

**Request for Quote for Comprehensive On-Site Annual Maintenance Contract of Huawei Servers & Accessories at StockHolding Mahape and Fort**

**Purpose:**

StockHolding invites quotations for On-site Annual Maintenance Contract of Huawei servers and accessories at StockHolding Mahape and Fort Offices and they should be maintained for trouble free performance along with back-lining of the concerned bill of material and authorized service providers or providing support with desired service level agreement (SLA) wherever applicable.

**GeM BID NO:** GEM/2024/B/4695289

**Eligibility criteria:**

<b>Sr. No.</b>	<b>Criteria</b>	<b>Documents to be submitted by Bidder / OEM</b>
1.	The Bidder should be a registered Company in India as per the Indian Companies Act, 1956 of Indian Companies Act, 2013.	Copy of Certificate of Incorporation issued by the Registrar of Companies.
2	The Bidder should have minimum of 5 years of experience for providing support for Enterprise class servers in Mumbai / Navi Mumbai / Thane District region	Self-Declaration by the bidder duly signed by the authorized signatory
3.	Should have an average annual turnover of at least Rs. 16 Lakhs per annum for the last three financial years (i.e. 2020-21, 2021-22 and 2022-23), with profit in any two years out of three years, It should be of an individual company and not of Group of Companies	Certificate from a CA mentioning turnover and profit/loss for the last three financial years. Audited Balance sheet and P&L statement for last three financial years.
4.	The bidder should have undertaken minimum of 3 or more such support and maintenance contract / assignment of similar configuration of Enterprise class servers or higher configuration of servers as per bill of material of RFQ	Copy of order and/ or satisfactory completion certificate of work as well reference contact details for reference & feedback
5.	The service provider shall not assign or sub-contract the assignment or any part thereof to any other person/firm.	Self-Declaration by the bidder duly signed by the authorized signatory
6.	Acceptance of SLA/SOW/Term and condition in RFQ	Self-Declaration by the bidder duly signed

**Clarification on RFQ Document**

- The Bidder shall carefully examine and understand the specifications /conditions of RFQ, intent of the RFQ and seek clarifications, if required. All clarifications/queries on the bid are to be in writing and are to be addressed to PRIT@stockholding.com

**Bid Submission Date:** On or before 7<sup>th</sup> March, 2024 up to 18:00 hours

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**Bill of Material for Support**

Type	Model No.	Serial No.	No. CPU Cores	Total Cores	RAM	FC Card	Disk Details	Location
RACK	RH1288 V3	2102311GGNN0J4000142	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Mahape
CHASSIS	XH321 V3	2102311SGB10J4000091	8 Cores	8	32 GB	No	2 X 1.2 TB	Mahape
CHASSIS	XH321 V3	2102311SGB10J4000092	8 Cores	8	32 GB	No	2 X 1.2 TB	Mahape
CHASSIS	XH321 V3	2102311SGB10J4000094	8 Cores	8	32 GB	No	2 X 1.2 TB	Mahape
CHASSIS	XH321 V3	2102311SGB10J4000103	4 Cores x 2	8	32 GB	No	2 X 1.2 TB	Mahape
CHASSIS	XH321 V3	2102311SGB10J4000104	4 Cores x 2	8	32 GB	No	2 X 1.2 TB	Mahape
RACK	RH1288 V3	2102311GGNN0J4000137	4 Cores x 2	8	32 GB	Yes	6 X 1.2 TB	Mahape
CHASSIS	XH321 V3	2102311SGB10J4000095	8 Cores	8	80 GB	No	6 X 1.2 TB	Mahape
CHASSIS	XH321 V3	2102311SGB10J4000096	8 Cores	8	32 GB	No	2 X 1.2 TB	Mahape
RACK	RH1288 V3	2102311GGNN0J4000111	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Mahape
RACK	RH1288 V3	2102311GGNN0J4000115	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Fort
RACK	RH1288 V3	2102311GGNN0J4000120	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Fort
RACK	RH1288 V3	2102311SGB10J4000054	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Mahape
RACK	RH1288 V3	2102311GGNN0J4000158	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Mahape
RACK	RH1288 V3	2102311GGNN0J4000119	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Fort
RACK	RH1288 V3	2102311GGNN0J4000112	4 Cores x 2	8	32 GB	Yes	5 X 1.2 TB	Fort

**Scope of Work / SLA**

- (1) Servers Location details:  
Mahape (Navi-Mumbai) and Fort (Mumbai) office
- (2) Vendor needs to inspect the entire bill of material at respective location before accepting the AMC and submit report signed and authorised person from vendor end on completion of inspection of the bill of material
- (3) Response Time: 4 hours from the time of reported problem
- (4) Resolution Time: 6 hours from time of reported problem
- (5) Scope of Work (SoW): Onsite Comprehensive 24x7 support from Authorised Service Partner/On-site Comprehensive 24x7 vendor support in case, Back to Back Support is not available.
  - Vendor needs to provide support documents of respective OEMs with respect to various components of the bill of material.
  - Vendor needs to submit a service report on each instance of problem reporting with the final status.
  - Vendor needs to provide advance replacement before taking any faulty material outside StockHolding premises.
  - Support- 24 x 7 support from Huawei Authorised Service Provider during AMC including Sundays/Holidays. Vendor should stock necessary spares/components on-site during AMC period, to meet the resolution time-lines & also regularize the stock of necessary spares/components as of returning the faulty or affected components to vendor

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- Resolution- 6 hours from any problem reported, including advance replacement(s) before taking affected/faulty component(s) outside StockHolding premises.
- The vendor should provide an average Hardware up-time of 97% on the entire bill of material (BOM) on a monthly basis, with a mean time to restore (MTTR) of not more than 6 hours.
- ***Up-time shall be calculated at the end of each month as follows:***  
***Up-time= {(Actual Up-time + Excusable Down Time) / Schedule Hours} x 100***

Actual Up-time means, of the scheduled hours, the aggregate number of hours in any month during which each defined and supported servers, storage devices, tape libraries, backup software & accessories as per bill of material, is actually available for use.

Excusable Downtime means the aggregate number of hours in any month during which each defined and supported servers, storage devices, tape libraries, backup software & accessories as per bill of material, is down during scheduled hours, due to preventive maintenance, scheduled outages, cabling faults, infrastructure problems or any other situation which is not attributable to vendor's failure to exercise due care in performing its responsibilities.

Scheduled Hours means the days of the week and the hours per day for which the vendor has committed to an Availability Service Level for a system or network and during which periods, such Availability Service Level will apply.

- Vendor has to provide an escalation matrix for support and follow the defined escalation matrix to facilitate notifications to concerned officials within mentioned escalation timelines.
- Incident report and Root Cause Analysis (RCA) to be submitted for each of the incidents that occurred, along with response and resolution with a corrective action plan or action taken.
- Vendor should put in a process of review framework at various levels using a combination of structured review meetings, scheduled status reports as well as need-based interactions
- Vendor should provide a quarterly review for the support
- Any worn or defective parts withdrawn from the equipment and replaced by the Vendor shall become the property of the Vendor and the parts replacing the withdrawn parts shall become the property of StockHolding.
- Preventive maintenance on quarterly basis
- Proactive deployment of OS service packs & critical OS/Security patches as and when required.
- Written permission from StockHolding authorized officials should be obtained before the Testing of Patches & Hotfixes AND deployment OR Applying of the same in production environments for O/S/firmware etc.
- Vendor should provide and apply patches/upgrades/updates for Hardware / Software / OS / Middleware / Firmware etc. as and when required for support during AMC when released by the OEM or as per requirements of the StockHolding. Vendor should bring to notice of the StockHolding all release /version changes.

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- Vendor has to support older versions of the software / Hardware / OS/ Middleware etc. in case StockHolding chooses not to upgrade to the latest version.
- Vendor should ensure the incident management process is put in place and followed, to prevent disruption to the production application, along with resulting incidents and eliminating the recurrence of incidents.
- Identifying the root cause of service interruptions and proposing permanent fixes to eliminate this cause.
- Submitting a request for change that will implement the fix by vendor.
- Vendor should offer and provide a temporary workaround (temporary / standby resolution) for any of the problems encountered under AMC scope till the problem is not solved permanently.
- Providing closure report for every incident/problem logged with vendor during AMC period and proper handover for closure of Purchase Order only after settling all incident(s) / problem(s) reported to vendor during AMC and submitting a letter on letter head for successful closure of Purchase Orders.

**Penalty Clauses:**

- Minimum 0.5% per incident per day of delay in resolution with a maximum of 5% per incident of delay in resolution on the PO amount, additionally beyond the maximum penalty, an extension of AMC by the number of days the resolution was delayed, will be applicable/levied for non-adherence to the resolution service levels.

**Payment Terms and Conditions:**

- (1) Payment Terms: On PO acceptance with quarterly payment on completion of each quarter on submission of invoice duly certified from StockHolding support team. Last quarter payment will be made only on settling all the pending issues pertaining to bill of material for AMC. Penalty will be adjusted (recovered) from the payment(s).
- (2) Contract Period: One year from the date of acceptance of purchase order with T&C
- (3) Taxes & levies: Applicable GST payable at actual as per Govt. notification. Applicable TDS may be recovered (deducted) from the payment(s).
- (4) Payments will be released only after submission and verification of the required Bank Guarantee (BG). No payment will be made to successful bidder, until the BG verification is done.
- (5) Penalty: The applicable penalty is as per the scope of work and will / may be recovered from the payment(s).

This above-mentioned penalty may / will be deducted (recovered) against non-adherence of the scope of work/deliverables.

However, the penalty may / will be waived off for non-performance due to reasons mentioned in the Force Majeure or because of StockHolding. In such case(s) the System Integrator/vendor should notify and produce/bring the relevant communication and proof to StockHolding promptly of any failure to perform or delay in performing due to any of the above reasons for the penalty to be waived off.

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(6) No Commitment to accept lowest or any other bid:

StockHolding shall be under no obligation to accept the lowest or any other offer received in response to this tender (RFQ) notice. StockHolding further reserves the right to reject any or all offers based on its evaluation of the offers received, or based on stability, capabilities, track records, reputation among users, and other similar credentials of a System Integrator. When StockHolding makes any such rejection, StockHolding will not be bound to give any reason and/or justification in this regard to the System Integrator.

**Performance Bank Guarantee (PBG):**

Successful Bidder shall, at own expense, deposit with the *StockHolding*, within seven (7) days on issuance of PO, a Bank Guarantee (BG) for the value of 5% of the Contract Value from scheduled commercial banks. This Bank Guarantee shall be valid up to 60 days beyond the completion of the contract period. No payment will be due to the successful bidder based on performance, until the BG verification is pending.

Bank Guarantee may be discharged / returned by *StockHolding* upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Bank Guarantee.

*StockHolding* reserves the right to invoke the BG in the event of non-performance by the successful bidder.

**Support Location Details:**

- 1) Stock Holding Corporation of India Limited, Plot No. P-51, T.T.C. Industrial Area, M.I.D.C., Mahape, Kalyan-Shil Road, Navi Mumbai 400 710
- 2) Stock Holding Corporation of India Limited, UTI Building, 12/14, Bank Street, Cross Lane, Fort, Mumbai 400 023

**Exit Clause:**

- Stock Holding reserved the right to terminate the agreement/contract(s) formed between Stock Holding and the respective vendor(s) by giving thirty (30) days written notice in advance. During AMC period, if at any point of time, the services of vendor are found to be non-satisfactory with multiple instances of non-adhering resolution, the contract will be terminated immediately, giving written notice. In such case payment will be made on pro-rate basis adjusting penalty if any, from the payment(s)

**Non-Disclosure Agreement (NDA)**

- The successful System Integrator will sign a Non-Disclosure Agreement (NDA) with StockHolding. The draft text of the NDA will have to be approved by the legal department of StockHolding.

**Bid validity:** Bid validity should be minimum 90 days.

**Force Majeure:**

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The System Integrator will not be held responsible for breach of executing any obligation or delay in executing any obligations during below given circumstances/conditions:

- a) War, Riots, Strike, Fire, Flood, Earthquake, Storm, Epidemic/Pandemic breakout, Power failure, Theft, etc.
- b) Any Governmental priorities (Necessary proof for validation viz. Govt. Gazette notifications, Leading Newspaper reports, etc. should be made available)
- c) Sabotage or omission of StockHolding

**Note:** Late Bids - Any bid received by the StockHolding after the deadline for submission of bids prescribed by the StockHolding will be rejected.

**Commercial Bid Format:**

Bidders to submit commercial bid as per below bid format

Sr. No.	Server Type	Model No.	Server Serial No.	Location	AMC Cost (₹)	GST (₹)	Total Cost (₹)
1	RACK	RH1288 V3	2102311GGNN0J4000142	Mahape			
2	CHASSIS	XH321 V3	2102311SGB10J4000091	Mahape			
3	CHASSIS	XH321 V3	2102311SGB10J4000092	Mahape			
4	CHASSIS	XH321 V3	2102311SGB10J4000094	Mahape			
5	CHASSIS	XH321 V3	2102311SGB10J4000103	Mahape			
6	CHASSIS	XH321 V3	2102311SGB10J4000104	Mahape			
7	RACK	RH1288 V3	2102311GGNN0J4000137	Mahape			
8	CHASSIS	XH321 V3	2102311SGB10J4000095	Mahape			
9	CHASSIS	XH321 V3	2102311SGB10J4000096	Mahape			
10	RACK	RH1288 V3	2102311GGNN0J4000111	Mahape			
11	RACK	RH1288 V3	2102311GGNN0J4000115	Fort			
12	RACK	RH1288 V3	2102311GGNN0J4000120	Fort			
13	RACK	RH1288 V3	2102311SGB10J4000054	Mahape			
14	RACK	RH1288 V3	2102311GGNN0J4000158	Mahape			
15	RACK	RH1288 V3	2102311GGNN0J4000119	Fort			
16	RACK	RH1288 V3	2102311GGNN0J4000112	Fort			
<b>Grand Total (₹)</b>							

**Notes:**

- a) Price to be quoted including GST while uploading financial bids on GeM portal.
- b) StockHolding reserves the right to negotiate with L1 bidder.
- c) As and when any rack/chassis are removed, the payment will be made on unit rate as mentioned in above table on pro-rata basis.
- d) Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly. Please note that any Commercial Offer, which is conditional and / or qualified or subjected to suggestions, will also be summarily rejected.

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This offer shall not contain any deviation in terms & conditions or any specifications, if so such an offer will also be summarily rejected.

- e All payments will be made in INR.