

**Government  
eProcurement  
System**

**eProcurement System Government of India**

**Tender Details**

Date : 11-Oct-2024 05:18 PM

Print

**Basic Details**

<b>Organisation Chain</b>	Indian Institute of Technology Ropar		
<b>Tender Reference Number</b>	1960-24/AD-IT/STO/PS		
<b>Tender ID</b>	2024_IITRP_830422_1	<b>Withdrawal Allowed</b>	Yes
<b>Tender Type</b>	Open Tender	<b>Form of contract</b>	Item Rate
<b>Tender Category</b>	Services	<b>No. of Covers</b>	2
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	No
<b>Payment Mode</b>	Offline	<b>Is Multi Currency Allowed For BOQ</b>	No
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No

**Payment Instruments**

<b>Offline</b>	<b>S.No</b>	<b>Instrument Type</b>
	1	R-T-G-S
	2	NEFT

**Cover Details, No. Of Covers - 2**

<b>Cover No</b>	<b>Cover</b>	<b>Document Type</b>	<b>Description</b>
1	Fee/PreQual/Technical	.pdf	Tender for Comprehensive Annual Maintenance Contract (CAMC) of GPU Servers at IIT Ropar
2	Finance	.xls	Tender for Comprehensive Annual Maintenance Contract (CAMC) of GPU Servers at IIT Ropar

**Tender Fee Details, [Total Fee in ₹ \* - 0.00]**


<b>Tender Fee in ₹</b>	0.00	
<b>Fee Payable To</b>	Nil	<b>Fee Payable At</b> Nil
<b>Tender Fee Exemption Allowed</b>	No	

**EMD Fee Details**

<b>EMD Amount in ₹</b>	72,000	<b>EMD Exemption Allowed</b>	No
<b>EMD Fee Type</b>	fixed	<b>EMD Percentage</b>	NA
<b>EMD Payable To</b>	Payable To IIT Ropar Revenue Account	<b>EMD Payable At</b>	Payable At Ropar

**Work /Item(s)**

<b>Title</b>	Tender for Comprehensive Annual Maintenance Contract CAMC of GPU Servers at IIT Ropar				
<b>Work Description</b>	Tender for Comprehensive Annual Maintenance Contract CAMC of GPU Servers at IIT Ropar				
<b>Pre Qualification Details</b>	Please refer Tender documents.				
<b>Independent External Monitor/Remarks</b>	NA				

 Tender Value in ₹	NA	Product Category	AMC/ Maintenance Contracts	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	90	Period Of Work (Days)	365
Location	IIT ROPAR	Pincode	140001	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	IIT Ropar
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

**Critical Dates**

Publish Date	11-Oct-2024 05:00 PM	Bid Opening Date	04-Nov-2024 03:30 PM
Document Download / Sale Start Date	11-Oct-2024 05:00 PM	Document Download / Sale End Date	04-Nov-2024 03:00 PM
Clarification Start Date	11-Oct-2024 05:00 PM	Clarification End Date	31-Oct-2024 03:00 PM
Bid Submission Start Date	11-Oct-2024 05:00 PM	Bid Submission End Date	04-Nov-2024 03:00 PM

**Tender Documents**

NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	Tender for Comprehensive Annual Maintenance Contract (CAMC) of GPU Servers at IIT Ropar	1764.82	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	camc.pdf	Tender for Comprehensive Annual Maintenance Contract (CAMC) of GPU Servers at IIT Ropar	1749.57
	2	BOQ	BOQ_872615.xls	Tender for Comprehensive Annual Maintenance Contract (CAMC) of GPU Servers at IIT Ropar	240.00

**Tender Inviting Authority**

Name	REGISTRAR
Address	IIT ROPAR



**भारतीय प्रौद्योगिकी संस्थान रोपड़**  
**INDIAN INSTITUTE OF TECHNOLOGY ROPAR**  
रूपनगर, पंजाब-140001/ Rupnagar, Punjab-140001  
Ph. 01881-231285, 231288, e-mail: [purchase@iitrpr.ac.in](mailto:purchase@iitrpr.ac.in)

File No.1960-24/AD-IT/STO/PS/

Dated: 11.10.2024

**भारतीय प्रौद्योगिकी संस्थान रोपड़ निम्नलिखित मदों की खरीद की प्रक्रिया में है।**

Indian Institute of Technology Ropar is in the process of purchasing following item(s) / services as per details as given as:-

मद का विवरण <b>Details of the item</b>	<b>Tender for “Comprehensive Annual Maintenance Contract (CAMC) of GPU Servers at IIT Ropar</b>
बयाना जमा करने के लिए जमा राशि <b>Earnest Money Deposit to be submitted</b>	<b>Rs. 72,000/- (Rupees Seventy Two Thousand Only)</b>
वितरणसमय-सारणी <b>Delivery Schedule</b>	<b>As per Tender</b>

निविदा दस्तावेज केंद्रीय सार्वजनिक खरीद पोर्टल <http://eprocure.gov.in/eprocure/app> से डाउनलोड हो सकते हैं। ई-प्रोक्योरमेंट में पंजीकृत नहीं होने वाले इच्छु बोलीदाताओं को वेबसाइट <http://eprocure.gov.in/eprocure/app> के माध्यम से भाग लेने से पहले पंजीकरण करना चाहिए। पोर्टल नामांकन मुफ्त है बोलीदाताओं को सलाह दी जाती है ‘आनलाइन बोली के निर्देश’ पर दिए गए निर्देशों के माध्यम से जाने की सलाह दी जाए।

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at ‘Instructions for online Bid Submission’.

निविदाकर्ता वेबसाइट पर निविदा दस्तावेज का उपयोग कर सकते हैं (एनआईसी साइट में खोज के लिए, कृपया निविदा खोज विकल्प और ‘आईआईटी’ टाइप करें। उसके बाद, सभी आईआईटी रोपड़ निविदाओं को देखने के लिए ‘गो’ बटन पर क्लिक करें) उपयुक्त निविदा का चयन करें और उन्हें सभी प्रासंगिक सूचनाओं से भरें और वेबसाइट पर <http://eprocure.gov.in/eprocure/app> पूरा निविदा दस्तावेज अगले पृष्ठ में दिए गए कार्यक्रम के अनुसार आनलाइन जमा करें।

Tenderers can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type ‘IIT’. Thereafter, Click on “GO” button to view all IIT Ropar tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page.

कोई मैनुअल बोली स्वीकार नहीं की जाएगी। सभी कोटेशन (दरसूची) (तकनीकी और वित्तीय दोनों को ई-प्रोक्योरमेंट पोर्टल में जमा करनी चाहिए)। No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

(कुलसचिव /Registrar)

SCHEDULE	
Name of Organization	Indian Institute of Technology Ropar
Tender Type (Open/Limited/EOI/Auction/Single/Global)	Open
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/Service/Buy/Empanelment)	Services
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems/Lab Equipment)	N.A.
Date of Issue/Publishing	11/10/2024 (17:00Hrs)
Document Download/Sale Start Date	11/10/2024 (17:00Hrs)
Pre-Bid meeting	N.A.
Reply of all queries (on website) raised during pre-bid meeting	N.A.
Document Download/Sale End Date	04/11/2024 (15:00 Hrs)
Last Date and Time for Uploading of Bids	04/11/2024 (15:00 Hrs)
Date and Time of Opening of Technical Bids	04/11/2024 (15:30 Hrs)
Tender Fee/EMD	Rs. <u>    NIL    </u> /- (For Tender Fee)
	<b>Rs. 72,000/- (For EMD)</b>
	(To be paid through RTGS/NEFT/BG). IIT Ropar Revenue Account Bank details are as under:
	Name of the Bank A/C : IIT Ropar Revenue Account
	SBI A/C No. : 37360100716
	Name of the Bank : State Bank of India
	IFSC Code : SBIN0013181
	MICR Code : 140002008
(This is mandatory that UTR Number is provided in the on- line quotation/bid. Vendors can use their bank's format for the BG. Ensure that the original BG reaches the specified *address before the tender due date.)	
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	180 days (From last date of opening of tender)
*Address for Communication	Assistant Registrar, Store & Purchase, Room no 220, M. Visvesvaraya Block, Indian Institute of Technology Ropar, Rupnagar – 140001
Contact No.	01881-231285,89
Email Address	<a href="mailto:js.snp@iitrpr.ac.in">js.snp@iitrpr.ac.in</a> , <a href="mailto:ar.sp@iitrpr.ac.in">ar.sp@iitrpr.ac.in</a>
IEM Details	Shri C D Balaji - <a href="mailto:cdbalaji@gmail.com">cdbalaji@gmail.com</a> Shri Vechatbhai Motibhai Pargi - <a href="mailto:vmpargi1659@gmail.com">vmpargi1659@gmail.com</a>

**Registrar**

## आनलाइन बोली (बिड) के लिए निर्देश / Instructions for Online Bid Submission:

व्यय विभाग के निर्देशों के अनुसार, यह निविदा दस्तावेज केंद्रीय सार्वजनिक प्रापण पोर्टल (यूआरएल: [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) पर प्रकाशित किया गया है। बोलीदाताओं को मान्य डिजिटल हस्ताक्षर प्रमाणपत्र का उपयोग करते हुए सीपीपी पोर्टल पर इलेक्ट्रॉनिक रूप से अपनी बोलियों की सॉफ्ट प्रतियां जमा करना आवश्यक है। सीपीपी पोर्टल पर पंजीकरण करने के लिए निविदाकर्ताओं की सहायता करने के लिए नीचे दिए गए निर्देशों तात्पर्य है, सीपीपी पोर्टल पर आवश्यकताओं के अनुसार अपनी बोलियां तैयार करें और अपनी बोलियां आनलाइन जमा करें।

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

अधिक जानकारी सीपीपी पोर्टल पर आनलाइन बोलियां जमा करने के लिए उपयोगी हो सकती है।

More information useful for submitting online bids on the CPP Portal may be obtained at:

<http://eprocure.gov.in/eprocure/app>

### पंजीकरण / REGISTRATION

- 1) बोलीदाताओं को “नामांकन के लिए यहां क्लिक करें” लिंक पर क्लिक करके सेंट्रल पब्लिक प्रोक्युरमेंट पोर्टल (यूआरएल: [:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) के ई-प्रोक्योरमेंट मॉड्यूल पर भर्ती करना आवश्यक है। सीपीपी पोर्टल पर नामांकन नि:शुल्क है।

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.

- 2) नामांकन प्रक्रिया के भाग के रूप में, बोलीदाताओं को अपने खाते के लिए एक अद्वितीय उपयोगकर्ता नाम चुनना होगा और एक पासवर्ड प्रदान करना होगा।

As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

- 3) बोलीदाताओं को सलाह दी जाती है कि पंजीकरण प्रक्रिया के भाग के रूप में अपना वैध ईमेल पता और मोबाइल नंबर पंजीकृत करें। इनका उपयोग सीपीपी पोर्टल से किसी भी संचार के लिए किया जाएगा।

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

- 4) नामांकन पर, बोलीदाताओं को सीसीए इंडिया द्वारा मान्यता प्राप्त किसी प्रमाणन प्राधिकरण द्वारा जारी किए गए अपने मान्य डिजिटल हस्ताक्षर प्रमाण पत्र (कक्षा द्वितीय या कक्षा III) प्रमाण पत्र के साथ महत्वपूर्ण उपयोग पर हस्ताक्षर करने) की आवश्यकता होगी। (जैसे सीफी/टीसीएस/एनकोड/ई-मुद्रा आदि), इनके प्रोफाइल के साथ

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

- 5) केवल एक मान्य डीएससी एक बोलीदाता द्वारा पंजीकृत होना चाहिए। कृपया ध्यान दें कि निविदाकर्ता यह सुनिश्चित करने के लिए जिम्मेदार है कि वे अपने डीएससी को दूसरों को उधार नहीं देते हैं जिससे दुरुपयोग हो सकता है।

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

- 6) बोलीदाता फिर अपने यूजर आईडी / पासवर्ड और डीएससी/ईटीकेन के पासवर्ड को दर्ज करके सुरक्षित लॉग-इन के माध्यम से साइट पर लॉग आन करता है।

Bidder then logs in to the site through the secured log-in by entering their userID / password and the password of the DSC / eToken.

#### निविदा दस्तावेजों के लिए खोजना / **SEARCHING FOR TENDER DOCUMENTS/**

- 1) सीपीपी पोर्टल में निर्मित विभिन्न खोज विकल्प है, ताकि बोलीदाओं को कई मापदंडों से सक्रिय निविदाएं खोज सकें। इन मापदंडों में निविदा आईडी, संगठन का नाम, स्थान, तिथि, मूल्य आदि शामिल हो सकते हैं। निविदाओं के लिए उन्नत खोज का एक विकल्प भी है, जिसमें बोलीदाता कई नामों को जोड़ सकते हैं जैसे संगठन का नाम, अनुबंध का स्थान, स्थान, सीपीपी पोर्टल पर प्रकाशित निविदा की खोज के लिए तारीख, अन्य कीवर्ड आदि।

There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

- 2) बोलीदाताओं ने एक बार निविदाएं चुनी हैं जिसमें वे रुचि रखते हैं, उसका वे आवश्यक दस्तावेज / निविदा कार्यक्रम डाउनलोड कर सकते हैं। ये निविदाएं “मेरी निविदाएं” फोल्डर में ले जाई जा सकती हैं। इससे सीपीपी पोर्टल को बोलीदाताओं को एसएमएस / ई-मेल के माध्यम से सूचित किया जा सकता है, यदि निविदा दस्तावेज में कोई शुद्धि जारी की गई है।

Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) बोलीदाता को प्रत्येक निविदा को निर्दिष्ट अद्वितीय निविदा आईडी का नोट बनाना चाहिए, अगर वे हेल्पडेस्क से कोई स्पष्टीकरण / सहायता प्राप्त करना चाहते हैं।

The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### बोली की तैयारी / **PREPARATION OF BIDS**

- 1) बोलीदाता को अपनी बोलियां जमा करने से पहले निविदा दस्तावेज पर प्रकाशित किसी भी शुद्धि को ध्यान में रखना चाहिए।

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) कृपया बोली के भाग के रूप में जमा किए जाने वाले दस्तावेजों को समझन के लिए निविदा विज्ञापन और निविदा दस्तावेज ध्यान से देखें। कृपया उन अंकों की संख्या पर ध्यान दें जिन में बोली दस्तावेज जमा करना है, दस्तावेजों की संख्या- जिसमें प्रत्येक दस्तावेज के नाम और सामग्री शामिल हैं, जिन्हें प्रस्तुत करने की आवश्यकता है। इनमें से कोई भी विचलन बोली को अस्वीकार कर सकता है।

Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) बोलीदाता, अग्रिम में, निविदा दस्तावेज/ अनुसूची में बताए अनुसार प्रस्तुत करने के लिए बोली दस्तावेज तैयार करना चाहिए और आम तौर पर, वे पीडीएफ/एक्सएलएस/आरएआर/डीडब्ल्यूएफ स्वरूपों में हो सकते हैं। बोली दस्तावेजों को 100 डीपीआई के साथ काले और सफेद विकल्प स्कैन किया जा सकता है।

Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

- 4) मानक दस्तावेजों के एक ही सेट को अपलोड करने के लिए आवश्यक समय और प्रयास से बचने के लिए जो प्रत्येक बोली के भाग के रूप में जमा करने के लिए आवश्यक हैं, ऐसे मानक दस्तावेज अपलोड करने का प्रावधान (जैसे पैन कार्ड कॉपी, वार्षिक रिपोर्ट, लेखा परीक्षक प्रमाणपत्र आदि) बोलीदाताओं को प्रदान किया गया है। ऐसे दस्तावेजों को अपलोड करने के लिए बोलीकर्ता उनके लिए उपलब्ध “मेरा स्पेस” क्षेत्र उपयोग कर सकते हैं। बोली जमा करते समय ये दस्तावेज सीधे “मेरा स्पेस” क्षेत्र में जमा किए जा सकते हैं, और उन्हें बार-बार अपलोड करने की आवश्यकता नहीं है इससे बोली जमा प्रक्रिया के लिए आवश्यक समय में कमी आएगी।

To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

#### **बोली जमा करना / SUBMISSION OF BIDS**

- 1) बोलीदाता को बोली प्रस्तुति के लिए अच्छी तरह से साइट पर लॉग इन रना चाहिए ताकि वह समय पर बोली अपलोड कर सके अथवा फिर बोली प्रस्तुत करने के समय से पहले। अन्य मुद्दों के कारण किसी भी देरी के लिए बोलीदाता जिम्मेदार होगा।

Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

- 2) बोलीदाता को निविदा दस्तावेज में दर्शाए अनुसार एक-एक करके आवश्यक बोली दस्तावेजों को डिजिटल हस्ताक्षर और अपलोड करना होगा।

The bidder has to digitally sign the bid document and upload the required bid documents one by one as indicated in the tender document.

- 3) बोलीदाता को निविदा शुल्क/ ईएमडी को भुगतान के लिए “आन लाइन” के रूप में भुगतान विकल्प चुनना होगा और उपकरण का विवरण दर्ज करना होगा। जब भी, ईएमडी / निविदा शुल्क की मांग की जाती है, बोलीदाताओं को टेंडर शुल्क और ईएमडी अलग-अलग आरटीजीएस के माध्यम से आन लाइन पर भुगतान करने की आवश्यकता होती है।

Bidder has to select the payment option as “on-line” to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever, an EMD / Tender fee is sought, bidders need to pay the tender fee and EMD separately on-line through RTGS.

- 4) एक मानक BoQ प्रारूप को सभी बोलीदाताओं द्वारा भरने के लिए निविदा दस्तावेज प्रदान किया गया है। बोलीदाताओं को इस बात का ध्यान रखना चाहिए कि उन्हें आवश्यक प्रारूप में अपनी वित्तीय बोली जमा करनी चाहिए और कोई अन्य प्रारूप स्वीकार्य नहीं है। बोलीकर्ताओं को BoQ फाइल को डाउनलोड करने, इसे खोलने और अपने संबंधित वित्तीय उद्धरण और अन्य विवरण (जैसे बोलीदाता का नाम) के साथ सफेद रंगीन (असुरक्षित) कोशिकाओं को पूरा करना आवश्यक है। कोई भी अन्य कक्ष नहीं बदला जाना चाहिए। एक बार विवरण पूरा हो जाने पर, बोलीदाता को इसे सहेजना होगा और इसे आनलाइन जमा करना होगा, बिना फाइल नाम बदलें। यदि BoQ फाइल को बोलीदाता द्वारा संशोधित किया गया है, तो बोली को खारिज कर दिया जाएगा।

A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the white colored

(unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 5) सर्वर का समय (जो बोलीदाताओं के डैशबोर्ड पर प्रदर्शित होता है) बोलीदाताओं द्वारा बोलियों को खोलने के लिए समय सीमा को संदर्भित करने के लिए मानक समय के रूप में माना जाएगा। बोलीदाताओं को खोलना आदि बोलीदाताओं को बोली प्रस्तुत करने के दौरान इस समय का पालन करना चाहिए।

The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 6) बोलीदाताओं द्वारा प्रस्तुत सभी दस्तावेज पीकेआई एन्क्रिप्शन तकनीकों का उपयोग करके एन्क्रिप्ट किया जाएगा जिससे डेटा की गोपनीयता सुनिश्चित हो सके। दर्ज किए गए डेटा को अनाधिकृत व्यक्तियों द्वारा बोली खोलने के समय तक नहीं देखा जा सकता है। बोलियों की गोपनीयता को सुरक्षित सॉकेट लेयर 128 बिट एन्क्रिप्शन तकनीक का उपयोग कर रखा जाता है। संवेदनशील क्षेत्रों का डेटा संग्रहण एन्क्रिप्शन किया जाता है।

All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

- 7) अपलोड किए गए निविदा दस्तावेज केवल अधिकृत बोलीदाता द्वारा निविदा खोलने के बाद ही पठनीय हो सकते हैं।

The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) बोलियों के सफल और समय पर जमा होने पर, पोर्टल सभी प्रासंगिक विवरणों के साथ बोली संख्या, बोली जमा करने की तारीख और समय के साथ बोली सफलतापूर्वक जमा करने का संदेश एवं बोली सारांश प्रदर्शित करेगा।

Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

- 9) कृपया अनुपालन पत्रक की एक पीडीएफ फाइल में सभी प्रासंगिक दस्तावेजों के स्कैन किए गए पीडीएफ को जोड़ दें।

Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

#### बोलीदाताओं को सहायता / ASSISTANCE TO BIDDERS

- 1) निविदा दस्तावेज से संबंधित कोई भी प्रश्न और इसमें निहित नियमों और शर्तों को निविदा आमंत्रण प्राधिकरण को निविदा के लिए अथवा निविदा में वर्णित प्रासंगिक संपर्क व्यक्ति से संबोधित किया जाना चाहिए।

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

- 2) आनलाइन बोली प्रस्तुत करने अथवा सामान्य में सीपीपी पोर्टल से संबंधित प्रश्नों की प्रक्रिया से संबंधित कोई भी प्रश्न 24x7 सीपीपी पोर्टल हैल्पडेस्क पर निर्देशित किया जा सकता है। हैल्पडेस्क के लिए संपर्क संख्या 1800 233 7315 हैं।

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.



## बोलीदाताओं के लिए समान्य निर्देश / General Instructions to the Bidders

- 1) निविदाएं पोर्टल <http://eprocure.gov.in/eprocure/app> के माध्यम से आनलाइन प्राप्त होगी। तकनीकी बोलियों में, बोलीदाताओं को सभी दस्तावेजों को पीडीएफ प्रारूप में अपलोड करना होगा।

The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app> in the Technical Bids, the bidders are required to upload all the documents in .pdf format.

- 2) कंपनी के नाम में स्मार्ट कार्ड/ई-टोकन के रूप में मान्य क्लास II/III डिजिटल हस्ताक्षर प्रमाणपत्र (डीएससी) के पंजीकरण के लिए एक शर्त है और <https://eprocure.gov.in/eprocure/app> के माध्यम से बोली प्रस्तुत करने की गतिविधियों में भाग ले सकते हैं। डिजिटल हस्ताक्षर प्रमाणपत्र पर अधिकृत प्रमाणित एजेंसियों से प्राप्त की जा सकती है, जिनमें से जानकारी “डीएससी के बारे में सूचना” लिंक के तहत वेब साइट <https://eprocure.gov.in/eprocure/app> पर उपलब्ध है।

Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link “Information about DSC”.

- 3) निविदाकर्ता को सलाह दी जाती है कि <https://eprocure.gov.in/eprocure/app> पर ई-प्रोक्योरमेंट के लिए सेंट्रल पब्लिक प्रोक्योरमेंट पोर्टल माध्यम से आनलाइन बोली के जमा करते समय निविदाकार हेतु निर्देशों में उपलब्ध निर्देशों का अनुगमन करें।

Tenderer are advised to follow the instructions provided in the ‘Instructions to the Tenderer the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.

- 4) सभी संभावित बोलीदाताओं या इच्छुक पार्टियों को बोली-पूर्व बैठक में अवश्य भाग लेना चाहिए और अपने प्रश्न (यदि कोई हों) केवल निम्नलिखित प्रारूप में प्रस्तुत कर सकते हैं। उचित शुद्धिपत्र के साथ इन प्रश्नों के उत्तर केवल आईआईटी रोपड़ की वेबसाइट पर प्रकाशित किए जाएंगे। प्रश्नों से संबंधित संचार के किसी अन्य माध्यम पर विचार नहीं किया जाएगा। हालांकि, संस्थान के पास उठाए गए किसी भी/सभी प्रश्नों या मांगे गए स्पष्टीकरणों का जवाब न देने का अधिकार सुरक्षित है, यदि उनकी राय में और उनके विवेक पर, वे मानते हैं कि ऐसा करना उचित होगा या इसमें कोई योग्यता नहीं मिलती है।

All the prospective Bidder or interest parties MUST attend pre-bid meeting and can submit their queries (if any) in the following format only. The response to these queries along with the appropriate corrigendum will be publish on the Website of IIT Ropar only. No other mode of communication related to queries will be entertained. However, Institute reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it shall be in appropriate to do so or do not find any merit in it.

ध्यान दें प्रश्नों पर संबंधित समिति द्वारा उच/सुझाव/बोलीदाताओं द्वारा प्रस्तुत इनपुट :ित विचार किया जाएगा, हालांकि आईआईटी रोपड़ को बोलीदाता द्वारा किए गए किसी भी सबमिशन को स्वीकार करने के लिए बाध्य नहीं किया गया है और न ही बोली लगाने वाले को उनके सबमिशन पर कोई लिखित प्रतिक्रिया दी जाएगी। यदि किसी इनपुट को समिति द्वारा वैध माना जाता है तो उसे स्वीकार किया जाएगा और शुद्धिपत्र के हिस्से के रूप में शामिल किया जाएगा।

Note: Inputs/ suggestions/ queries submitted by bidders will be given due consideration by the concerned committee, however IIT Ropar is not mandated to accept any submission made by the bidder and nor the bidder will be given any written response to their submissions. If an input is considered valid by the committee the same will be accepted and incorporated as part of the corrigendum.

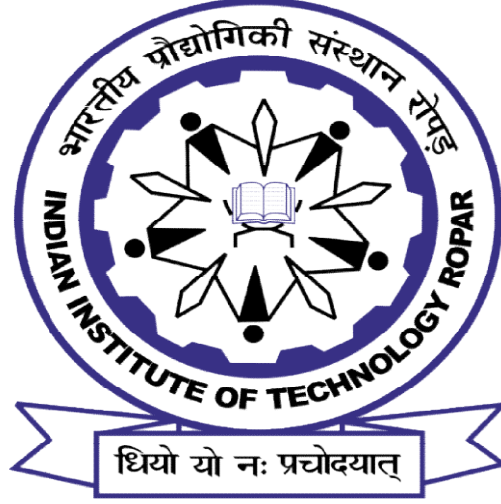
प्रश्न प्रस्तुत करने का प्रारूप:

Format for Query submission:

1. Name of Organization:
2. Mobile No. of authorized person:
3. Email ID of the authorized person:

S. No.	Page No.	Clause No.	Reference/Subject	Clarification Sought

**भारतीय प्रौद्योगिकी संस्थान रोपड़**  
**INDIAN INSTITUTE OF TECHNOLOGY**  
**ROPAR**



**Tender For “Comprehensive Annual  
Maintenance Contract (CAMC) of GPU Servers  
at IIT Ropar**

## 1. Introduction:

This tender document is issued by Indian Institute of Technology Ropar for a Comprehensive Annual Maintenance Contract (CAMC) for Nvidia GPU Servers. The purpose of this tender is to invite eligible and experienced bidders to submit their proposals for providing Comprehensive maintenance and support services for our GPU server infrastructure. Comprehensive is seeking reliable and competent bidders who can ensure the efficient functioning of our Nvidia GPU servers through proactive maintenance and timely support.

## 2. Scope of Work:

The scope of work for the Comprehensive Annual Maintenance Contract (CAMC) of Nvidia GPU servers includes the following:

- **Hardware Maintenance and Replacement:** The bidder shall be responsible for the comprehensive maintenance of the Nvidia GPU servers, which includes regular inspections, preventive maintenance, and immediate replacement of faulty hardware components. This encompasses the inspection, diagnosis, and replacement of hardware components such as GPUs, memory modules, storage drives, power supplies, and cooling systems or any other hardware in the event of malfunction or failure.
- **Software Support:** The bidder shall provide software support for the operating system and associated software applications installed on the Nvidia GPU servers. This includes troubleshooting, patch management, and software updates to ensure the servers are running on the latest software versions.
- **Manpower Support:** The bidder shall provide one skilled personnel with expertise in Linux, containerization technologies (e.g., Docker), and Nvidia GPU servers. The personnel shall be available during specified hours to handle routine maintenance tasks, troubleshoot issues, and provide technical support as required.
- **Health Check and Reporting:** The bidder shall conduct weekly health checks of the Nvidia GPU servers to ensure optimal performance and identify any potential issues. A comprehensive report detailing the health status, performance metrics, and any identified issues shall be submitted weekly through email to the STO IT at [sto.it@iitrpr.ac.in](mailto:sto.it@iitrpr.ac.in).

## 3. Manpower Requirements:

The bidder shall provide one onsite Engineer (8X5) with the following qualifications and expertise:

### Education Qualification

Bachelor of Technology (B.Tech) degree or a Master of Computer Applications (MCA) degree with minimum of two years of relevant experience.

### Relevant Experience

- **Linux Expertise:** The personnel must have a deep understanding of Linux operating systems, including installation, configuration, and troubleshooting.
- **Containerization Technologies:** The personnel must possess expertise in containerization technologies such as Docker, Kubernetes, or similar platforms.

- **Nvidia GPU Servers:** The personnel must have knowledge and experience in managing Nvidia GPU servers, including installation, configuration, optimization, and troubleshooting of GPU-related issues.

## **Job Responsibilities:**

### **a) Linux System Administration:**

- a. Perform installation, configuration, and maintenance of Linux operating systems on Nvidia GPU servers.
- b. Troubleshoot Linux-related issues and ensure system stability and performance.

### **b) Containerization Management:**

- a. Deploy, manage, and monitor containerized applications using Docker, Kubernetes, or similar platforms.
- b. Optimize containerized environments for performance and resource efficiency.

### **c) Nvidia GPU Server Management:**

- a. Install, configure, and maintain Nvidia GPU servers according to project requirements.
- b. Optimize GPU server performance for specific workloads and applications.
- c. Troubleshoot GPU-related issues and ensure smooth operation of GPU-accelerated workloads.

### **d) System Monitoring and Maintenance:**

- a. Implement monitoring tools and systems to ensure the health and performance of Nvidia GPU servers.
- b. Conduct regular maintenance tasks, including updates, patches, and system optimizations.
- c. Perform proactive monitoring to identify and resolve potential issues before they impact system performance.

### **e) Documentation and Reporting:**

- a. Maintain accurate documentation of system configurations, procedures, and troubleshooting steps.
- b. Generate reports on system performance, resource utilization, and maintenance activities.
- c. Communicate effectively with stakeholders and provide regular updates on system status and performance.

### **f) Collaboration and Support:**

- a. Collaborate with other team members and departments to address cross-functional requirements and dependencies.
- b. Provide technical support and guidance to other team members as needed.
- c. Participate in knowledge sharing activities to enhance team expertise and capabilities.

### **g) Other Assigned Tasks:**

- a. Manage other servers as assigned by competent authorities.
- b. Undertake additional servers, responsibilities, and tasks given by authorities

### **h) Additional Details:**

- a) **Working Days:** The Engineer is required to work 5 days a week.
- b) **Equipment Provided:** Equipped with a laptop and toolkit to facilitate efficient work performance

#### **4. Service Level Agreement (SLA):**

The Service Level Agreement (SLA) shall include the following provisions:

i. **Response Time:**

- a) The maximum allowable time for the bidder to respond to reported issues or service requests shall be within 4 hours during business hours (Monday to Friday, 9:00 AM to 5:00 PM local time).
- b) For issues reported outside of business hours, the maximum response time shall be within 8 hours.

ii. **Resolution Time:**

- a) The bidder must resolve reported issues or service requests within 24 hours for non-critical issues.
- b) For critical issues requiring hardware replacement, the bidder must ensure resolution within 48 hours, including the replacement of faulty hardware components.

iii. **Escalation Procedure:**

In the event of unresolved or critical issues, an escalation procedure shall be followed as follows:

- a. Level 1: Initial support engineer. Response time: within 4 hours.
- b. Level 2: Senior support engineer or team lead. Response time: within 2 hours.
- c. Level 3: Escalation to bidder management. Response time: immediate.

Contact points and response times for each escalation level shall be communicated to the client and documented in the SLA agreement.

iv. **Performance Metrics:**

Key performance indicators (KPIs) to measure the bidder's performance shall include:

- a. Server uptime: Target uptime of 99.9%.
- b. Response times: Average response time for reported issues.
- c. Resolution times: Average time taken to resolve reported issues.
- d. Customer satisfaction ratings: Regular feedback surveys to assess customer satisfaction with the bidder's services.

#### **Bidder Eligibility Criteria:**

1. Bidders must have a minimum of 10 years of experience in the IT industry. Supported documents, such as old work orders, should be submitted along with the bid.
  2. **Similar Nature of Work Experience:** Bidders must submit at least 3 work orders from the past 5 years related to the supply, commissioning, installation, and maintenance of GPU servers (with a minimum of three years warranty and support indicated in each PO).
- OR**

3. The Bidder must submit at least 3 work orders for Comprehensive Annual Maintenance Contracts (CAMC) of Nvidia GPU servers in the past 5 years.
4. **Manufacturing Authorization Certificate:** Bidders must provide a valid Manufacturing Authorization Certificate from the OEM along with their bid
5. The bidder must have an agreement with the original equipment manufacturer (OEM) for support, covering both software and hardware. They must submit a copy of this support agreement when making a payment

**Additional Conditions:**

1. The CAMC is for a duration of one year, commencing from the date of Purchase Order (PO) issuance. The details of GPU servers are given in **Annexure-A**
2. Payment to the bidder shall be made on a quarterly basis, after submission of invoice.
3. The work may be extended for another one year period, under the same terms and conditions, if both parties agree for the same.

**Annexure-A****Equipment Details**

<b>S.No</b>	<b>GPU make</b>	<b>Gpu Model</b>	<b>Serial number</b>	<b>Specifications</b>
1	NVIDIA	DGX A100	1574120000906	2 X AMD EPYC 7742 64-Core Processor (3.3GHz/64-core/128 Threads) 1007 GiB RAM DDR4 1.8 TB DEDICATED OS STORAGE 14 TB USER DATA STORAGE 8 X Nvidia Tesla A100-SXM4-40GB
2	NVIDIA	DGX A100	1574120000866	2 X AMD EPYC 7742 64-Core Processor (3.3GHz/64-core/128 Threads) 1007 GiB RAM DDR4 1.8 TB DEDICATED OS STORAGE 14 TB USER DATA STORAGE 8 X Nvidia Tesla A100-SXM4-40GB



**ANNEXURE- B**

**FORMAT FOR NON BLACKLISTING OF SUPPLIER**

I/ We \_\_\_\_\_Manufacturer/partner/Authorized Distributor/Agent (strike out which is not applicable) of (Supplier) \_\_\_\_\_do hereby declare and solemnly affirm that the individual/firm/company is not black-listed by the Union/State Government/Autonomous body.

Deponent  
Address \_\_\_\_\_

I/ We hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed.

Deponent  
Dated: \_\_\_\_\_

(Note: To be furnished on non-judicial stamp paper duly attested by the Oath Commissioner.)

## ANNEXURE- C

### PROFORMA FOR USER/CLIENT LIST

[illegible]

**ANNEXURE -D****ON THE COMPANY/FIRM LETTER HEAD**

To,  
The Registrar,  
Indian Institute of Technology Ropar,  
Punjab-140001

**SUBJECT: Submission of RTGS/NEFT details**

Sir,

As per your instructions, the detail of RTGS/NEFT in respect of M/s \_\_\_\_\_ is as follows:

BENEFICIARY NAME :-	
BANK NAME:-	
BRANCH NAME:-	
BRANCH CODE:-	
BANK ADDRESS:-	
TYPE OF A/C.:-	
BANK A/C.NO.:-	
IFS CODE:-	
MICR NO:-	
PAN OF BENEFICIARY:-	
SERVICE TAX NO.:-	
TIN NO.:-	
NAME OF CONTACT PERSON:-	
TELEPHONE/MOBILE NO.:-	
EMAIL ID:-	

Certified that above mentioned details are true and correct.

**For M/s \_\_\_\_\_**

**(Authorised signatory)**

**FOR BANK USE ONLY**

Verified the above mentioned detail and signature as per the records maintained by \_\_\_\_\_  
(bank name).

**Signature (with bank seal)**

**Code \_\_\_\_\_**

## DECLARATION SHEET

We, \_\_\_\_\_ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification. This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty. The prices quoted in the financial bids are subsidized due to academic discount given to IIT Ropar

<b>We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking.</b>		<b>NAME &amp; ADDRESS OF THE Vendor/ Manufacturer / Agent</b>
<b>1</b>	<b>Phone</b>	
<b>2</b>	<b>Fax</b>	
<b>3</b>	<b>E-mail</b>	
<b>4</b>	<b>Contact Person Name</b>	
<b>5</b>	<b>Mobile Number</b>	
<b>6</b>	<b>GST Number</b>	
<b>7</b>	<b>PAN Number</b>	

(Signature of the Tenderer)

Name: \_\_\_\_\_

Seal of the Company

<On Organization Letter Head>

**ANNEXURE-F**  
**(For Goods/ Services Contracts)**

**<CERTIFICATE>**

Tender No. :- .....

Date:- .....

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that this bidder is not from such a country.

**OR (whichever is applicable)**

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that this bidder is from \_\_\_\_\_(Name of Country) and has been registered with the Competent Authority. I also certify that this bidder fulfills all the requirements in this regard and is eligible to be considered.

**(Copy/ evidence of valid registration by the Competent Authority is to be attached)**

**Signature of Bidder/ Agent**  
**Name:** \_\_\_\_\_  
**Designation:** \_\_\_\_\_  
**Organization Name:** \_\_\_\_\_  
**Contact No. :** \_\_\_\_\_

## ANNEXURE-G

### DECLARATION OF LOCAL CONTENT

(To be given on Company Letter Head – For tender value below Rs.10 Crores)

(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for tender value above Rs.10 Crores)

To,  
The Registrar,  
Indian Institute of Technology Ropar,  
Rupnagar, Punjab - 140001

Subject: - Declaration of Local Content

Tender Reference No:

Name of Tender/ Work:

1. We hereby declare that items offered has \_\_\_\_\_ % local content (DPIIT OM No. P-45021/2/2017-PP (BE-II) dated 16.09.2020) & (DPIIT OM No. P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04.03.2021)

2. Class of Supplier:

☐

Class - I

☐

Class - II

“Local Content” means the amount of value added in India which shall, be the total value of the item being offered minus the value of the imported content in the item (including all customs duties) as a proportion of the total value, in percent.

The bidders cannot claim services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc as local value addition.

“\*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.”

**Yours faithfully,**

**(Signature of the bidder, with Official Seal)**

**<TO BE PROVIDED BY OEM ON LETTERHEAD>**

**DECLARATION OF COUNTRY OF ORIGIN**

**(To be given on Company Letter Head – For tender value below Rs.10 Crores)**

**(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for tender value above Rs.10 Crores)**

**To,  
The Registrar,  
Indian Institute of Technology Ropar,  
Rupnagar, Punjab - 140001**

Subject: - Declaration of Country of Origin

Tender Reference No:

Name of Tender/ Work:

1. Country of Origin of Goods being offered: \_\_\_\_\_ (OM No. 6/18/2019-PPD dated 23.07.2020)

“\*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.”

**Yours faithfully,**

**(Signature of the bidder, with Official Seal)**