



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2023/B/4180642
Dated/दिनांक : 10-11-2023

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	20-11-2023 13:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	20-11-2023 13:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Personnel Public Grievances And Pensions
Department Name/विभाग का नाम	Department Of Personnel And Training
Organisation Name/संगठन का नाम	Union Public Service Commission (upsc)
Office Name/कार्यालय का नाम	Central Delhi, New Delhi 110069
Item Category/मद केटेगरी	Customized AMC/CMC for Pre-owned Products - Servers and Related Items; IBM; Comprehensive Maintenance Contract (CMC); Quarterly; No
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	10 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price

within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.
 4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Proforma for Price Bid - [1699598219.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Please provide list of spares/parts/replacement for AMC services:[1699600120.pdf](#)

Scope of Work:[1699600128.pdf](#)

Special Terms and Conditions/Penalty/Payment Terms pertaining to the Bid/Contract:[1699600133.pdf](#)

Geographic Presence In States. Also specify the documents to be uploaded by Service Provider in Compliance of this condition.:[1699600137.pdf](#)

Details of manpower requirement for CMC service:[1699600141.pdf](#)

Minimum Years (Up To 5 Years) Of Experience in Related Field.Also specify the documents to be uploaded by Service Provider in Compliance of this condition.:[1699600146.pdf](#)

X number (up to 100%) of services provided in the past Y year to government agencies.Also specify the documents to be uploaded by Service Provider in Compliance of this condition.:[1699600150.pdf](#)

The Bidder should have adequate skilled technical human resource to meet the work load.Also specify the documents to be uploaded by Service Provider in Compliance of this condition.:[1699600159.pdf](#)

Performance certificate of providing AMC/CMC for the same machine (of quoted make and Model) issued by Head of the Department or Institution after a minimum period of Y months of starting of contract.Also specify the documents to be uploaded by Service Provider in Compliance of this condition.:[1699600154.pdf](#)

Product/Equipment Details:[1699600164.pdf](#)

Financial Breakup Required:[1699600169.pdf](#)

Customized AMC/CMC For Pre-owned Products - Servers And Related Items; IBM; Comprehensive Maintenance Contract (CMC); Quarterly; No (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Product category	Servers and Related Items
Product Brand	IBM
Type of service	Comprehensive Maintenance Contract (CMC)
Preventive Maintenance Frequency	Quarterly

Specification	Values
Manpower Required	No
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity of product/equipment	Additional Requirement/अतिरिक्त आवश्यकता
1	Rakesh Kumar Dixit	110069,UPSC, Dholpur House, Shahjahan Road, New Delhi	1	<ul style="list-style-type: none"> Number of months within the contract period for which service is required : 36

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

2. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

3. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

4. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Secretary, UPSC
payable at
New Delhi

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

5. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

Secretary, UPSC

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई

का आधार होगा।

---Thank You/धन्यवाद---

F. No. 2.2(23)/2017-G.II
UNION PUBLIC SERVICE COMMISSION
(SANGH LOK SEVA AYOOG)
Dholpur House, Shahjahan Road,
New Delhi -110069

NOTICE INVITING BIDS

Online bids are invited on GeM portal under two-bid system for Comprehensive Annual Maintenance Contract (CAMC) of IBM Servers & related items (viz. KVM Switch along with consoles) from Original Equipment Manufacturer (OEM)/authorized dealers/suppliers/distributors/channel partners of the OEM for the Servers who have experience in this field. The scope of work and technical details are indicated in Annexure-I & II of this document. **Manual bids shall not be accepted.**

Bid documents may be downloaded from UPSC website www.upsc.gov.in (for reference only) and GeM portal <https://gem.gov.in/> as per the schedule given on GeM

Bids shall be submitted only through GeM portal: <https://gem.gov.in/>.

GENERAL TERMS & CONDITIONS

1. Procedure of Submission of Bids:

Bids should be submitted through **Government e-Marketplace (GeM) Portal** only.

The bids shall be submitted online in two parts, viz. Technical Bid and Price Bid keeping in view the following points:-

- All the pages of bid being submitted must be **signed and sequentially numbered** by the bidder irrespective of nature of content of the documents before uploading.
- The offers submitted by Fax/e-mail or any other mode shall not be considered. No correspondence will be entertained in this regard.
- The bidder will have to submit a Bid Security Declaration in lieu of EMD as per the proforma provided at Annexure-VIII

(i) **TECHNICAL BID**

The bidder should submit the following documents mentioned in the checklist at Annexure-VII duly signed by the authorized signatory along with the Technical Bid viz.:-

- a) Signed & scanned copy of Registration Certificate/Certificate of Incorporation of the firm.
- b) Signed & scanned copy of PAN card;
- c) Signed & scanned copy of GST Registration Certificate;
- d) Signed & scanned copy of ISO 9001:2008 Certification;
- e) Signed & scanned copy of bid specific Manufacturer's Authorization Form (MAF) from OEM i.e. M/s IBM;
- f) Signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including financial year 2022-2023.
- g) Signed & scanned copy of certificate from a Chartered Accountant (CA) indicating the average annual turnover of the firm for the preceding three years including financial year 2022-2023.

- h) Signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years.
- i) Signed & scanned copy of Bid Security Declaration as per the proforma provided at Annexure-VIII.
- j) Signed & scanned copy of Technical Compliance Statement as at Annexure-III and requisite certificates as at Annexure-IV and Annexure-V.

(ii) **PRICE BID**

Schedule of price bid must be submitted in the prescribed format only. Rates quoted should be inclusive of taxes. Applicable taxes (in percentage) for each item shall be indicated separately along with rates.

2. **Earnest Money Deposit / Bid Security Declaration:**

Bidders are required to submit a Bid Security Declaration as per the proforma provided at Annexure-VIII in lieu of Earnest Money Deposit declaring that they are liable to be suspended from being eligible for bidding / award of all future tender(s) for a period as applicable per the Incident Management Policy of GeM in the event that:-

- i.) They withdraw / modify their bid during the period of bid validity
- ii.) They commit any other breach of tender conditions/ contract which would have otherwise attracted forfeiture of EMD
- iii.) They fail to / refuse to initiate the execution of the awarded Contract as per the terms of the Contract

3. **Performance Guarantee:** The successful bidder will be required to furnish Performance Security @5% of the actual contract value. The Performance Security shall be in the form of Demand Draft/Pay Order/Bank Guarantee in favour of Secretary, UPSC payable at Delhi and shall be submitted within 15 days of issue of contract on GeM. The Performance Security shall remain valid till ninety days of the completion of all contractual obligations. It should be clearly understood that in the event of the work not being completed as per the Scope of Work, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalties, if any, which may be imposed as specified in the terms and conditions hereto. No interest on Performance Security would be payable by UPSC under any circumstances.

ELIGIBILITY CRITERIA

4. The bidder shall necessarily be a legally valid entity in existence for at least 7 years at the time of bidding. Documentary proof in the form of Registration/Certificate of Incorporation of the firm clearly indicating the date of registration/incorporation should be enclosed with the Technical Bid.
5. The bidder shall be System Integrator (SI)/Original Equipment Manufacturer (OEM)/authorized dealers/suppliers/distributors/channel partners of the OEM who have experience in this field. The bidder shall submit bid specific Manufacturer's Authorization Form (MAF) from OEM i.e. M/s IBM.
6. The bidder must have experience of providing maintenance services for Servers with specifications as mentioned in Annexure-II and other IT peripherals in Central / State Govt Organization / PSU / Public Listed Company for at least five years. In this connection, copies of at least 2 work orders/purchase orders during the preceding 5 years must be enclosed with the technical bid.
7. The bidder must have an average annual turnover of at least Rs. 10 lakh during the preceding three financial years. In this regard, the bidder shall furnish copies of audited Balance Sheets of the firm for each of the preceding three years including financial year 2022-2023. Further, the bidder shall submit a certificate from a Chartered Accountant (CA) indicating the average annual turnover of the firm for the preceding three years.
8. The bidder shall be an ISO 9001:2008 certified firm. Documentary proof to be attached with the technical bid.

OTHER TERMS & CONDITIONS

9. The servers proposed to be covered under the CAMC are installed in UPSC, New Delhi. The maintenance support of these servers is to be provided on the site.
10. The maintenance service to be provided in respect of the above-mentioned equipments shall commence on "as is where is" basis. The firm shall provide Engineers on call basis during the CAMC period who will look after the maintenance of these servers and related items. The bidder should have technical staff with adequate experience in managing and maintaining of Servers and IT peripherals. A technical compliance statement as at Annexure-III to this document duly signed by the authorized signatory should be enclosed with the technical bid.
11. The contract shall be valid for 1 (one) year from the date of award of the contract. However, Secretary, UPSC at his/her discretion may extend the contract for a further period up to 1 year on the same terms, conditions and rates.
12. The bidder shall indicate in the Price Schedule (Annexure-VI) the yearly maintenance charges for each item separately. Bids not received in the prescribed format are liable to be rejected.

13. Applicable taxes (in percentage) for each item shall be indicated separately along with rates in the Price Schedule. Bidders who do not indicate tax rates separately will not be considered responsive and their bid will be rejected.
14. L-1 bidder will be decided on the basis of the total cost of CAMC of all items stipulated in the Price Schedule (inclusive of taxes) as at Annexure-VI.
15. UPSC may increase/decrease the quantity of any item indicated in the Price Schedule at **Annexure-VI** on the same terms, conditions and rates of the contract. Similarly, any obsolete/redundant item(s) may be deleted from the AMC without prior notice to the vendor. In case of any increase/decrease of items during the currency of contract, the CAMC charges shall be calculated on pro-rata basis.
16. Bids will be valid for a minimum period of 180 days from the date of opening of technical bids.
17. Hypothetical, conditional or incomplete bids are liable to be rejected summarily.
18. If any information furnished by the bidder is found to be incorrect or false at any time, the contract is liable to be terminated and the firm may be blacklisted.
19. UPSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Secretary, UPSC would be final and binding.
20. Income Tax: Recoverable at source from the bills, as applicable. Bidders should furnish their permanent I.T. A/c No. (PAN). They are also required to furnish a certificate as at Annexure-III that they have not been penalized or convicted for concealment of income/wealth during the preceding three years.
21. Bidder shall furnish GST Registration Certificate containing GST Identification Number (GSTIN) of the firm.
22. **Payment Terms:** Payment towards the comprehensive Annual Maintenance Contract will be made on quarterly basis on successful completion of work duly certified by IS Wing of UPSC and submission of Preventive Maintenance Report at the end of each quarter.
23. **Risk Purchase Clause:** If the firm after submission of bid and due acceptance of the same i.e. after the placement of order fails to abide by the terms and conditions of the bid document and/or execute the work as per prescribed schedule given or at any time repudiates the contract, the UPSC will have the right to invoke the performance security, deposited by the firm and get the work done from other firm at the risk and expense of the firm. The cost difference between the alternative arrangement and firm's bid value will be recovered from the firm along with other incidental charges. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the firm.

24. **Liquidated Damages:** The vendor has to execute the work strictly as per scope of work in accordance with the terms and conditions of the bid document. In the event of failure to abide by the terms & conditions of the contract, UPSC without prejudice to any other right or remedy available may recover any such amount suffered as loss from the vendor as ascertained/assessed by this office as liquidated damages and not by way of penalty to be imposed separately at the rate of 1% per week of delay subject to a maximum of 10% of the total contract value.
25. **Penalties:** As mentioned in Scope of Work (Annexure-I).
26. **Arbitration:** Any dispute or difference whatsoever arising between UPSC & the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by UPSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC & the firm. The venue of Arbitration shall be at Delhi.
27. **Jurisdiction:** Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.
28. **Force Majeure:** UPSC or the bidder, as the case may be, in case of any failure or omission to complete the contractual liability or having delayed the performance of its work on account of natural calamities such as fires, floods, earthquakes, hurricanes etc. and reasons beyond one's control such as civil strikes, lockouts, strikes, riots, civil war etc. shall not be held responsible for such omission, failure or delay and shall be relieved of their respective obligations to perform provided either party give to the other party a notice within 21 days of the occurrence of such incidence. Either party, as and when it gives notice of *force majeure* shall provide confirmation of such events in the form of certificate from the Government Department or agency or Chamber of Commerce. The parties shall be relieved of their respective obligations to perform hereunder for so long as the event of *force majeure* continues and to the extent their performance is affected by such an event of *force majeure* provided notices as above are given and the event of *force majeure* is established as provided herein above. However, UPSC reserves the right to terminate the contract if the performance against the contract is prevented by the event of strike, lockout etc. for a period exceeding 60 days.
29. In the event of non-satisfactory performance of maintenance services by the successful bidder, UPSC will have the discretion to terminate the CAMC by giving one month notice and to award it to any other firm and recover such amount from the successful bidder as may be decided by Secretary, UPSC having regard to the loss/damage suffered by this office. The decision of the Secretary, UPSC in this regard shall be final and binding on the parties.
30. The above are broad conditions for the CAMC to be awarded. All other terms will be as per GeM terms and conditions.

31. UPSC reserves the right to discontinue the contract with the agency at any point of time during the contract period without assigning any reason after giving one month's notice to the agency. The decision of the Secretary, UPSC shall be final and binding on both the parties.
32. Any queries relating to this GeM bidding may be directed to the following Helpline No.: 011-23381141 during office hours.
33. The notice inviting bids is also available on UPSC's website: www.upsc.gov.in.

(R.K. Dixit)
Under Secretary (G-II)

Scope of Work

There are 12 Nos of IBM Servers (Rack-04 and Tower based-08) & one KVM Switch (Aten make) along with console installed in IS Wing and various sections of the Commission's office. These servers and other items were procured in April, 2015 with a warranty of three years. These servers are installed at critical locations in the Commission particularly for SOAP, DAF, e-Admit Card related applications, pre & post examination of IS Wing etc.

The firm will have to ensure the following terms & conditions to keep the Hardware and Operating System of the Servers & other items in good working order:

1. The CAMC will be comprehensive and the cost of spare if required during the maintenance period will be included. Un-serviceable parts should be replaced at no extra cost. In case of replacement of part the defective part removed from the system will be the property of the firm.
2. The firm will be responsible to provide OS (Operating System) Red Hat Enterprise Linux (RHEL) & Windows Servers support like OS maintenance, reloading of OS with all the drivers, OS/firmware upgrade. Device drivers, system configuration and network configuration on all the servers during the period of maintenance.
3. The firm will be responsible for scheduled preventive maintenance (PM) once in Three months which includes routine checks as per Performa specified by UPSC for all the Servers as detailed in Annexure-II and PM reports have to submit to UPSC before submitting the Bill.
4. The firm will be responsible to provide 95% uptime for systems and failing which a penalty as proposed by UPSC will be imposed. However, before imposing penalty, UPSC will issue a show-cause notice in which the details of down time will be mentioned. It will also include the penalty proposed to be imposed on the vender. The break down time will be work out as under:-
 - (a.) Total machine hours (X) = (No of Servers) x (No of working days in a quarter x 8 working hrs/day.)
 - (b.) Down time = Time lapse (In terms of working hours calculated on 8 hours on all working days) between (I) date & time when fault is rectified to the satisfaction of user and (II) date & time when fault is reported/ acknowledged by the maintenance Engineer for each machine separately.
 - (c.) Down time (Y) = No of Breakdown days x 8 working hrs/day.
 - (d.) Percentage uptime = $[(X-Y)/X] \times 100$

- (e.) Calculation of Penalty = Rate (cost) of CAMC for one quarter for the KVM switch/Servers x Downtime (Y) during the quarter / Total Working Hours in the respective quarter.
5. The working of UPSC is from 09.30 Hrs to 18.00 Hrs. However, on account of exigencies of work, services of Engineer may be sometimes required beyond working days/hours or on holidays for which no additional amount shall be payable to the firm.
 6. The firm will be responsible to attend the complaint on call basis and all the complaints/call should be attended by Engineer within 4 hour of logging and not more than 6 hours of logging of such complaint. The vendor will ensure that all complaints with regard to KVM switch/Servers working will have to be rectified to the satisfaction of the UPSC within a maximum period of 24 hours from logging of complaints failing which a penalty as per clause 4 of the scope of work will be imposed per day at the time of making quarterly payments.
 7. Service Engineer will ensure the projects adherence to all government and industry standards and guide lines. If special permits or records need to be obtained, the Service Engineer will do so and ensure the paperwork is recorded and stored properly. The Assigned Engineers should also have requisite qualifications and sufficient working knowledge of the hardware and associated Software.

Specifications of Rack Servers**Model- IBM system X 3650M4 - 4Nos**

S. No.	Component	Description
1	Form Factor	Rack Type 2U
2	Processor Support	Support for two Intel® Xeon® processor E5-2600 (up to 130W TDP)
3	Processor	2x Intel® Xeon® processor E5-2620 (6C/12T 2.0GHZ-15Mb-7.20GT/s)
4	Chipset	Intel® C600 series
5	Memory Type Support	Sixteen DDR3 DIMM sockets (1600/1333/1066/MHz)
6	Max. Memory Support	Up to 512 GB
7	Memory	32 GB DDR3 1333 REG ECC
8	No. of PCI Slots	4 (Four)
9	SATA controller	Support SAS & SATA drive
10	HOST RAID Support	Onboard Host Raid support for SATA RAID 0,1 & 10
11	HDD	2 x 300 Gb 6 Gbps 10K rpm 2.5" SAS Drive should be populated
12	LAN	2* 10/100/1000 Gigabit Ethernet Ports
13	Drive Bays	Minimum 8*2.5inch HDD HS bay and 1*ODD bay
14	DVD-RW	Slim drive
15	No. of Fans	3 Redundant Fan required
16	HBA	Dual Port FC HBA Card (4G)
17	Power Supply	Two adequate High-efficiency Power Supplies with one as redundant power supply
18	Rear I/O Interface	1x VGA, 2x LAN RJ45, 6xUSB, 1*Serial Port
19	Compliance - PnP / PCI ACPI /USB	PnP
		PCI - 2.3/ 3.0
		ACPI – 2.0/ 4.0
		USB - 2.0
20	OS Certifications	Windows 2008/2012 R2 and RHEL

Specifications of Tower Servers**Model-IBM System X 3500 M4 – 2 Nos**

Sr. No.	Component	Description
1	Form Factor	Tower Type
2	Processor Support	Support for two Intel® Xeon® processor E5-2600 Series (up to 135W TDP)
3	Processor	2 x Intel® Xeon® processor E5-2620 (6C/12T 2.0GHz-15Mb-7.20GT/s)
4	Chipset	Intel® C600 series
5	Memory Type Support	Sixteen DDR3 DIMM sockets (1600/1333/1066/MHz)
6	Max. Memory Support	Up to 512 GB
8	Memory	32 GB DDR3 1333 REG ECC
9	No. of PCI Slots	Minimum 4 (Four)
10	controller	Support SSD, SAS & SATA drive
11	HOST RAID Support	Onboard Host Raid support for SATA RAID 0,1 & 10
12	HDD	3 x 900 GB 6 Gbps 10K rpm SAS Drive populated.
13	LAN	2* 10/100/1000 Gigabit Ethernet Ports on board
14	Drive Bays	Minimum 4 HS HDD's and 1*ODD bay
15	DVD-RW	Slim drive
16	Fans	Redundant fans
17	HBA	Dual Port FC HBA Card (8GB)
18	Power Supply	Two adequate High-efficiency Power Supplies with one as redundant and hot swappable power supply
19	Rear I/O Interface	1x VGA, 2x LAN RJ45, 6xUSB, 1*Serial Port
20	Compliance - PnP / PCI / ACPI /USB	PnP
		PCI - 2.3/3.0
		ACPI – 2.0/ 4.0
		USB - 2.0
21	OS Certifications	Windows 2008 R2 and RHEL
22	Monitor	18.5” TFT Wide Screen

Specifications of Tower Servers**Model-IBM System X 3100 M5 – 6Nos**

Sr. No.	Component	Description
1	Form Factor	Tower Type
2	Processor Support	Support for single Intel® Xeon® processor E3 1200 series
3	Processor	1* Intel® Xeon® processor E3-1220 V3 (4C/4T QC 3.10GHz 8MB)
4	Chipset	Intel® C200 series
5	Memory Type Support	4 DDR3 DIMM sockets (1600/1333/1066/MHz)
6	Max. Memory Support	Upto 32GB
7	Memory	16GB DDR3 1333 MHz
8	No. of PCI Slots	4(Four) or higher
9	SATA controller	6 SATA ports
10	HOST RAID Support	Integrated SATA RAID levels 0/1/10
11	HDD	2 x 500 GB 7200 RPM 2.5"/3.5" SATA Drive
12	LAN	2* 10/100/1000 Gigabit Ethernet Ports
13	DVD-RW	Slim drive
14	No. of Fans	1 Fan
15	Power Supply	Two adequate High-efficiency Power Supplies with one as redundant power supply
16	Rear I/O Interface	1xCOM /1x VGA / 2x LAN RJ45 / 6xUSB (4R & 2F)
17	Compliance - PnP / PCI ACPI /USB	PnP
		PCIe - 2.0/3.0
		Security- TPM
		SMBUS-2.0/QPI BUS
		USB - 2.0
18	OS Certifications	Windows 2008 R2 and RHEL
19	Monitor	18.5" TFT Wide Screen

Specifications of KVM Switches and Consoles

Sr. No.	Name of Components	Descriptions
1	KVM	1U Standard Rack Mount 8 Port Server Console Switches to allow multiple servers in a rack to be accessed and managed by one keyboard, monitor and mouse. One KVM interface cable and 8*USB Interface adapters for connecting up to 8 Servers
2	TFT Console Monitor	17" WXGA + monitor and keyboard with touch pad in a 1U format.

Technical Compliance Statement w.r.t. Scope of Work

Technical Compliance Statement

Sr. No	Technical Details	Compliance Yes/No	Page No.	Remarks *
1.	Please confirm the acceptance & understanding of deliverables by the bidder with respect to Scope of Work and other terms and conditions of bid document.			
2.	Bidder should have provide duly signed copy of authorization letter of OEM support			
3.	Please confirm that the firm is ISO certified for providing maintenance support of computer items			
4	Please indicate clearly any deviations in scope of work w.r.t. bid document conditions.			

NOTE 1: All bidders are required to write 'YES' or 'NO' in the compliance column. They are also required to describe clearly in detail, in the technical bid, how they plan to comply with the technical scope of work mentioned in the bid document. They are also required to mention 'Page No.' where they have described all above 4 points.

NOTE 2: *Deviation, if any, may be indicated clearly.

ANNEXURE-IV

INVITATION OF BIDS FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF IBM SERVERS & RELATED ITEMS

I/we _____

_____ (Name & address of the firm) have in response to your GeM bid dated _____ submitted a Technical & Financial bid for Comprehensive Annual Maintenance Contract (CAMC) of IBM Servers & related items. As required under bid document, we hereby certify as under:-

1. That all the terms and conditions of the bid document are acceptable to us.
2. That I/we fully understand the Scope of Work specified in the bid document and our bid is strictly in accordance with the Scope of Work.
3. That the firm has been in existence for more than seven years and has an average annual turnover of at least Rs. 10 lakh during the preceding three financial years.
4. That the firm possesses necessary technical expertise to undertake the job as specified in the Scope of Work and shall provide Engineer on call basis to look after the maintenance of UPSC servers & related items during the CAMC period.
5. That the repair/replacement of the parts of the servers & related items shall be of Original Equipment Manufacturer (OEM).
6. That I/we have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.
7. That I/we have not been blacklisted by any Government organization.

(Authorized Signatory)

Name & address of the firm/bidder

DECLARATION

I _____ s/o / d/o Shri
_____ hereby declare that none of my relatives is/are
employed in Union Public Service Commission (UPSC), New Delhi. In case at any stage, it
is found that the information given by me is false/incorrect, UPSC shall have the absolute right
to take any action as deemed fit without any prior intimation to me

Dated: _____

(Dated Signature of the Bidder
with Stamp of the firm)

Price Schedule

[Price break-up should not be submitted with the technical bid. To be submitted with financial bid only]

S. No.	Particulars/Equipments to be covered in the CAMC	Qty	Unit Rate (in Rs.) (incl. of taxes)	Total Charges (in Rs.) (incl. of taxes)	Applicable Tax as on date of bidding (in percentage)
1	Model- IBM system x 3650M4 (Rack server-2p Xeon processor/32GB/2x300GB)	4			
2	Model- IBM System X 3500 M4 (Tower server-2P Xeon processor/32GB/3x900 GB)	2			
3	Model- IBM System X 3100 M5 (Tower server-1P Xeon processor/16GB/2x500 GB)	6			
4	KVM Switch - Aten make (Aten 8 port ps/2 USB KVMP) & Consoles	1			
5	Total CAMC Charges (incl. of taxes)				

Note:

- i. The above rates shall not be disclosed in the technical bid by the bidder and it shall be part of the price bid only.
- ii. The bidder shall quote the rates for all items on the basis of annual rate per machine (inclusive of taxes).
- iii. While quoting the rates, the bidder(s) should take in to consideration cost of all spares & consumables and maintenance charges for maintaining the machines.
- iv. The rates shall include all charges related to transportation of material/equipment to and fro, if any, to UPSC.
- v. Rates shall remain firm for the entire Contract period and quoted on destination basis. The hike in prices of material will not affect the contract and will not entitle the bidder to claim any difference in amount as a result of such hike.
- vi. UPSC may increase/decrease the quantity of any item indicated in the Price Schedule on the same terms, conditions and rates of the contract. Similarly, any obsolete/redundant item(s) may be deleted from the AMC without prior notice to the vendor. In case of any increase/decrease of items during the currency of contract, the CAMC charges shall be calculated on pro-rata basis.

3) **Serial No. and MTM No. of the products are given below:-**

S. No.	Product	Qty	S. No. of Product	MTM No.
1	Model-IBM system x 3650M4 (Rack server-2p Xeon processor/32GB/2x300GB)	4	1. 06EZEDL 2. 06EZEDZ 3. 06EZEDH 4. 06EZEDF	7915C3A
2	Model-IBM System X 3500 M4 (Tower server-2P Xeon processor/32GB/3x900 GB)	2	1. 06ERXWF 2. 06ERXWE	7383IEL
3	Model-IBM System X 3100 M5 (Tower server-1P Xeon processor/16GB/2x500 GB)	6	1. 06EPARG 2. 06EPARL 3. 06EPARK 4. 06EPARM 5. 06EPARN 6. 06EPARH	5457IA5
4	KVM Switch - Aten make (Aten 8 port ps/2 USB KVMP) & Consoles	1	NA	NA

CHECKLIST

S. No.	Particulars	Yes/No	Please indicate page no.
1.	Whether signed & scanned copy of Bid Security Declaration as in Annexure-VIII enclosed		
2.	Whether signed & scanned copy of ISO Certificate enclosed		
3.	Whether signed & scanned copy of bid specific Manufacturer's Authorization Form (MAF) from OEM i.e. M/s IBM enclosed		
4.	Whether signed & scanned copy of Registration/Certificate of Incorporation of the firm enclosed		
5.	Whether signed & scanned copies of audited Balance Sheets of the firm for the preceding three years including financial year 2022-2023 enclosed		
6.	Whether signed & scanned copy of certificate from a Chartered Accountant (CA) indicating the average annual turnover of the firm for the preceding three years including financial year 2022-2023 enclosed		
7.	Whether signed & scanned copies of at least 2 work orders/purchase orders during the preceding 5 years enclosed		
8.	Whether signed & scanned copy of PAN card enclosed		
9.	Whether signed & scanned copy of GST Registration Certificate enclosed		
10.	Whether signed & scanned copy of Technical Compliance Statement as at Annexure-III enclosed		
11.	Whether signed & scanned copy of certificate as in Annexure-IV enclosed		
12.	Whether signed & scanned copy of Declaration as in Annexure-V		

(Authorized Name & Address of the Firm)
Tel. No./Mobile No./Fax No.

BID SECURITY DECLARATION
(on Company Letterhead)

I /We, the authorized signatory of M/s _____,
participating in
GeM Bid No: _____, for the job of _____, do hereby declare that in
the event:

I / We withdraw / modify our bid during the period of bid validity

OR

I/We commit any other breach of tender conditions/ contract which would have otherwise
attracted forfeiture of EMD

OR

I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms of the
Contract

then, I / We could be suspended from being eligible for bidding / award of all future tender(s)
for a period as applicable per the Incident Management Policy of GeM.

Signature and seal of authorized signatory of bidder

Name of authorized signatory: