



অসম লোকসেৱা আয়োগ
ASSAM PUBLIC SERVICE COMMISSION
Jawaharnagar, Khanapara, Guwahati-781 022

No. 27 PSC/COMP-17/2020-2021

Dated Guwahati, the 30th Dec, 2020

NOTICE INVITING QUOTATION

Sealed tenders affixing Court Fee Stamp of Rs. 8.25 (Rupee eight and twenty five paise) only are invited by the undersigned from registered and well experienced Manufacturer/Authorised Dealer/Supplier/Company/Firm for supply, installation and commissioning of Server and Storage in the office of the Assam Public Service Commission, Khanapara, Ghy-22.

The quoted rates should be inclusive of all taxes, packing & forwarding, Installation & Commissioning of the system at office of the APSC, Khanapara, Guwahati-22.

The tender complete in all respect should reach the undersigned on or before **19th January, 2021** by **01:00 PM** and the same will be opened at **3:00P.M.** on the same date & place in presence of the tenderer or their representative.

Details of tender may be downloaded from the Commission's official website www.apsc.nic.in. It is to be noted that all further updates or amendments if any regarding the tender dates, specifications and terms and conditions shall be notified and uploaded on the Commission's website. Therefore, interested bidders need to visit the website on a regular basis for such updates.

Sd/-

Secretary

Assam Public Service Commission
Jawaharnagar, Khanapara, Guwahati-22

Memo No. 27 PSC/COMP-17/2020-2021

Dated Guwahati, the 30th Dec, 2020

Copy to:

1. The Director of Information and Public Relations, Assam, Last gate, Dispur Guwahati-06 is requested to publish the aforesaid notification at least in one National daily and in 2(two) local News papers (English and Assamese) from Brahmaputra valley and one Bengali News paper from Barak valley.
2. F.A.O., APSC
3. Notice Board
4. Order File

Sd/-

Secretary

Assam Public Service Commission
Jawaharnagar, Khanapara, Guwahati-22



অসম লোকসেৱা আয়োগ

ASSAM PUBLIC SERVICE COMMISSION

Jawaharnagar, Khanapara, Guwahati-781 022

No. 26PSC/COMP-17/2020-2021

Dated Guwahati, the 30th Dec, 2020

DETAILS OF NOTICE INVITING QUOTATION FOR SUPPLY, INSTALLATION AND COMMISSIONING OF SERVER AND STORAGE

A) General Scope of Work:

Supply, Installation and Commissioning of Server and Storage in the office of the Assam Public Service, Jawaharnagar, Khanapara-22 Commission as per specifications in **(ANNEXURE-A)**.

B) Term's for qualification of bidder

The Bidding Firm/Company:-

- 1) Should have successfully completed last 05 Years, in the field of IT services to Government offices, Banks/FIs, reputed private organizations etc.
- 2) Should submit a copy of the Registration number of the firm with attested copies of Articles of Association (in case of Registered Company), Bye laws and certificates of registration (in case of registered co-operative society), partnership deed (in case of partnership firm) should be submitted. Proprietorship establishment need to submit PAN Card and other valid licenses/registration certificates.
- 3) The Bidder must submit valid documentary proof & updated Trade License, PAN, GST, all relevant up to date tax clearance certificates etc. to establish that it deals with supply of Servers/Storage etc.
- 4) Should have similar Work Experience of Supply, Installation and commissioning of 4 (Four) nos. Servers/Storages in Government Institutes/Organization of minimum value Rs. 10 Lakhs in last 3 years submit documents along with **(ANNEXURE-G)**.
- 5) Should not have been barred by any PSU/Govt. Dept. in doing business with them. **(ANNEXURE-E)**.
- 6) Should submit Vendor Profile **(ANNEXURE-D)**.
- 7) Compliance of Technical Specifications of the Server and Storage system along with Technical literature/datasheet/leaflet and standard certificates shall be submitted. **(ANNEXURE-A)**
- 8) Should have annual turnover of atleast 50 lakh (Fifty lakh) during last three years.
- 9) Should submit audited balance sheets/P&L account and Income Tax Return certificates for the last 3 financial years. Document related to Average Annual Financial Turnover along with balance sheet should be certified from Chartered Accountant (CA) documents must be submitted with **(ANNEXURE-F)**
- 10) Should submit manufacturer's authorization letter on the OEM's letter head duly signed by authorized signatory addressed to The Tender Inviting Authority. Authorization from OEM in original must be submitted for warranty and service support. **(ANNEXURE-B)**
- 11) Should have its base in Eastern States of India and must be incorporated & registered under Companies Act/Societies Registration Act/Societies registration Act/Firm registration Act/Trust act and should be in operations for minimum of last 3 years in the relevant field. (submit Proof of Registration).
- 12) Should have technical staff capable of attending service calls & coordinate with OEM for repair/shifting work is to be taken urgently. The bidder should have on role technical employees. Submit list of list of technical staff capable of attending service calls.
- 13) It is essential that the bidder has offices and manpower in Eastern States of India for Multi-location Delivery and should be able to provide support for 24x7 for next 03 years as per requirement of APSC.

C) General Terms and Conditions

- 1) The bidder shall have to quote for all the items mentioned in the quotation, otherwise, it shall be disqualified. The quotation must be duly signed on each page by the authorized person of the bidder.
- 2) Each bidder can submit only one quotation.

- 3) Bidder(s) may be present at the time of opening of quotations at the assigned venue, date and time.
- 4) APSC will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest overall quotation.
- 5) GST/other applicable taxes should be clearly mentioned in the quotation, in absence of which, the rate quoted shall be considered as inclusive of taxes. GST/other taxes shall be deducted while making payments, as applicable, at source.
- 6) The rates quoted shall be inclusive of delivery, installing and commissioning at Assam Public Service Commission, Jawahar Nagar, Khanapara, Guwahati-781022
- 7) The EMD of unsuccessful bidders will be returned after the selection of the successful bidder. EMD of the selected bidder will be returned after submission of the Performance Security Deposit which shall be 10% of the offered price.
- 8) Payment will be made on satisfactory supply of items in full and no request for advance payment will be entertained.
- 9) Any loss or damage to the item(s) while handling/transporting till such time the items are delivered and handed over to this office is the responsibility of the supplier.
- 10) If there is any discrepancy between words and figures the amount in words shall prevail prior to detailed evaluation.
- 11) The APSC reserves the right at the time of award of Supply Order to increase the required quantity without any change in hiring charges of the offered quantity and other terms and conditions.
- 12) On completion of successful supplies of ordered quantities, bills/invoices should be raised in triplicate in the name of the Quotation Inviting Authority.
- 13) All terms and conditions and other contents in the quotation shall be final and acceptable to the bidder.
- 14) APSC reserves the right to accept or reject any quotation/all quotations/ cancel the bidding process without assigning any reason whatsoever.
- 15) Any dispute, if occurs, shall be under the jurisdiction of the Courts of Guwahati.
- 16) Falling to submit the aforementioned documents will lead the bidder to be disqualified automatically.**

D) OEM Eligibility Criteria

- 1) OEM should have been in business for past 10 years in India.
- 2) OEM undertaking on non-blacklisting at any time in India.
- 3) OEM undertaking that no refurbished components will be used by OEM.
- 4) OEM should be ISO 9001, 14001, 27001
- 5) Toll free number of OEM for service support to be furnished.

E) Earnest Money Deposit

An earnest money deposit (EMD) of **Rs. 20,000/- (Twenty Thousand only)** must be submitted by way of Demand Draft (DD) from Nationalised/Scheduled Bank, drawn in favour of "Secretary, Assam Public Service Commission payable at Guwahati", to be submitted in a separate envelop. EMD envelop shall be super scribed as EMD Supply, installation, testing & commissioning of Server and Storage at APSC, Khanapara. The Tender without EMD shall be rejected out rightly. No interest shall be paid on the EMD thus collected.

EMD of the successful bidder shall be returned after submission of the Performance Security Deposit which shall be 10% of the offered price, whereas EMD of the unsuccessful bidders will be returned upon the issuance of work order and acceptance of the same by the successful bidder. Bidders registered with MSME/NSIC/SSI are exempted from paying EMD (should submit necessary documents).

The EMD will be forfeited in following cases:

- a) If the bidder fails to accept the order based on his/her offer (bid) and within the prescribed time.
- b) If the bidder fails to supply the material with specifications in compliance to as mentioned in Technical Specifications.
- c) If the bidder delays supply beyond a reasonable time resulting in disruption of APSC works.

F) Warranty

- a) The items should be under 3 (Three) years On-site comprehensive warranty support service from the date of installation. The 3(three) years product warranty should reflect in the support web site of the OEM.
- b) The vendor should fulfill following conditions during warranty period:
 - I. Vendor would provide the help-desk support services through telephone/email where users can log their complaint.
 - II. Any failure/defect in the quoted Items/Components during the warranty period should be attended within maximum period of 1 working day and should be rectified within maximum of 48 hours from the date of lodging of the complaint.
 - III. On completion of the Warranty period, the Security Deposit without any interest accrued shall be released after satisfying that proper free warranty support has been provided during warranty period of Three years. If considered necessary, suitable amount of penalty shall be recovered from the Vendor out of either already due payments or from their Performance Security Deposit while releasing the Performance Security Deposit.

G) Validity of Bid:

The bids submitted shall remain valid for a period of 180 days from the date of the opening of the bids.

H) Bid Price

Prices should be inclusive of all taxes and duties. No claim whatsoever on the bid price will be entertained subsequently due to wrong quoting of tax or rate of any tax. The prices quoted by the bidder shall remain firm during the entire period of the contract and shall not be subject to variation on any account.

I) Amendment of bid documents

At any time, prior to the date of submission of bids, the purchaser may for any reason modify the Bid documents. The amendment, if any will be notified on the APSC's official Website. Bidders are advised to visit the website for updates on regular basis.

J) Firmness of rates

The rates quoted in the tender/offer shall be for the complete item including supply, installation, testing & commissioning at site. The rates quoted in the tender shall include all charges for packing, transport, loading, unloading and for delivery at site. The rates shall also be firm during the period of contract including extended period if any and rates shall not be subject to exchange variation, labour conditions, and fluctuations in railway freights, taxes or any conditions whatsoever.

Tenderers must include in their rates GST, sales tax, excise duty, octroi, entry tax or any other tax and prevailing duty or other levy as existing, levied by the Central Government or any State Government or Local Authority, transportations charges etc. if applicable.

No claim in respect of increase in GST, sales tax, works contract tax (WCT), excise duty, octroi or other tax, duty or levy during the duration of the contract shall be entertained by the Employer. The same will remain firm during the contract period.

K) Purchaser's right to accept any bid and to reject any or all bids

The Purchaser does not bind to accept the lowest or any other tender/bid and has the right to cancel the bidding process and reject all bids at any time prior to award of the contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected bidder on the grounds for the Purchaser's action.

L) Award of contract

The Authority will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best bid, provided further that the Tenderer is determined to be qualified to perform the Contract satisfactorily. The Authority shall however not bind itself to accept the best bid or any bid and reserves the right to accept any bid, wholly or in part. Bidder should have to qualify all the terms and conditions and eligibility with proper supporting documents.

M) Notification of successful bidder

Purchaser will notify the successful bidder in writing by registered letter or fax or e-mail, to be confirmed in writing by registered letter that its bid has been accepted. The notification of the award will constitute the formation of the contract.

N) Performance Security Deposit

- a) Within 10 days of the Contractor's receipt of Letter of Intent (LOI)/Work order, the Contractor shall furnish a Performance Security in the form of a Bank Guarantee for an amount equivalent 10% of total bid cost to be issued by a schedule Bank from its branch in **Guwahati**. The Security Deposit to be submitted shall be valid till end of warranty period and to be addressed to the authority inviting the tender.
- b) The Performance Bank Guarantee may be discharged/returned by the APSC, Khanapara, upon being satisfied that there has been due performance of the obligations of the Vendor under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- c) On completion of the Warranty period, the Security Deposit without any interest accrued shall be released after satisfying that proper free warranty support has been provided during warranty period of three years. If the awarded Bider fail to provide the proper service during the warranty period of the items supplied, the Performance Security Deposit amount shall be liable to be forfeited to the Department.

O) **Signing of contract**

The successful bidder shall execute an agreement on non-judicial stamp paper with APSC within 10 days from date of issue of work order failing which the bidder's EMD may stand forfeited.

P) **Delivery**

Delivery of the goods shall be made by the supplier in accordance with the terms specified by the Purchaser in the terms and conditions of the tender and goods shall remain at the risk of the supplier until the completion of delivery in full. The Schedule of delivery shall be the essence of the contract. The work shall be completed within 4 to 5 weeks from the date of issue of work order.

Q) **Completion Certificate**

Work Completion certificate shall be issued only after completion of work in all respect and to the entire satisfaction of APSC

R) **Payment**

Payment will be made after the completion of all works in full and subject to the satisfaction of the APSC. On completion bills/invoices should be submitted in triplicate to the **Secretary, Assam Public Service Commission**. No request for advance payment will be entertained.

S) **Training**

Upon completion of the installation & commissioning the Successful Bidder shall provide the hands-on training on the installed equipment to the concerned officials along with the training materials on the equipment installed at APSC.

Sd/-

Secretary

Assam Public Service Commission
Jawaharnagar, Khanapara, Guwahati-22

ANNEXURE-A
Technical Specifications

SERVER

Compliance of Technical Specifications along with Technical literature/datasheet/leaflet and standard certificates shall be submitted.

SL No.	Component	Description	Detailed Offered Specification	Complied (Yes/No)
1	Make & Model	(Specify)		
2	Market position	The OEM for the proposed server must be in Leaders quadrant in the last two Gartner's report of "Magic Quadrant for Modular Servers" & should have been one of the top three server vendors (by market share revenue in IDC or Gartner report) in any of the previous 2 quarters		
3	Form Factor	Tower		
4	Configured CPU	Intel Xeon Silver 4208 2.1G, 8C/16T, 9.6GT/s, 11M Cache, Turbo, HT (85W)		
5	Memory slots	16 DDR4 DIMM slots supporting speeds up to 2666MT/s		
6	Memory configured	2 x 16GB upto 2666MT/s RDIMMs		
7	Disks supported	3 x 1.2TB 10K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive		
8	RAID Controller	RAID Controller Adapter with RAID 1, 5, 6,10, 50, 2GB Cache		
9	Disks configured	3 x 1.2TB 10K RPM SAS disks		
10	DVD writer	DVD RW		
11	I/O slots	Up to 5 PCIe Gen3 slots		
12	Ethernet ports	4 x 1G RJ45		
13	Certification and compliances	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Ubuntu LTS, Citrix		
14	Power Supply	Hot-plug Redundant Dual Power Supply 1100W or more		
15	Management integration	Support for integration with Microsoft System Center, VMware vCenter		
16	Pre-failure alert	Should provide predictive failure monitoring & proactive alerts of actual or impending component failure for fan, power supply, memory, RAID, NIC, HDD		
17	Configuration & management	<ul style="list-style-type: none"> • Real-time out-of-band hardware performance monitoring & alerting • Agent-free monitoring, driver updates & configuration, power monitoring & capping, RAID management & system health • Out-of-band hardware & firmware inventory • Zero-touch auto configuration to auto deploy a baseline server configuration profile 		

18	Management (continued)	<ul style="list-style-type: none"> Automated hardware configuration and Operating System deployment to multiple servers Zero-touch repository manager and self-updating firmware system Virtual IO management / stateless computing Support for Redfish API for simple and secure management of scalable platform hardware 		
19	LCD panel	Should display system /Unit ID, LCD background should light up in different colours during normal system operation & error conditions.		
20	HTML5 support	HTML5 support for virtual console & virtual media without using Java or ActiveX plugins		
21	Sub-component quality assurance	All subcomponents quoted within the server should be from the same OEM & integrated in the factory (excluding devices like monitor, keyboard & mouse)		
22	Server security	Should have a cyber resilient architecture for a hardened server design for protection, detection & recovery from cyber attacks		
		Should protect against firmware which executes before the OS boots		
		Should provide effective protection, reliable detection & rapid recovery using: <ul style="list-style-type: none"> Silicon-based Hardware Root of Trust Signed firmware updates Secure default passwords Configuration and firmware drift detection Persistent event logging including user activity Secure alerting Automatic BIOS recovery Rapid OS recovery System erase 		
		Configuration upgrades should be only with cryptographically signed firmware and software		
		Should provide system lockdown feature to prevent change (or "drift") in system firmware image(s) & prevent malicious modification of server firmware		
23	Intrusion alert	Intrusion alert in case chassis cover being opened		
24	OS	Febora&CentOS latest version		
25	Warranty	3 years On-site comprehensive warranty. Post installation, 3-year product warranty should reflect in the support web site of the OEM.		
26	Authorization	Tender specific authorization should submit along with the tender		

Signature

Name:

Designation:

Technical Specifications

STORAGE

#	Component	Description	Detailed Offered Specification	Complied (Yes/No)
1	Make & Model	(Specify)		
2	Form factor	2U rack mountable with rails		
3	Protocol supported	CIFS, NFSv4.1, FTP, SMB3.0, SMB Direct		
4	Processor	Min Intel® Xeon® Bronze 3204 1.9G or higher		
5	Memory	16GB Memory or higher		
6	Operating system	Windows Storage Server 2016 R2 or higher with License		
7	OS hard drives	Min. 2 x 600GB 10K rpm SAS HDDs in RAID1 for OS		
8	Supported drives	SAS, NL-SAS and SATA		
9	Storage	Minimum 4 x 2TB 7.2K RPM SATA 6Gbps 3.5in Hot-plug Hard Drive		
10	RAID Controller	Internal Raid Controller		
11	RAID Levels	Support for RAID 1, 5, 6, 10		
12	Power	2 redundant hot-plug power supply Minimum 750W or higher		
13	Fans	Standard redundant cooling fans		
14	Network Interface	Min 4 X 1G Broadcom 5720		
15	Availability	Hot-plug hard drives, hot-plug redundant power, hot-plug redundant cooling, ECC memory		
16	Management	Management console from same OEM		
17	Data protection	Replication, Snapshots		
18	Slots	Min. 4 x PCIe 3.0 slots or higher		
19	Storage Management Software	Storage Management software for configuration and multi pathing to be provided if not part of OS.		
20	Chassis	Tool-less Rack mountable chassis with mounting rails & cable management arm.		
21	Warranty	3-years next business day on-site comprehensive warranty with hardware support. After installation, 3-year product warranty should reflect in the support web site of the OEM.		

N.B: Bidder should quote Server and Storage of the same make & brand.

Signature

Name:

Designation:

ANNEXURE-B

MANUFACTURER'S AUTHORISATION LETTER AND UNDERTAKING OF WARRANTY FOR SERVER/STORAGE

No.

Dated.....

To
Secretary
Assam Public Service Commission
Jawaharnagar, Khanapara, Guwahati-22

Sub: Authorization letter and undertaking of warranty for Server/Storage.

Ref: Tender No:

Dated.....

Sir,

We(name of the manufacturer)..... an established and reputable manufacturer of.....(name of the items)..... having registered office at..... and factories/manufacturing units at.....and do hereby authorize M/s..... (Name and address of bidder/ agent) to bid, negotiate and conclude the contract with you against the tender mentioned under reference.

We hereby declare that,(name of the manufacturer).....is not blacklisted **at any point of time** either by the Bid Inviting Authority or by any State Government organization/Central Government organizations/Financial Institutes/Public Sector Institutes/Reputed Educational Institutes.

We hereby declared that genuine products maintaining highest quality and specification as per tender shall be delivered to the APSC, Khanapara, Guwahati-22.

We hereby ensure that, the components which will be used in the manufacture of the quoted product will be new & fresh and no refurbished material shall be used.

We hereby declared that, years of free of cost on-site comprehensive warranty shall be offered for the items bearing Make..... and Model.....supplied from the date of installation of items.

We shall provide centralized helpdesk to lodge complaints and that shall be addressed within 24 hours of call lodged and the machine/equipment shall be made functional within 48 hours (excluding holidays). (**List of service centres in Assam and toll free call centre number enclosed**)

We hereby declared that, if the product is declared as end-of-life product in later date, then also support shall be given to APSC, Khanapara, Guwahati-22. at least for 5 years including spare parts and consumables from the date of declaration of end-of-life product.

We hereby extend our full guarantee and, warranty as per tender for the goods offered for supply against this invitation for bid by the(Name of the bidder.....).

I,(name of the of the official) declared that, I am competent to issue this authorization letter on behalf of(name of the manufacturer)..... Power of Attorney issued by the competent authority is enclosed herewith.

Yours faithfully,
Signature with Seal
For and on behalf of M/s _____ (Name of Manufacturer/s)
Name of the Official Issued the Certificate:
Designation:
Mobile No:
Phone No (O):
Email Id:
Address for Correspondence:

ANNEXURE-C
FORMAT OF QUOTATION (Price Bid)
(On the letter head of the Firm/Agency)

Sl. No.	Item Name	Specifications	Quantity	Unit price	Total Price (D x E)	GST (unit)	Total Price	
							Without GST	With GST
A	B	C	D	E	F	G		
1								

We agree to supply the above goods in accordance with the technical specifications required by Assam Public Service Commission, Jawaharnagar, Khanapara for a total contract price of Rs..... (amount in figures) Rupees..... (amount in words) including GST within the period specified in the Request for Quotation.

We also confirm that the On-site comprehensive warranty of..... months shall apply to the offered goods.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery or collusive agreements with competitors.

We hereby certify that installation at site as is necessary for operationalization and maintenance of the equipment will be undertaken by us.

Name of the Agency/Firm _____

Name of the authorized person: _____

Signature of the authorized person: _____

Office seal: _____

Date: _____

ANNEXURE-D

VENDOR PROFILE

1	Name of the Firm/Company	
2	Type of the Organisation (whether Sole Proprietorship, Partnership, Private Limited or Co-operative body, etc.)	
3	Name of the Proprietor/Partner/Directors of the Organisation/Firm:	
4	Registration details	
5	GST Registration No.	
6	PAN details	
7	Year Established	
8	Address of office through which the proposed work of the APSC will be handled and the name and designation of the Officer-in-charge	
9	Contact Number	
10	e-mail ID	
11	Website	
12	No. of full time Tech. personnel currently on roll	
13	No. of years of Proven experience of providing similar Services	
14	Various Certifications (ISO Certification/Six Sigma/ Nasscom/DOT Registered)	

Date:
Place

Signature:
Name:
Designation:

Note: Audited Balance Sheet and Profit and Loss Account for past three years should be attached separately.

ANNEXURE-E

DECLARATION

I/We having our office as mentioned below and declare that I/we have never been blacklisted by any State Government/Central Government or any State/Central PSU.

Signature:

Name:

Designation:

Name of the Agency:

Address of the bidder:

Date:

Place:

ANNEXURE-F

TURN OVER DETAILS

As per the tender eligibility criteria, the sales turn-over should not be less than Rs. 50 Lakh per annum in the past three years. These turnover details will have to be substantiated with the appropriate documentary evidences duly enclosed.

The last three years sales turn-over details are furnished as follows.

Name of the Company / Firm:

S.L. No.	Financial Year	Turnover (Rs. In Lakhs)
1		
2		
3		

Proof of the above sales turn-over details should be furnished in the form of Audited Annual Accounts of the bidder.

Signature of Bidder

Name: _____

ANNEXURE-G

WORK EXPERIENCES

List of important Projects executed by the company/firm (only those projects that meets the requirements of Pre-Qualification criteria mentioned)

Sr. No.	Name & Location of work	Cost of work	Name of owner or organization	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person
1						
2						
3						
4						
5						

Signature of Bidder

Name: _____