



The Institution of Engineers (India)

AN ISO 9001 : 2015 CERTIFIED ORGANISATION
(ESTABLISHED 1920, INCORPORATED BY ROYAL CHARTER 1935)
8 Gokhale Road, Kolkata-700 020

A Century of Service to the Nation

NOTICE INVITING TENDER

No. T-1759

Dated: 21.06.2022

Comprehensive AMC for two nos. of Fujitsu RX2520M2 Servers

The Institution of Engineers (India) invites sealed Tenders from eligible bidders in Single Stage two Envelope bid system for comprehensive AMC of two nos. of Fujitsu Servers installed at The Institution of Engineers (India), 8 Gokhale Road, Kolkata-700020 along with software support.

The sealed tenders are to be submitted duly stamped and signed and dated on each page of the tender document as their unconditional acceptance to the terms prescribed by the Institution. Details/supporting documents wherever applicable, if attached with the tender should be duly authenticated by the vendor/s. No over-writings shall be accepted unless authenticated with full signature of the vendor/s.

The tender shall be in two parts viz. **Technical Part – (Envelope – 'A')** and **Financial bids (Envelope 'B')** (Envelope 'A' and 'B' with the content shall be clearly marked on the top of the envelopes separately). **Technical Part (Envelope – 'A')** shall comprise of compliance documents against Qualification Requirement, company profile and any other document in support of technical capability. The Technical bid should not contain any financial indication, violation of which will invite disqualification. Financial bid shall comprise of quoted price only in the format provided with the tender document in **Envelope – 'B'**. Both Envelope – A & B shall be put in a third envelope, sealed and submitted within the prescribed date & time and with signature of the tender applicant over it.

The sealed tender duly superscribed, "**Comprehensive AMC of Fujitsu Server**" with Tender No. should be addressed to **Director (Administration)** sent at the Institution's address either by registered post/speed post or by hand. Postal / courier of the tender document must reach to this office within stipulated date & time i.e., **upto 16.00 hrs of 04.07.2022**.

Tenders received after the stipulated date and time shall not be entertained. The Institution shall not be liable for any postal delays for what so ever reason and tender received after the stipulated time & date are liable to be rejected summarily without giving any reason and any correspondence.


Shukla Das
Director (Administration)


Technical Details of Server

<u>Database Server</u>	<u>Application Server</u>
Make: FUJITSU PRIMERGY RX2520M2	Make: FUJITSU PRIMERGY RX2520M2
SI No: YMDE001796	SI No: YMDE001795
OS: RHEL 7.5	OS: WINDOWS 2016
Detail Specification: Annexure-I	Detail Specification: Annexure-II

Qualification Criteria

1. Bidder shall be a registered company
2. Bidder should have valid GST and PAN
3. Company must be ISO/IEC 27001:2013 and ISO 9001:2015 certified
4. Company shall have their office in Kolkata
5. Bidder should be in Server hardware and software support services for last 5 years
6. The company shall have minimum 20 nos. of qualified IT professionals & Hardware Engineers in their Kolkata office out of which 10% should be Windows / Linux Certified
7. The bidder must have functional support centre on 24 X 7 basis with provision to register service call over telephone
8. Bidder must have their own CRM system to log service call
9. Company Should have turnover of Rs 50 crore

Terms and Conditions:

1. The language of the documentation & details in the Bids must be in English.
2. All bids to be submitted in single stage two envelope in separate covers:
 - i) **Technical Bid** :- Envelope A should be superscribed with Tender No and Name of Job i.e. "**Comprehensive AMC of Fujitsu Server**" and word "TECHNICAL BID" along with the duly signed and stamped photocopy of documents and signed by authorized representative:

Signature of the bidder with date & seal

- a. Proof/Copy of ISO/IEC 27001:2013 certificate
- b. Proof/Copy of ISO 9001:2015 certificate
- c. Proof/Copy of GST Registration and PAN
- d. Declaration in company's letter head in respect of Sl. No 4 to 8 Qualification Criteria mentioned above
- e. Copy of the balance sheet of last audited financial year

ii) **Financial Bid** :- Envelope should be superscribed with Tender No and Name of Job i.e." **Comprehensive AMC of Fujitsu Server**" and word "FINANCIAL BID" containing rate coated by the party duly signed and stamped by authorized representative.

3. These two bids to be placed in separate large envelope superscribed with Tender No and Name of Job i.e." **Comprehensive AMC of Fujitsu Server**"

4. For any query please contact: Deputy Director, IT Section at Phone:033-40106242 / Email: sudip.roy@ieindia.org

5. The contract shall be for a period of one year and may be extended in case of satisfactory performance, if so desires by IEI. However the decision of IEI shall be final in this regard

6. Payment Shall be made Quarterly advance on submission of invoice

7. IEI reserves the right to reject any or all the quotations without assigning any reason whatsoever.

8. Vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee

Scope of Work

1. Vendor has to provide comprehensive AMC for both Hardware and Software related issues.
2. The Server related issues that includes hardware/software should be resolved/ repaired / replaced by the vendor without any additional cost.
3. Install/ reconfiguration of OS, service/troubleshoot of software part related to OS and its components and Support to be provided related to IIS/Active Directory/DNS/ DHCP etc and its allied component as and when required.
4. AMC covers maintenance, repair and/or replacements of parts/ components as deemed fit that may arise due to some malfunctioning of the equipment.

Signature of the bidder with date & seal

5. Replacement of any parts should be done by the equivalent component of OEM make or of equivalent quality.
6. The vendor is required to conduct preventive maintenance of the server on quarterly basis.
7. Vendor has assign dedicated Account Manger in order to ensure single point contact
8. The response time shall be 2 hours from the two hours of fault booking and resolution time shall be 8 hours. In case the issue is not resolved within resolution time and the server is non-functional then a stand by device to be provided by vendor
9. Vendor has to provide standby server in case the server is down and repairing device / replacement parts requires more than 48 hours. The standby server such provided has to be configured by vendor

Signature of the bidder with date & seal

ANNEXURE-I**T-1759**

Slno.	Component	Technical Specifications for Database Server
1	Processor	2-socket Server populated with 1 x Intel® Xeon® Silver 4114 Processor
2	Operating System	Red Hat Enterprise Linux 7.5
3	Chipset	Intel® C624 Chipset
4	Memory	4 x 32 GB DDR4 2666 MHz registered ECC memory with at least 8 free memory slots
5	Storage.	2 x 300 GB 10K rpm 12Gbps 512n hot-plug SAS HDD or higher in RAID 1 for OS & DB, 4 x 1.2TB 10K rpm 12Gbps 512n hot-plug SAS HDD or higher in RAID 5 for DB datastore, Internal super-multi DVD RW drive
6	Drive Bays	Minimum 8 hot-plug HDD bays
7	Slots	Minimum 3 x PCI-Express 3.0 x8, 3 x PCI-Express 3.0 x16 integrated on motherboard without the use of riser cards
8	RAID Controllers	12Gbps RAID controller with 1GB flash-backed cache with RAID levels 0, 1, 5, 6 and RAID spans 10, 50, 60 or higher
9	Network Controller	2 x 1000BASE-T, 2 x 10GBASE-T or higher
10	Power	Maximum 495W AC (Platinum) redundant power supplies
11	Graphics	Graphics controller with 1 GB memory
12	Ports	At least 2 x USB 3.0 (front), 4 x USB 2.0 (rear)
13	Chassis	Form Factor: 2 U
16	Make & Model	FUJITSU PRIMERGY RX2520M2
	Serial No	YMDE001796

Signature of the bidder with date & seal

SIno.	Component	Technical Specifications for Application Server
1	Processor	2-socket server populated with 2 x Intel® Xeon® Silver 4110 Processor
2	Operating System	Microsoft® Windows Server® 2016
3	Chipset	Intel® C624 Chipset
4	Memory	4 x 32 GB DDR4 2666 MHz registered ECC memory with at least 8 free memory slots
5	Storage	2 x 300 GB 10K rpm 12Gbps 512n hot-plug SAS HDD or higher in RAID 1 for OS, 3 x 6 TB 7.2K rpm 12Gbps 512e hot-plug SAS HDD or higher in RAID 5 for datastore, Internal super-multi DVD RW drive
6	Drive Bays	Minimum 8 hot-plug HDD bays
7	Slots	Minimum 3 x PCI-Express 3.0 x8, 3 x PCI-Express 3.0 x16 integrated on motherboard without the use of riser cards
8	RAID Controllers	12 Gbps RAID controller with 1GB flash-backed cache with RAID levels 0, 1, 5, 6 and RAID spans 10, 50, 60 or higher
9	Network Controller	2 x 1000BASE-T, 2 x 10GBASE-T or higher
10	Power	Maximum 495W AC (Platinum) redundant power supplies
11	Graphics	Graphics controller with 1 GB memory
12	Ports	At least 2 x USB 3.0 (front), 4 x USB 2.0 (rear)
13	Chassis	Form Factor: 2 U
16	Make & Model	FUJITSU PRIMERGY RX2520M2
	Serial No	YMDE001795

Signature of the bidder with date & seal

FINANCIAL PART

Comprehensive AMC for two nos of Fujitsu RX2520M2 Servers

SI No	Description of Item / Work	Rate (Rs.)	Amount (Rs.)
1	Comprehensive AMC for two nos of Fujitsu RX2520M2 Servers		
2	Taxes		
Total			

Name of the Company :

Address :

Mobile:

Date:

Place:

Signature of the bidder with date & seal