



**INDIAN INSTITUTE OF TECHNOLOGY  
KHARAGPUR - 721302**

**Sub: Procurement of Cloud Computing System for IIT Kharagpur**

**Tender Notice No. : IIT/CIC/Meghamala-II/2018-19/02 Dated: 03.04.2018**

Indian Institute of Technology, Kharagpur, an Institute of National Importance invites sealed bids from reputed manufacturers or their authorized Distributors/Dealers for hardware/software/system integration as per enclosed specification (**Annexure-I**).

Interested vendors are requested to send their sealed bids as per specification (**Annexure-I**) and General Terms & Conditions (**Annexure-IV**) along with details in the Technical Bid Format (**Annexure-II**) and signed Declaration (**Annexure-III**) under a Two-Cover System. Kindly refer the Institute website [www.iitkgp.ac.in](http://www.iitkgp.ac.in) (Link: Tenders) for full tender details.

There will be a **pre bid** meeting which will be held on **13.04.2018 at 3-00 pm** in the Office of the Head, Computer and Informatics Centre, IIT Kharagpur. The final quotation for consideration is to be sent after the **pre bid** in a sealed packet, containing two separate sealed envelopes (Technical Bid and Price Bid) duly superscribed with Reference Number (Tender Notice No and date) to the **Office of the Head, Computer and Informatics Centre, IIT Kharagpur, P.O. Kharagpur Technology, PIN:721302** on or before **03.05.2018 by 3 p.m.**

The technical proposal will be evaluated first and the price bid will be opened only in respect of those vendors, who are found technically qualified after evaluation of their technical bid.

The technical bid will be opened on **03.05.2018 at 3.30 P.M.** in the **Office of the Head, Computer and Informatics Centre, IIT Kharagpur.**

**Head, Computer & Informatics Centre**

Copy to :

1. Institute Website
2. Notice Board
3. CPP Portal

# Cloud Computing System at IIT Kharagpur

IIT Kharagpur proposes to extend its existing private cloud computing infrastructure by building a new OpenStack based cloud system. The hardware infrastructure to be procured in this tender will consist of the following components (specifications given later):

- 32 no. Blade server
- 2 no. Blade enclosure
- 5 no. Rack server
- 1 no. SAN storage
- 2 no. FC switch
- 2 no. 10G switches
- 2 no. 1G switches
- 1 no. each of 21” LCD monitor, Keyboard and Mouse
- 3 no. Rack
- Cloud Software

Latest versions of required software must be installed on the supplied hardware as an integrated system and training on relevant software to be provided (specifications given later).

The procured systems will have to be installed & connected to the institute network as per indicative connectivity diagram shown. Detailed technical specification of the system, including hardware and software systems to be supplied and system integration, is given in ANNEXURE-1.

## **1. Scope of Work**

1. The bidder must install the hardware system as per the indicative connectivity diagram shown in ANNEXURE-1. The connectivity diagram may be updated by the bidder based on any special requirement of the solution proposed by the bidder provided that all requirements specified in Systems Integration and Training section in ANNEXURE-1 are satisfied and subject to prior approval of IIT Kharagpur.
2. The bidder must demonstrate connectivity between the servers, storage, and the institute LAN.
3. The bidder must install and test the cloud computing system and provide necessary demonstrations/training as per the details mentioned in the Systems Integration and Training section in ANNEXURE-1.
4. All necessary cables, sliding rails and any other accessories required for the installation must be supplied by the bidder.
5. Any additional software and hardware necessary for installation of the supplied cloud software as per requirements specified in the tender must be provided by the bidder and quoted as part of the bid submitted against this tender, regardless of whether they have been specified explicitly in the tender or not.
6. Servers, storage, and switches must be from the same OEM.
7. Delivery of the system will have to be made at IIT Kharagpur.
8. All software licenses must be perpetual in nature. All necessary software & firmware upgrades must be provided free of cost and immediately on release of the upgrades during the entire warranty period.

## **2. OEM Prequalification**

1. OEM must have sales and support office in India.
2. OEM must be in operation in the Indian market for at least 10 years for servers and storage.
3. OEM must have spare depot in India for the items mentioned in this tender (details of spare locations to be provided).
4. OEM must have at least 10 installations in Eastern India with 10 or more servers (List of installations with no. of servers and contact information of the customer to be provided).
5. OEM must have at least 3 cloud computing systems in India based on OpenStack installed on their platform in the last 5 years (Documentary evidence like PO copies/completion certificate to be provided).

## **3. Bidder Pre-qualification**

1. The bidder should have been in operation for a period of at least 5 years as on last date of bid submission, as evidenced by the “Certificate of Incorporation and Certificate of Commencement issued by the registrar of Companies”.
2. The bidder must be ISO certified.
3. For servers, SAN, SAN switch and network switch, the bidder should be Original Equipment Manufacturer (OEM) or authorized distributor of the systems (Attach documentary proof). The authorization letter issued by the OEM (specifically against this tender) should be enclosed.
4. Bidder must be a profit-making entity for the last 3 years, with an annual turnover of at least Rs. 25 Crores in each of the last 3 years (audited statements to be provided).
5. Bidder must have sales and support service centers in India (Details to be provided).
6. Bidder must have at least 3 installations of servers/storage of value at least 50 Lakhs each in Eastern India in the past 3 years (copy of PO/successful installation certificate to be enclosed)
7. Bidder must have installed at least one OpenStack based cloud computing system in the last 5 years (Documentary evidence like PO copies/completion certificate to be provided).

## **4. Warranty and Support**

1. All systems must have 5 years comprehensive onsite OEM warranty.
2. Both the bidder and the OEM will be responsible for providing support to the system during the warranty period. IIT Kharagpur must be able to contact both the bidder and the OEM for service during the entire warranty period. However, it should be clearly stated who will provide first level support. If the OEM will provide first level support for some equipment, certification to this effect from the OEM must be provided for each of the equipment.
3. The bidder must provide a write up on its service and maintenance capability, and the escalation support matrix suggested for the Institute.
4. The OEM must provide details of support structure and escalation matrix.
5. This is a critical infrastructure supporting faculty research at IIT Kharagpur. IIT Kharagpur reserves the right to reject any bid if the support infrastructure is not deemed

to be adequate by the technical evaluation committee.

## 5. Other Terms and Conditions

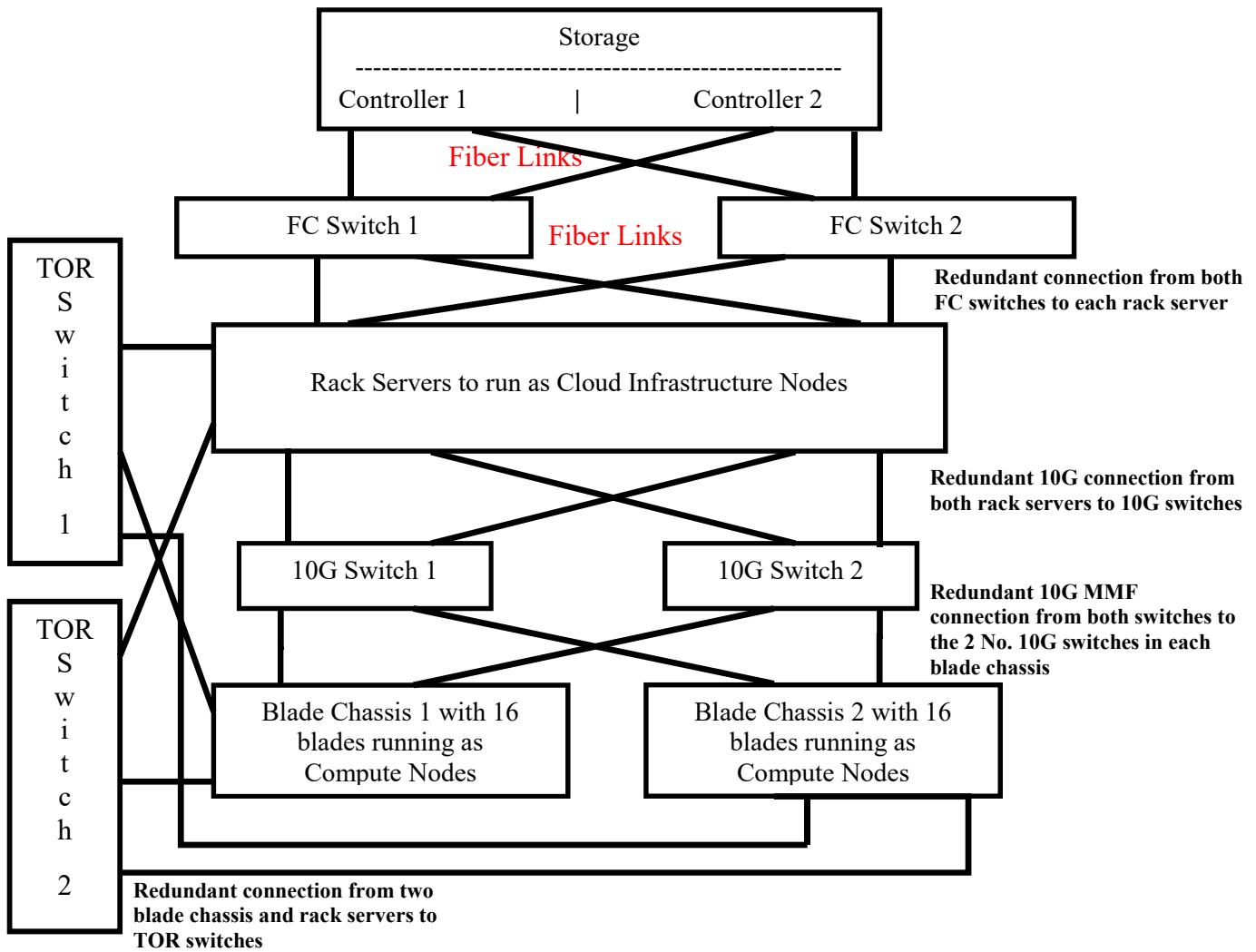
1. The bidder must be ISO certified.
2. Any service request must be attended to within the next business day. Both the bidder and the OEM must have sales and support service centers in India. The bidder should provide the locations of sales and support service centre of both the bidder and the OEM in India, identify which location will primarily support this installation, with a write up on service and maintenance capability, breakdown and replacement capability, and the escalation support matrix suggested for the Institute. If the OEM will provide first level support for some equipment, certification to this effect from the OEM must be provided for each of these equipments.
3. Technical bid should contain all relevant technical details; printed technical leaflet of models quoted and other details, which may be necessary to ensure that the offer is complete in all respect e.g. technical specifications, etc.
4. Technical bid must also contain
  - a. Compliance Certificate against each item in the detailed technical specification duly signed by the bidder.
  - b. Unpriced Bill of Materials
  - c. Compliance to General Terms and Conditions
5. The OEMs/Vendors need to submit a certificate **during opening of technical bids** that they are not currently debarred or blacklisted in IIT Kharagpur for any supplies, products or services, or at present in any national organization or educational institute/university.
6. Price should be **quoted only in Indian Rupees** on free delivery at site **inclusive of all taxes and incidental charges**. Tax components for each item should be shown clearly and separately in the price bid.
7. L1 Bidder will be decided based on the **Grand Total of prices of all items quoted by the bidder**.

# ANNEXURE - I

## Detailed Specifications for Cloud Computing System

### Connectivity Diagram

Indicative diagram showing how IIT Kharagpur intends to connect the equipment is given below:



Of the 5 rack servers to be procured, the remaining 2 rack servers are to be placed in the racks as directed by IIT Kharagpur at the time of installation, with connection to the SAN through the FC switch and network connection through the TOR switches.

## 1. Blade Servers - 32 Nos.

### Specification for each blade server:

Components	Minimum Required Specification
Processor	Intel Xeon Gold 6000 series, 2.1GHz (Base Frequency) or higher
Front Side Bus	Intel UPI – 10.4 GT/s or higher
# Processors	2
# Cores per processor	22 or higher
L3 Cache	30 MB or higher
DIMM slots	16 or higher
Memory	256GB DDR4 2666 MHz ECC RAM (or higher). Must have free slots to upgrade to 512 GB by addition of memory modules only.
Hard Disk Drives	2×1.8TB, 10k rpm, 12 Gbps hot swap SFF SAS drives.
I/O Slots	At least 2 PCIe slots
Network Interface	2x1Gbps + 2x10Gbps Ethernet ports
USB ports	At least 1 Internal
Form Factor	Half-height /width server blade
Operating system support	Must be compatible with latest versions of CentOS, Red Hat Enterprise Linux, Windows Server.
Virtualization Support	Must be compatible with latest versions of KVM, VMWARE & Hyper-V.
Server Management	Must provide server management software to remotely manage all servers from a single console. Software must be from the same OEM.
Remote Management	Remote deployment software to be included for automating deployment of OS image from remote site. Should be possible to manage the servers and get access to critical information about the health of the server from any remote location with just the help of standard web browser. Integrated management system with dedicated RJ45 port providing out of band access. Should be possible to remotely manage each blade server individually. Should support access rights for administrators for each blade server individually. Should be able to manage multiple blades in the same enclosure at the same time Should support 128 bit SSL encryption
Warranty	5 years comprehensive onsite OEM warranty

## 2. Blade Enclosure - 2 Nos.

### Specification for each blade enclosure:

Components	Minimum Required Specification
Network Modules	<p>Integrated 2 no. 10Gbps Ethernet modules with each having at least 16 internal 10Gbps ports and at least 4 external 10 Gbps SFP+ ports (fully populated with MMF modules from day 1) and 4 no. 1 Gbps ports. Each switch should support slicing of internal ports to four with flexible speed and automatic failover.</p> <p>Integrated 2 no. 1Gbps Ethernet modules with each having at least 16 internal 1Gbps ports and at least 8 external 1 Gbps ports and 2 external 10 Gbps SFP+ ports (fully populated with MMF modules from day 1).</p> <p>All ports must be active and ready for use from day 1.</p>
Management	Integrated redundant management module to provide remote management of enclosure
Redundancy	Mechanical devices such as Fans and Power units should be completely hot swappable and redundant to ensure high availability. Should provide a highly reliable and high performance mid-plane / back-plane design in the blade enclosure. The blade enclosure should support SAN switches in the enclosure for future connectivity.
Blade Management	<p>Dual redundant system management controller/port to allow simultaneous management access of multiple blade servers in the chassis. GUI, console-based deployment server to set up multiple OS and application configurations.</p> <p>Support simultaneous remote access for different servers in the enclosure.</p>
Power & Cooling	<p>The enclosure should be populated fully with hot swappable power supplies of the highest capacity available with the OEM. Power supplies should support N+N redundancy configuration where N is greater than 1. The enclosure should be offered with single phase power supply however the same should support three phase power supply also.</p> <p>Each blade enclosure should have a cooling subsystem consisting of redundant hot pluggable fans and blowers enabled with technologies for improved power consumption and acoustics. Fully populated fan modules should be offered.</p>
KVM/CD/USB	To be enabled virtually over IP for remote access or provided locally
Performance Management & Alerting	Must have ability to perform a hardware level (32 bit & 64 bit) measurement. Must also manage and monitor CPU, I/O, Memory, Storage and Network
Power Management	Should have proper tools and means for effective power management
System Software	Management/controlling software have to be from the OEM itself
Warranty	5 years comprehensive onsite OEM warranty

### 3. Rack Servers - 5 Nos.

#### Specification for each Rack Server:

<b>Component</b>	<b>Minimum Specification</b>
Processor	Intel Xeon Gold 6000 series, 2.4GHz (Base Frequency) or higher
Front Side Bus	Intel UPI – 10.4 GT/s or higher
No. of Processors	2
Number of Cores per processor	20 or higher
L3 Cache	27 MB or higher
DIMM slots	24 or higher
Memory	256GB DDR4 2666 MHz ECC RAM (or higher). Must have free slots to upgrade to 512 GB.
Hard Disk	3 x 1.8 TB 10K rpm or higher hot swap SFF SAS drives, configured in RAID 5
RAID Controller	Integrated PCI 3.0 RAID Controller
Network Interface	Minimum 2 x 1Gbps + 2 x 10Gbps ports (fully populated with MMF modules from day 1)
FC Ports	2 x 16Gbps ports populated with fiber modules from day 1
USB Ports	4 or higher, of which at least 2 must be USB 3.0
Bus Slots	At least one PCI-Express slots
Power Supply	Dual redundant (1+1) hot-plug power supplies, 750W or higher
Fans	Redundant hot-swap fans
OS Support	Must be compatible with latest versions of CentOS, Red Hat Enterprise Linux, Windows Server. Must be compatible with latest versions of KVM, VMWARE & Hyper-V (no virtualization software needs to be supplied).
Form Factor	1U
Warranty	5 years comprehensive onsite OEM warranty



#### 4. Storage Area Network (SAN) - 1 No.

##### Specification for SAN:

Component	Minimum Required Specifications
SAN controller	Dual redundant SAN controller to be clustered in active-active mode (bidder must establish the clustering and any necessary hardware and software, including any additional machines and OS, for this must be supplied by bidder. Any additional machines supplied should also be fault tolerant, so that failure of one machine cannot break the clustering)
Host Interface	Minimum 2 x 16Gbps FC Ports per controller populated with MMF modules from day 1. Separate management port per controller.
Backend Interface	At least 2 backend ports per controller with 6Gbps or higher SAS or 8 Gbps or higher FC. Total backend bandwidth must be at least 32 Gbps per controller.
Cache	32 GB or higher per controller
Capacity	The storage shall support SAS, SSD and SATA/ NL SAS/ MDL SAS based disks simultaneously. The storage should be provisioned with 60 TB of usable capacity (with RAID 5 and with at least 4 disk groups) with 1.8TB or lower 10K rpm hot swap SFF SAS disk. Bidder must mention exact number and type of disks supplied.
RAID Levels	It should support hardware RAID 1, 5, 6
Scalability	The storage should be scalable to more than 200 drives in different enclosures
Power Supply	Dual redundant hot-swap power supply
Cooling Units	Redundant hot swap cooling
Mandatory Features and licenses to be Provided	<p>The FC switches and the storage is to be connected through FC ports in a fault tolerant manner such that the system will continue to function properly even when one switch and one controller fails simultaneously. Hot spare disks to be provisioned (details to be provided).</p> <p>Storage Management software to be offered for the required full scalable capacity (60TB) of the storage. Management software must be from the same OEM. All licenses must be perpetual, with free upgrades for the entire warranty period.</p>
Licenses	All necessary software and hardware license must be perpetual, with free upgrades and support for the entire warranty period.
Connectivity Cables	All necessary power and data cables required for the installation.
Rack mounting	Storage must be 19-inch rack mountable. Necessary mounting kit to install the SAN storage in a 42U rack must be supplied.
Warranty	5 years comprehensive onsite OEM warranty

## 5. FC Switch – 2 Nos.

### Specification for FC Switch:

Components	Minimum Required specs.
# ports	12 or higher no. 16 Gbps port smart switch capable of interfacing all the rack servers with SAN. Should be configured with redundant power supplies and fans. All ports should be available and populated with fiber modules from day 1.
Administration	The switch shall support role based administration by allowing different administrators different access rights to switch.
HBA support	The SAN switch should support FC HBA of different OEMs and multiple operating Systems.
Warranty	5 years comprehensive onsite OEM warranty

## 6. 10G Ethernet switch - 2 Nos.

### Specification for 10G Ethernet Switch:

Components	Minimum Required specs.
Port Configuration	Layer 2/3 managed switch with 12 or higher 10G SFP+ ports populated with MMF modules from day 1. All ports should be ready for use from day 1.
Management	Web-based management interface; BootP/DHCP IP address management or Static IP address assignment.
Security	Switch access password protection (read-only and read-write access).
Power and cooling	The switch must have redundant power supplies and fans
Warranty	5 years comprehensive onsite OEM warranty

## 7. 1G Ethernet switch - 2 Nos.

### Specification for 1G Ethernet Switch:

Components	Minimum Required specs.
Port Configuration	Layer 2 switch with static routing, with 24 or higher 1 Gbps ports
Management	Web-based management interface; BootP/DHCP IP address management or Static IP address assignment.
Security	Switch access password protection (read-only and read-write access).
Warranty	5 years comprehensive onsite OEM warranty

## 8. Rack – 3 Nos.

42U, 4 post, 19” width. Rack should have sufficient cooling fans and IEC power distribution unit with front and rear doors with lock. The dimensions of the rack must be compatible with all the equipment supplied. IIT Kharagpur will specify the distribution of the equipment in the racks at the time of installation. Bidder must provide all necessary cables (network and power) and other accessories for installing and connecting the equipment supplied. 5 years comprehensive onsite warranty should be provided.

## 9. Software

- Bidder must supply and install OpenStack based cloud software based on latest versions of any one of Redhat OpenStack/VMWare Integrated OpenStack/Mirantis Cloud Platform. The supplied cloud software must include all standard OpenStack services including Cinder, Ceilometer, Neutron, Keystone, Nova, Glance, Horizon, Heat, etc., along with other required services as for the complete satisfactory functioning of the IaaS cloud.
- The software should have the following minimum facilities:
  1. Dashboard based addition and removal/re-configuration of new/existing servers in the cloud environment
  2. Dashboard based management of the entire cloud environment with facility for at least the following:
    - creation, termination, and shutdown/restart of VMs
    - online live migration of VMs
    - creation and attaching of SAN volumes to VMs
    - creation of new OS images
    - creation of new flavors of VMs with different configurations
    - VM usage data reporting
- It should be possible to create an **unlimited number of VMs** in the OpenStack installation as and when required by IIT Kharagpur without any additional cost implication.
- Standard images of various guest operating systems like Ubuntu, CentOS, Red hat, Windows, etc., along with their GUI versions should be made available from Day 1.
- Necessary software is to be provided for appropriate OpenStack services to integrate the SAN storage with the cloud installation so that volumes can be created and assigned to VMs as persistent storage. Detailed specification for LUNs to be created out of SAN will be provided at the time of installation.
- All additional software and hardware necessary for installation of the supplied cloud software as per requirements specified in the tender must be provided by the bidder and quoted as part of the bid submitted against this tender, regardless of whether they have been specified explicitly in the tender or not. The price of these additional components, if any, should be quoted clearly and separately from other items in the price bid and will be considered in the total price for determining L1 bidder.
- All software and hardware provided must have 5 years comprehensive support. All necessary upgrades must be provided free of cost for the entire duration of the support period.

## 10. System Integration and Training

- Bidder will have to install an OpenStack cloud environments on the supplied hardware. The 32 blade servers will only act as 32 Nova compute nodes on which VMs will be created by IIT Kharagpur as and when required, they cannot be used as anything other than compute nodes.
- A maximum of three of the five rack servers can be used for supporting cloud infrastructure nodes (for installer, controller, etc.) by the bidder. The remaining two rack

servers will be kept for other future uses of IIT Kharagpur as needed and cannot be used by the bidder for the cloud installation at this time.

- OpenStack services like Neutron, Glance, Cinder, Keystone, Horizon, Heat, Ceilometer, etc., will have to be installed on cloud the cloud infrastructure nodes.
- The VMs on the compute nodes should connect to the cloud infrastructure nodes through 10G switches as shown in the indicative connectivity diagram.
- The SAN should be accessible to the cloud infrastructure nodes as needed through FC switches as shown in the indicative connectivity diagram.
- All VMs on the compute nodes should be able to access the SAN through the cloud infrastructure nodes as shown in the indicative connectivity diagram so that volumes can be created and assigned to VMs as persistent storage.
- The Top-of-the-Rack (TOR) 1G switches will be used to connect the rack servers and OpenStack compute nodes to the IIT Kharagpur LAN and to the Internet.
- The system should be integrated in such a way that the VMs will be accessible from any machine on the IIT Kharagpur LAN and any machine on the IIT Kharagpur LAN as well as the Internet will be accessible from each of the VMs.
- The infrastructure nodes, SAN and switches should be configured in a fault-tolerant manner such that failure of any one physical server or any one switch (FC, 1G, 10G) or any one SAN controller should not affect the normal operation of the cloud system. The bidder is allowed to install multiple VMs on these infrastructure nodes if needed for this. However, if the bidder's proposed solution requires more than 3 physical infrastructure nodes for a fault-tolerant configuration, the extra servers needed (of the same OEM make as the other three rack servers, though can have a different configuration from the rack servers specified in this tender) and any other accessories needed must be included and quoted as part of the bid submitted against this tender.
- In the technical bid, bidder must provide a detailed architectural diagram showing how they plan to integrate various components of the cloud system like OpenStack Compute and Controller nodes, SAN, SAN Controller, SAN Switch, Blade Chassis, Blade servers, Blade switches, Rack servers, Network switches (10G and 1G), IIT Kharagpur LAN, etc. The bidder must provide a detailed connectivity diagram showing the physical connectivity between the different components.
- In the technical bid, bidder must clearly specify the different OpenStack services that will be installed along with their functions. Number and sizes of VLANs required must also be specified.
- Bidder to ensure that the hardware and software components are compatible with each other, and provide necessary cables/wires and any other accessories necessary for connecting the supplied components. Any accessories needed must be clearly mentioned and quoted as part of the bid submitted against this tender.
- All additional software and hardware necessary for installation of the supplied cloud software as per requirements specified in the tender must be provided by the bidder and quoted as part of the bid submitted against this tender, regardless of whether they have been specified explicitly in the tender or not. The price of these additional components, if any, should be quoted clearly and separately from other items in the price bid and will be considered in the total price for determining L1 bidder.
- Bidder must provide an integrated system including installation of complete hardware (servers, SAN, switches, etc.), operating system, virtualization software and cloud software.
- Bidder must demonstrate complete functioning of the integrated system to the satisfaction of the IIT Kharagpur evaluation committee.

- After installation, bidder must provide a comprehensive documentation showing complete details of the installation including wire diagram, system architecture and settings for all switches, servers, operating system, cloud software, etc.
- A five-day on-site training on server management software, virtualization software and OpenStack cloud software must be provided by the OEMs for IIT Kharagpur designated personnel. This will also include training on creation of new VM flavors, new OS images, new VMs, live and off-line VM migration, use of various services required for installing the cloud environment as well as creation and termination of VMs like Cinder, Ceilometer, Neutron, Keystone, Nova, Glance, Horizon, Heat, etc.

**TECHNICAL BID DOCUMENT**

**FORMAT TO BE FILLED BY THE MANUFACTURERS / INDIAN AGENTS (ON BEHALF OF THEIR FOREIGN PRINCIPLES) OR THEIR AUTHORIZED COUNTRY DISTRIBUTORS/ REPRESENTING DEALERS/ REGIONAL AGENCIES, SUBMITTING TENDER FOR PROCUREMENT OF CLOUD COMPUTING SYSTEM FOR IIT KHARAGPUR**

1. Name of the Tenderer :
2. Status of the Tenderer :  
(attach documents, if registered company/partnership/proprietyship)
3. Whether OEM/representing foreign principle :  
(attach copy of certificate/authorization)
4. Details of key top official/authorized official :  
(attach details)
5. Details of tie-ups for supply/services, if any :  
(attach details, agreements, escalation matrix)
6. Income Tax and Service Tax returns of previous three assessment year (copy) :
7. Financial status of bidder and/or his associates including Annual Report & Balance Sheet/Statement of Account of past three years with Registration of Companies (ROC) receipts duly authenticated by Chartered Accountant :
8. Current list/address of clients where similar material has been supplied and successfully working :
9. Name of the vendor's three largest clients, to whom similar products and services were extended & amount of transaction/annual bills to such clients :
10. Name and address of Vendor's bankers and attach a Solvency Certificate from the Bank for a minimum amount of Rs. 20.00 Lakh. :
11. Income Tax Permanent A/c No. (attach copy) :
12. **Details of EMD/Bank Draft No., issuing branch and date :**

Certified that all above information are correct to the best of my/our information, knowledge and belief.

Dated:

Signature & seal of the Authorized person  
of OEM/Vendor

**NOTE** : This is to be submitted in a separate sealed envelope super scribing "TECHNICAL BID", Notice inviting Tender No. \_\_\_/2018-19 dated \_\_\_\_\_ 2018 and name of the bidder. All technical documents like literature, catalogues etc., are to be put in the same envelope. Price bid of that company/firm only will be opened which do technically qualify, for further consideration. **Attach all relevant documents in the same serial order as above, properly indexed, duly signed and sealed.**

**DECLARATION**

1. I, ----- Son /Daughter of Shri -----  
-----  
Proprietor/Partner/CEO/MD/Director/  
Authorized Signatory of M/s. ----- am  
competent to sign this declaration and execute this tender document.
  
2. I have carefully read and understood all the terms and conditions of the tender and  
hereby convey my acceptance of the same.
  
3. The information/ documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief.
  
4. I/ we/ am are well aware of the fact that furnishing of any false information/  
fabricated document would lead to rejection of my tender at any stage besides liabilities  
towards prosecution under appropriate law.
  
5. Each page of the tender document and papers submitted by my Company is  
authenticated, sealed and signed, and I take full responsibility for the entire  
documents submitted.

-----  
Signature of the Authorized Person

Date : -----

Full Name : -----

Place : -----

Company Seal : -----

GENERAL TERMS AND CONDITIONS

(1) **Important Dates :**

**Pre bid Discussion Meeting : 13.04.2018 at 3-00 pm**  
**Last Date of Submission of Sealed Bids : 03.05.2018 upto 3 p.m.**

**The Technical bids will be opened on 03.05.2018 at 03.30 p.m. in the Office of the Head, Computer and Informatics Centre, IIT Kharagpur.**

- (2) **Payment Terms & Performance Guarantee:** 90% payment will be made on successful installation and commissioning duly certified by the concerned Head of the Department/Centre/School/Unit. A sum of 10% of the invoice value shall be retained as **Security Deposit** towards **Performance Guarantee**. The security deposit so retained may be refunded on submission of Bank Guarantee towards Performance Guarantee for the equivalent value of security Deposit valid for **5 years warranty period plus sixty days** drawn on any commercial bank.

No advance/mobilization support, is payable against supply of stores.

- (3) **Warranty/Guarantee & On-site skill support: 5 years** onsite comprehensive OEM warranty from the date of successful installation and commissioning. The OEMs/Authorized Distributors and Dealers must attach certificate about their after sales and service facilities, escalation support for on-call service or station engineer etc.
- (4) **Delivery of Stores:** The store items must be supplied within 8 weeks from the date of issue of the Purchase Order. In the event of failure to deliver the stores beyond the specified date, liquidated damages @ 1% per month or part thereof in respect of the value of stores will be deducted, subject to a maximum of 5%; alternately the order will be cancelled and the undelivered stores purchased from elsewhere at the risk and expense of the vendor.

Successful installation and commissioning as per the tender clauses specified must be completed within 4 weeks of delivery of stores or handover of site, whichever is later, failing which liquidated damages will be charged at the same rate as mentioned above. This liquidated damage will be in addition to any liquidated damage charged for late delivery as mentioned above.

- (5) **Tender Fee:** An amount of Rs. 20,000 as tender fee (non refundable) is to be paid. The payment shall be made by Demand Draft from any Nationalized Bank /Commercial Bank and paid in favour of “Indian Institute of Technology Kharagpur”, payable at Kharagpur. **Bids without Tender Fee will not be accepted. This should be enclosed separately in an envelope and stapled with the Technical Bid document superscribing Tender fee.**
- (6) **Earnest Money Deposit (EMD):** An amount of Rs. 4 Lakhs in the form of Demand Draft drawn in favour of “**Indian Institute of Technology Kharagpur**”, payable at Kharagpur or Fixed Deposit Receipt or Banker’s Cheque or Bank Guarantee as per format at **Annexure V**.



**E.M.D. should be enclosed separately in an envelope and stapled with the Technical Bid document superscribing EMD.** The validity of the EMD should be 6 (six) months from the date of issue. **Any bid without EMD will summarily be rejected. No interest is payable on EMD.** EMD will be refunded to the unsuccessful bidder, finalization of the tender process. The EMD of vendor awarded with the contract to be treated as part of security deposit towards Performance Guarantee. No interest is payable on Security Deposit. Security Deposit shall be forfeited if the selected vendor after award of contract, fails to execute the same.

- (7) **Price:** Domestic tenders are to quote and accept their payment in Indian currency. The price shall be quoted with cost break-up indicating the applicable prices for each item. Tax component of each item shall be shown clearly and separately against each item. **Price must be quoted in Indian Rupees (INR) only.**
- (8) **Bid:** Technical Bid and Price Bid should be submitted in two separate sealed envelope quoting reference number on the top of the envelope. Tender Fee and EMD should be enclosed with the Technical Bid documents, in separate sealed envelopes, stapled with the packet containing Technical Bid documents. The OEMs may either bid directly or authorize their Country/Regional/State Distributors /Dealers/Vendors, to quote with valid authorization certificate, capability to sale and service of the products.
- (9) **Acceptance of Tender:** The Authority of IIT Kharagpur does not bind itself to accept the lowest priced bid and reserves the right to reject any or the entire tender bids received without assigning any reason thereof.
- (10) **Extra Features:** If the bidder provides any other extra features on the Hardware or Software which are not mentioned in the tender product specifications, then that shall be highlighted in clear terms, with documentary evidence/literature.
- (11) **Compliance List:** The proposal be properly indexed and a compliance list against the technical specifications should be provided.
- (12) **Service:** Response to ensure quality of services, the deputed Engineer from the OEM/Vendor shall have a minimum of 3 years of experience in the relevant field and must be in the payroll of the OEM/Vendor.
- (13) **Installation and Commissioning:** Free of cost at IIT, Kharagpur. The OEM must ensure timely installation of Cloud Computing System with necessary support to the indenters, as per details and lists to be made available by the Stores & Purchase Section or the indenting Departments/Centers/Schools.
- (14) **Validity of licenses:** Software's licensing price or policy (if any) shall be clearly mentioned. All licenses should be perpetual.
- (15) The OEM should be an ISO-9000 and ISO-14001 certified company with due credits to energy conservation and green earth compliance.

- (16) **Relevant documents of the OEM must be enclosed, along with the Technical Bid. Any explanation on this account shall be supported with documentary evidence from the principals.**
- (17) **Conditional Offer** will not be accepted.
- (18) **Period of Validity:** Bids shall remain valid for acceptance for a period of 120 days from the date of opening of the price bid.
- (19) The benefit of any downward price revision (revision on account of budget/financial policy, tax revision, EPZ etc.) is to be given to IIT Kharagpur by the selected OEM/vendor.
- (20) **Past Performance of the Vendors will be judged at the time of Technical Evaluation.**
- (21) The Institute does not bind itself to offer any explanation to those bidders whose technical bids have not been found acceptable by the Technical Evaluation Committee of the Institute.
- (22) Bidders should enclose the following documents:
- i. Certificate of Registration / Trade License
  - ii. Enlistment form (R1), complete in all respect
  - iii. Copy of PAN card and GST registration papers
  - iv. Current Banker's Solvency Certificate.
  - v. Audited statement of accounts and IT returns for the last three years
  - vi. Authorized Distributors/Vendors must submit appropriate authorization certificate and letter from their OEMs (both Hardware and Software), for participation in the said tender.
  - vii. Copy of product literature, for which the prices have been quoted.
  - viii. A write up on service and maintenance capability, mitigation of risks or breakdown and replacement capability, with the escalation support matrix suggested for the Institute. Vendors must indicate their sales and support service centre in India and their plan to address issues about services, maintaining minimum service inventory etc.
  - ix. Signed copy of the tender document, with company seal, agreeing to the terms & conditions and declaration.
- (23) All tenders are to be sent to the office of the Head, Computer and Informatics Center, IIT Kharagpur. The bids (technical and price bids) once submitted shall be the property of the Institute and shall not be returned to the vendor in future.
- (24) The person/officer signing the tender/bid documents should be delegated with an appropriate Power of Attorney (duly endorsed by a Notary Public) by the Chief Executive Office/Managing Director of the Company to sign such documents.
- (25) **Opening of Price Bids :** The Price Bid(s) of only those vendor(s) who are found technically qualified will be opened and the same will be opened before the technically qualified vendor(s). **The date for opening of price bids will be notified separately.**

(26) Tenderer or his/her authorized representative (with proper authorization letter for attending opening of technical bids and also for opening of price bids) may choose to be present at the time of opening of Technical Bids/Price Bids.

(27) **IMPORTANT**

1. Director may accept or reject any or all the bids in part or in full without assigning any reason and does not bind himself to accept the lowest bid. The Institute at its discretion may change the quantity/upgrade the criteria/drop any item or part thereof at any time before placing the Purchase Order.
2. A bid submitted with false information will not only be rejected but also the OEM/vendor will be debarred from participation in future tendering process.
3. The OEMs/Vendors need to submit a certificate during opening of technical bids that they are not currently debarred or blacklisted in IIT Kharagpur for any supplies, products or services, or at present in any national organization or educational institute/university.
4. In case of any dispute, the decision of the Director of this Institute shall be final and binding on the bidders.
5. For any query pertaining to this bid document, correspondence be addressed to :

Head, Computer and Informatics Centre  
Indian Institute of Technology, Kharagpur-721 302  
India  
[Ph. : 03222-282360, 282361; Fax : 03222-282700, 255303]

6. In case the due date for opening tender happens to be a holiday, the same will be opened on the next working day. The timings will however remain unchanged. Please Note that the Institute remains closed on Saturday & Sunday.

**Head (CIC)  
for Director, IIT Kharagpur**

**FORM – R1**

To  
The Deputy Registrar  
Stores & Purchase Section  
Indian Institute of Technology  
**Kharagpur – 721 302 (WB)**

*Passport size  
Photograph  
of the Proprietor/  
Partner/Authorise  
d signatory.*

**SUB : ENLISTMENT AS A VENDOR OF THE INSTITUTE**

Sir,

Details of particulars, as per your format are given below for your consideration and necessary action for **enlistment** with your Institute, as approved vendor.

1. Name of the Firm :
2. Status of the firm & Date of establishment :  
(Proprietorship/Partnership/Joint Stock Company/ Private Limited Company/Public Limited Company/  
Sole Distributor/Stockist/Dealer/Agent/ Reg. Society or NGO)
3. Name of the Proprietor/ Managing Partner :  
Authorised Signatory/Chief Executive
4. Present Address (Head Office/ Registered Office) :  
Phone /Fax /E-mail/ website/ Mobile contact)
5. Permanent address of the firm :
6. Do you have an office in Kolkata :  
(if yes, give address and contact details)
7. Nature of stores being dealt with :  
(range of product or category or group of items proposed to be enlisted - enclose item catalogue)
8. Are you registered with DGS&D, NCCF, NSIC, :  
Kendriya Bhandar or any Govt./State Agency
9. Are you already registered with IIT Kharagpur :  
(if yes, give details, Sr. No./date/year etc.)
10. Name and address of Banker / CBS Account :
  - (a) Name of the Bank
  - (b) Name/address/code of the Branch
  - (c) Account Number
  - (d) IFSC Code
  - (e) Enclose solvency certificate from Bank
  - (f) Does your Bank stands guarantee to your business

11. (a) Financial Capability (in rupees) :  
(b) Annual turn over (last three years)  
(c) Audited balance sheet (last three years)  
(d) IT returns filed (last three years)  
(e) TIN / VAT / ST Reg. No's.
12. Registration/Trade License Number and date :  
(attested copy to be enclosed)
13. Drug licence number (if you deal with medicine :  
chemicals, alcohol, sprit, lab reagents etc.)
14. Experience, with credentials :  
(documents if any, to be enclosed)
15. Whether it is a Production Unit :  
(if yes, please specify location and area, number  
of skilled, semi-skilled & unskilled employees,  
number of qualified Engineer and list of  
machinery and facilities available, whether in  
EPZ, availing any tax benefit etc.)
16. Whether having a Permanent Account Number :  
(if yes, mention the ward number, circle and  
Commissioner of Income Tax under which you  
are registered, enclose copy of PAN card)
17. Specimen Signature of the Proprietor/ :  
Authorized Partner/Chief Executive/Signatory

### DECLARATION

I do hereby declare that all particulars furnished by me are true and correct to the best of my information, knowledge and belief. I understand that IIT Kharagpur can adopt any pre-qualification to identify suitable vendor(s) for a particular quotation/tender invitation and items, and conduct visit to our premises for verification. Mere submission of this registration form doesn't entitle us for any enquiry or award of work and I promise to be in the lookout for details in your website [[www.iitkgp.ernet.in](http://www.iitkgp.ernet.in) (link : tenders and quotations)]. I also undertake to inform you at the earliest any change in details mentioned above.

Encl:

Rubber Seal :

Name and signature of the Vendor/  
Proprietor/Authorized Partner/CEO

**MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD**

Whereas.....(thereinafter called the “tenderer”)  
has submitted their offer dated .....for the supply of  
.....(hereinafter called the “tender”) against  
the purchaser’s tender Notice No. ....  
KNOW ALL MEN by these presents that WE .....of  
.....having our registered  
office at ..... are bound unto  
..... (hereinafter called the “Purchaser”) in the sum of  
.....for which payment will and truly to be made to  
the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed  
with the Common Seal of the said Bank this .....Day of  
..... 20 .....

**THE CONDITIONS OF THIS OBLIGATION ARE**

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:
  - (a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
  - (b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and  
address of the Branch