Cables should be provided for connecting to the Servers / etc. to the KVM switch	
Accessories	Appropriate accessories to be provided to mount the Console on the Server Rack	
Environmental	RoHS compliant	
Warranty	5 Years On-site 24X7 Comprehensive warranty	

7. Load Balancer- Make : Radware/ Array/ Barracuda / F5 / Citrix

Feature	Description	Compliance
Traffic Processing	L7 requests per second : 1,00,000 L4 requests per second : 2,00,000 L4 HTTP requests per second : 4 M SSL concurrent Connections : 4 M	
Throughput	L4 : 10 Gbps L7 : 10 Gbps SSL : 8 Gbps	

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Hardware	RSM : 32 GB, CPU : Quad Core, HDD :100 GB	
Form Factor	1U / 2U	
Content Routing and Rewrite	HTTP Headers, URLs, Client IP, HTTP Methods, combination Rules (Insert, Delete & Modify Header)	
Service Configuration	TCP Proxy, UDP Proxy and Layer 7 FTP and FTP SSL, HTTP /S	
OEM Specification Sheet	Detailed OEM specification Sheet attached for model quoted.	
No hidden license cost	All specification outlines are in the specification table are part of standard offering.	
Warranty	5 Years On-site 24X7 Comprehensive warranty	

Performa 1

***PRE-QUALIFICATION CHECKLIST & ORDER IN WHICH DOCUMENTS
ARE SUBMITTED***

Name of bidder: _____

S.No	Eligibility Criteria	Required Document	Compliance (Yes/No)	Page No.
1	Bid Proposal sheet duly filed in signed complete in all respect.	Performa 4		
2	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted.	Performa 5		
3	The bidder shall be an original equipment manufacturer (OEM) or an authorized distributor or dealer of the OEM for all the items.	Attach Proof		
4	Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008. The bidder should be in similar line of business for past 3 years.	Attach Proof		
5	The Bidder should be ISO 9001:2008 certified.	Attach Proof		
6	Power of attorney (if any) in the name of the person(s) authorized by the bidder to sign bid documents.	Performa 6		
7	The bidder must have an average annual turnover of Rs. 5 crore over last 3 years as on 31/03/2017 from IT Hardware services in India.	Performa 7		
8	The average turnover of OEM of quoted products – Server, SAN Storage & Networking items, must be Rs. 500 crore, Rs. 100 crore & Rs. 200 crore respectively in last three financial years as on 31/03/2017 from Indian operations.	Submit Performa 7 for each item		
9	The Bidder must have satisfactory completed two similar contracts worth Rs.50 lakh each or one contract of Rs. 1 crore project in the last three years. Please attach copy of supply order copies along with installation report/completion certificate of these orders duly signed by	Performa 8		

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	concerned department/firm.			
10	The Bidder must have minimum 20 employees on its rolls.	Attach proof		
11	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt./ PSU for any reason.	Performa 9		
12	The Bidder should have a fully functional Service Centre in Chandigarh/Mohali.	Attach proof		
13	The Bidder must have valid PAN & TAN issued by Income Tax Authorities, India.	Copy of PAN/TAN/GST		
14	The bidder should registered with GST number and have a valid GST number.	& Performa 10		

Performa 2

Technical Bid

S.No	Requirement	Document Attached (Yes/No)	Page No.
1.	The bidder would indicate make & model of the equipment and the components. (Performa- 12)	(Perform a- 12)	
2.	Technical Brochures, data sheet etc. of the product quoted and current certifications asked for in the detailed technical specifications should be enclosed.	Attach Brochures, data sheet etc	
3.	The bidder must attach compliance report & Technical specifications for all hardware items.	Annexure A	
4	The bidder must submit MAF certificate from the principal hardware company with an undertaking regarding validity product life of 5 years. (Attach MAF for all items)	Attach MAF for all items	
5	The OEM Manufacturer must have equipment manufacturing facility in India with ISO 9001:2008 for servers.	Attach copy of valid certificate	
6	The Bidder shall give a certificate regarding the use of quality components for IT Resources as per Performa 11.	Perform a 11	

Performa 3

PRICE SCHEDULE

Sr. No.	Item Description	Total Qty	Unit cost	Taxes/Duties (if any)	Total cost on (inclusive of all taxes)
		A	B	C	D=A*(B+C)
1.	Server with 512 GB RAM (2			
2.	Server with 1 TB RAM	2			
3.	SAN Storage	1			
4.	Core Switch Layer 3	2			
5.	SAN switch	2			
6.	1U- Rack Mount LCD Console with integrated 16 port KVN switch	1			
7.	Load Balancer	1			
Total Cost					

Note :

1. Total cost quoted above is an all-inclusive figure i.e. out-of pocket, Installation & commissioning, expenses, traveling, boarding, lodging and other operating cost etc.
2. No cost other than quoted above shall be claimed separately.
3. No cost other than quoted above shall be claimed separately.
4. The necessary payment adjustment shall be done on unit rate & pro-rata basis.
5. The quantities mentioned above may vary.
6. Price bid will be evaluated on total commercial bid value for selecting L1 bidder.
7. Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".
8. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the bidder doesn't accept the correction of error its bid will be rejected
9. If there is discrepancy in the unit price quoted in figures and word, the unit price, in figure or in words as the case may which corresponds to the total bid price shall be taken as correct.

(Signature)/Seal

Performa 4

BID PROPOSAL SHEET

Bidder's Proposal Reference No. & Date :

Bidder's Name & Address :

Person to be contacted :

Designation :

Telephone No. Fax No:

To:

Punjab ICT Education Society (PICTES)
5th Floor, Block- E, Vidhya Bhawan, Phase-8,
Mohali

Subject: Supply, installation & maintenance of Hardware items.

Dear Sir,

1.0 I undersigned Bidder, having read and examined in detail the specifications and all bidding documents in respect of Supply, Installation & Maintenance of hardware item do hereby propose to provide Supply, Installation & Maintenance services as specified in the bidding document.

2.0 PRICE AND VALIDITY

2.1 All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 days from the last date of submission of bids.

2.2 In exceptional circumstances, the PICTES may solicit the bidder's consent for extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder accepting the request will not be permitted to modify its Bid. The bid security shall also be suitably extended.

2.3 We do hereby confirm that our bid prices include all taxes and cess including Income Tax.

2.4 We have studied the Clauses relating to valid Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.

3.0 EARNEST MONEY

We have submitted the required earnest money through e-payment gateway. It is liable to be forfeited in accordance with the provisions of bid document.

4.0 DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the fine tuned Technical specifications. Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviations Performa, shall not be given effect to.

5.0 BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

6.0 QUALIFYING DATA

We confirm having submitted in qualifying data as required by you in your bid document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7.0 CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee Bond in the form of Bank Guarantee as per terms of bid document.

8.0 We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

9.0 Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

10.0 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,

(Signature)

Date:

Name:

Place:

Designation:

Business Address:

Seal

Performa 5

(Bidders are required to submit on their letterhead)

PARTICULARS OF BIDDER

Detail of Bidder			
Name			
Address			
Year of establishment			
Service facilities available for maintenance			
Availability of spare parts, components			
Annual turnover of the firm for the last 3 successive years			
Telephone		Fax	
E-mail			
Details of Authorized Person			
Name			
Address			
Telephone		Fax	
E-mail			

As of the date, the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Witness:

Signature _____

Name _____

Designation _____

Address _____

Company _____

Date _____

Signature _____

Name _____

Designation _____

Address _____

Company _____

Date _____

Company Seal

(With name & designation of the person signing the bid)

Performa 6

Special Power Of Attorney

Know all me by these presents that we <<name of company>> incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) (Hereinafter called the "Company") DOTH hereby nominate, constitute and appoint <<name of person in whose favour authority is being made under the attorney >>, <<Designation of the person>>, s/d/o <<father's name of the person>>, to be true and lawful attorney in fact and at law of the Company for and in the name and on behalf of the Company, to do, execute and perform all or any of the following acts, deeds, matters and things namely:-

1. To appear for and represent the Company to all intents and purposes in connection with the matters pertaining to signing and submission of tender no. DGSE/2017-18/19 for selection of Bidder for <<project name>> and all affairs ancillary or incidental thereto.

2. AND the Company hereby agree that all acts, deeds and things lawfully done by the said attorney shall be construed as acts, deeds and things done by the Company itself on the above matter and the Company hereby undertakes to ratify and confirm all and whatever its attorney shall lawfully do or cause to be done for and on behalf of the Company by virtue of the powers hereby given.

In witness whereof <<name of person authorized to execute the attorney on behalf of Company>>, <<Designation of the person>> of the Company acting for and on behalf of the Company under the authority conferred by the <<reference of body/ notification/ authority orders like Board of Directors of the Company>> in its <<reference/ number/ meeting held on>>dated <<date of reference>> has signed this Power of Attorney at <<place>> on this day of <<day>><<month>>,<<year>>.

The signatures of <<name of person in whose favour authority is being made under the attorney >> given below are hereby certified.

<<signature, name & designation of person executing attorney and name of company>>

WITNESS:

<<signature, name & designation of person witness to this attorney>>

<<signature & name of the person in whose favour authority is being made under the attorney >>

CERTIFIED:

<<signature, name & designation of person executing attorney and name of company>>

Performa 7

To be filled, Signed, scanned on the letter head of the Chartered Accountant)

(Turnover of Bidder/OEM)

Name of Bidder/OEM - _____

S.no	Financial Year (FY)	Turnover of bidder in the last three financial years 2014-15, 2015-16 and 2016-17 (in INR)
1	FY 2014 – 15	
2	FY 2015 – 16	
3	FY 2016 – 17	

I hereby declare that the above information is true to best of my knowledge.

(Name & Signature of CA)

Date:

Place:

Performa 8

Prior Experience

Using the format below, provide information in respect of work done of similar nature executed by the company

S.No	Particulars	Details of first supply Order	Details of Second supply Order
	Details of client along with address, telephone		
	Contract no. & date		
	Order Value(Rs. Lacs)		
	Work / Job description		
	Date of order issued		
	Date of completion		

I hereby declare that the above information is true to best of my knowledge.

(Signature of Authorized person)

Date:

Place:

Performa 9

Affidavit of Self Declaration

(Bidders are required to submit the declaration on their letterhead)

**To,
Director General School Education,
5th Floor, Block-E, Vidya Bhawan,
Phase-8, Mohali.**

Sub: Declaration for not being ineligible due to corrupt or fraudulent practices or blacklisted by any Government or Public Sector Units in India.

Dear Sir,

I (Name of the official.....) (Designation.....) hereby declare that my company has not been blacklisted /banned by any Government / Semi Government organizations for any reason. I further certify that I am competent authority in my company has authorized me to make this declaration.

That in the event of any decrease in the quoted rates, we undertake to reduce rates correspondingly from the date the rates have been reduced.

I affirm that the Director General School Education, Punjab is at liberty to take action against me/ the company represented by me, if any information submitted by me as required in RFP document proves to be wrong at any point of time.

Deponent

Verification:

I, the above named deponent do hereby verify, that the contents of the above affidavit are true and correct to the best of my knowledge and belief, no part of it is false.

Deponent

Performa 10

To be filled, Signed scanned and Uploaded in Pre Qualification of e-Tendering Portal

(PAN, GST registration number)

Using the format below, provide information in respect of PAN, GST Registration of the company

S.No	Particulars	Details	Proof of documents attached (Yes / No)
1	PAN number		
2	TAN number		
3	GST		

I hereby declare that the above information is true to best of my knowledge.

(Signature of Authorized person)

Date:

Place:

Performa 11

CERTIFICATE

Use of new, genuine and quality components for IT Resources

This has reference to IT Resources namely Servers, Desktop computers, UPS systems, Printers and networking components being quoted / to be supplied by your company against the tender no. _____ dated _____.

We hereby undertake that all the components / parts/ assembly/ softwares such as Hard disk, CPU, Motherboard, Monitors, Memory, power components, networking components, printer head etc. to be used in the above mentioned IT Resources shall be original, new, genuine and as per the said technical specifications from respective OEM(s) of the quoted products. It is also certified that no refurbished/ duplicate/ second-hand components/ parts/assembly/ software are being used or shall be used.

We also undertake that an authorized license certificate (e.g. Product Keys on Certification of Authenticity) shall be supplied in case of Server computers & Desktop Computers and further that it shall be sourced from its Principal Company.

We shall also submit a certificate from the OEM supplier in support of above undertaking at the time of delivery. It will be our responsibility to produce such letters from our OEM supplier's within a reasonable time.

In case we are found not complying with above indicated undertaking at the time of delivery or during installation, we allow the **Punjab ICT Education Society (PICTES)** to take appropriate action (e.g. Forfeiture of Bank Guarantee/ EMD / balance amount).

Authorized Signatory

Performa 12

Make & Model Sheet

S.No	Item Name	Make	Model

Annexure C – Service Level Agreement

Service Level Agreement & Penalty

(a) Penalty for failure of equipment(s) except for unforeseen circumstances:

Penalties as per the following table shall be imposed in case of breakdown of infrastructure namely Server, Switch, Storage device, System Software, etc from the time of lodging of a complaint:

No. of Clock Hours	Penalty amount
Up to 24 clock hours	No penalty
24-48 clock hours	@ Rs. 500/- per day
48-72 clock hours	@ Rs. 1000/- per day

NOTE: -After 72 clock hours, if the rectification does not take place, the Designated Officer from Education Department will check & verify the faulty component/ equipment/ hardware and; will purchase the component/ equipment/hardware of same or higher specifications & same brand preferably from open market on market rates.

The designated officer will submit request to the PICTES for release of amount for the purchase of faulty component/equipment/hardware. The penalty imposed and amount utilized for purchase of faulty component/equipment/hardware will be deducted from the payment due towards the bidder. If the rectification does not take place upto 24 clock hours of the items mentioned from the lodging of complaint and if such situation occurs in 25% times, then the contract shall be terminated at the risk and cost of the bidder.