



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4776054
Dated/दिनांक : 27-03-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	15-04-2024 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	15-04-2024 17:30:00
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 Civil Aviation
Department Name/विभाग का नाम	Airports Authority Of India (aai)
Organisation Name/संगठन का नाम	Airports Authority Of India
Office Name/कार्यालय का नाम	Airports Authority Of India, Safdarjung Airport
Item Category/मद केटेगरी	ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Blade Chassis Blade Server Server Load Balancer Load Balancer Web Management Server Fabric Interconnect; OEM Authorised Service Provider
Contract Period/अनुबंध अवधि	1 Year(s) 9 Month(s) 12 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	5 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	1 Year (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
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 Details/बिड विवरण	
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	5 Days
Estimated Bid Value/अनुमानित बिड मूल्य	1909834.97
Payment Timelines	Payments shall be made to the Seller within 200 days of issue of consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
EMD Amount/ईएमडी राशि	38197

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	24

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

General Manager (IT)
Airports Authority Of India, Safdarjung Airport, Airports Authority of India (AAI), Airports Authority of India,
Ministry of Civil Aviation
(.)

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. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. 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.
4. 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.
5. 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.
6. 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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

ANNUAL MAINTENANCE SERVICE -DATA CENTER ASSETS - Compute; Blade Chassis Blade Server Server Load Balancer Load Balancer Web Management Server Fabric Interconnect; OEM Authorised Service Provider (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Major category of Assets	Compute
Type Of Asset	Blade Chassis Blade Server Server Load Balancer Load Balancer Web Management Server Fabric Interconnect
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Make/Brand Of Assets	CISCO
Onsite Service Engineers Requirement	As Indicated in Bid Document
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client machines	Inclusive
Periodicity of Preventive Maintenance Services	Quarterly
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	Additional Requirement/अतिरिक्त आवश्यकता
1	Sarthak Kapoor	110003,o/o ED (IT); AIRPORTS AUTHORITY OF INDIA HANGER BUILDING SAFDARJUNG AIRPORT, NEW DELHI	1	N/A

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

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

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

Text Clause(s)

Scope of Work

1. Scope of Work

- a) The bidder shall serve as the single point of contact for the entire AMC period and shall coordinate with concerned OEM and shall be responsible for the timely services for Hardware, OS, Virtualization, and Clustering software issues.
- b) The following services are to be provided during the AMC period:
 - (i) The bidder has to ensure that Hardware issues will be supported and resolved on-site by bidder/ OEM engineers.
 - (ii) Reactive and proactive services as per the scope defined below should be factored from the bidder side.
 - (iii) All the issues irrespective of nature (Hardware or Software) have to be resolved by the bidder engineer on-site if needed and instructed by AAI Project Manager.
- c) Following Reactive Deliverables have to be provided by the bidder during the AMC period as below:
 - (i) The support tickets will be raised through OEM support portal for all the items mentioned in the Bid. The SLA monitoring will start as and when the support ticket is raised.
 - (ii) The successful bidder shall be responsible for follow-up on the tickets until closure.
- d) The proactive services are mentioned below in point 2.
- e) If any services, functions, or responsibilities are not specifically described in this scope, but are an inherent, necessary, or customary part of the services, and are required for proper performance, smooth running of the devices or provision of the services under the scope, they shall be deemed to be included within the scope of the services and shall be provided by the vendor at no additional cost to the AAI.

2. Detailed Technical Scope of Work

- i. **Scope of work for Blade Server, Blade Chassis, Server Load Balancer, Load Balancer Web Management Server and Fabric Interconnect**
 - a) The successful bidder will provide comprehensive on-site AMC support from the OEM for the entire solution (hardware/software / etc.) during the period of the contract.
 - b) Hardware faults include (but are not limited to) failure, malfunctioning, or defect of any part of the Hardware of items mentioned in the GeM bid during the AMC period must be rectified as per Service Level Agreement (SLA).
 - c) Software faults including (but not limited to) OS, Clustering Solution, Virtualization Software shall be rectified as per Service Level Agreement (SLA).
 - d) It is required that the bidder is a single point of contact for AAI and has back-to-back arrangements with OEM to provide the required level of services to AAI during AMC period.
 - e) Following Pro-active Deliverables have to be provided by the bidder during the AMC period:
 - 1) Half-yearly firmware analysis of entire Hardware.
 - 2) Half-yearly firmware upgrade/implementation of Hardware.
 - 3) This clause supersedes the periodicity of preventive maintenance services mentioned as quarterly in the GeM bid document.

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3. Deviation of Items, Exit and Other Clauses

- 3.1 AAI reserves the right to add any item equivalent to items mentioned in GeM Bid as per the rate provided by the successful bidder. And Deviation in Quantit

y will be applicable as per following clauses:

- 3.1.1 AAI reserves the right to change the quantity to be supplied but within the overall deviation limit of 30% of the contract value.
- 3.1.2 AAI also reserves the right to purchase Extra item and/or Substitute items as per site requirements up to the overall limit of 30% of the contract value.
- 3.1.3 The overall deviation, Extra item or the substitute items taken together shall not exceed 30% of the contract value unless and until it is mutually agreed by both the parties and a specific order is placed on the vendor in this regard.

3.2 AAI also reserves the right to terminate the contract after one year of issue of PO by giving prior notice of 45 days.

Service Level Agreement

All issues irrespective of the nature (Hardware or Software) will have to be resolved as per timelines defined in the table below. Bidder has to ensure that proper stock of the spare parts of respective systems is being maintained to meet the time obligations.

S.No	Item Description	Max Allowed Downtime per Device (in Hrs)	Penalty Percentage per Device, applicable over Quarterly Bill (Exclusive of GST)			
			Beyond Max Allowed Downtime to 24 Hrs	After 24 Hrs and before 48 Hrs	After 48 Hrs and before 96 Hrs	Beyond 96 Hrs
1	Blade Chassis	6	0.5	1	2	4
2	Blade Server		0.7	2	4	6
3	Server Load Balancer		0.5	1	2	4
4	Load Balancer Web Management Server		0.5	1	2	4
5	Fabric Interconnect		0.5	1	2	4

Note A: i) The maximum penalty of the contract is 10% of the total contract value (exclusive of GST).

1. PAYMENT TERMS:

- a. No mobilization advance shall be paid.
- b. The payments shall be released to the bidder on submission of documents as below.
 - i. Bills (Invoices) in duplicate of quarterly service.
 - ii. Inspection certificate in original as applicable
 - iii. Certificate for SLA measurement/ verification
- c. Payment for each of the services / works to the bidder shall be made quarterly (deferred) on the basis of SLA performance. No other payments except mentioned in the price bid shall be payable for the services.

2. TERMINATION FOR DEFAULT (Risk Purchase):

- 2.1 The AAI may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract in whole or in part in event that bidder does not resolve the issue within 30 days (or such longer period as AAI may authorize in writing) after receipt of the default notice from AAI.
- 2.2 As a penalty to the Contractor, the AAI shall encash the Contract Performance Bank Guarantee. AAI in such case shall pay for the assessed value of the executed work that can be used. No payment shall be made for the efforts put in by the Contractor in case the same are of no value to AAI. The balance unfinished work of the project will be got done by fresh tendering on Contractor's risk and that extra expenditure will be recovered.

3. TERMINATION FOR INSOLVENCY:

- 3.3 The AAI may at any time terminate the Contract by giving written notice to the supplier, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right or action or remedy which has accrued or will accrue thereafter to AAI. In the event of termination for penalty to the contractor Clause 2.2 shall be applicable.

4. Additional Terms and conditions

- 4.1 The successful bidder has to submit a performance bank guarantee (As per

r the format to be shared with successful bidder after placement of contract) equivalent to 10% of the contract/ awarded value (Inclusive of GST) along with a copy of SFMS BG confirmation message sent by the BG issuing bank to ICICI Bank within 30 days from the date of issue of the work order, failing which interest at 12 % per annum on Performance Bank Guarantee amount will be levied (non-refundable) for the delayed period of submission and shall be deducted from the first bill. In case PBG is not submitted within 60 days from the date of issue of work order, AAI reserves the right to cancel the order. The PBG should remain valid for a period of 90 (ninety) days beyond the warranty end date and it should be extended as and when required, so that it remains valid till end of warranty period. The performance bank guarantee will be verified through the Structured Financial Messaging System (SFMS) of ICICI Bank. The bank details and format of the request letter to be submitted to BG issuing bank will be shared with the successful bidder after placement of contract. This clause shall supersede the earlier mentioned PBG of 5% in the Gem bid document. For Performance Bank Guarantee, the bidder has to follow the government of India guidelines and modification will be applied as per the future order come from Government of India.

4.2 Successful bidder has to submit an Agreement and Non-Disclosure Agreement (NDA) (to be stamped in accordance with Stamp Act) within 15 days of issue of PO/ work order. The format will be shared with successful bidder after placement of contract.

4.3 Tentative start date of the contract will be from date of Issue of PO and support has to be provided for 647 days (exclusive of date of PO). This clause supersede the contract duration mentioned in the GeM bid document.

4.4 Quantity 1 means 1 set which is defined in the table below. The AMC support from OEM has to be provided for all the items mentioned in the table.

S.No	Description	Make Model	Qty	Type
1	Blade Chassis	Cisco UCS 5108	1	Hardware
2	Blade Server	Cisco UCS B200 M5	8	Hardware
3	Server Load Balancer	Cisco UCS C240 M5	2	Hardware
4	Load Balancer Web Management Server	Cisco UCS C220 M5	1	Hardware
5	Fabric Interconnect	Cisco UCS FI 633 2	2	Hardware

4.5 The bidder has to submit the following undertaking:

To,
General Manager (IT)
Airports Authority of India,
Rajiv Gandhi Bhawan,
Safdarjung Airport, New Delhi 110003.

Name of Work: - "AMC of Cisco Infrastructure installed in Data Center, Safdarjung Airport."

GeM Bid No.: "GeM bid No as given in the GeM bid document"

Sir,

In compliance with the GeM bid requirement for the above-referred work :

1. I/We undertake that, our firm or any of our firm's Partners or Directors have not been blacklisted and no case is pending and no complaint regarding irregularities is pending, in India or abroad, by any global international body like World Bank/International Monetary Fund/World Health Organization, etc. or any Indian State/Central Governments Departments or Public Sector Undertaking of India.
2. I/We undertake that, our firm possess the required tools, plants, skilled manpower, etc. required for execution of work as per scope of the GeM bid document. I/We also undertake that no part of the scope of work shall be sublet or outsourced to any third party without written consent from AAI.
3. I/We undertake that, our firm or its Partners or its Directors or Sole Proprietor do not have any outstanding dues payable to the Airports Authority of India.
4. I/We undertake that, the complete responsibility to carry out the works and their completion as per scope of the GeM bid document, shall be of our firm only.

5. I/We undertake that, our firm or our subsidiary firm or our parent firm has not submitted Alternate or partial bid(s).

Dated:

Signature of the authorized signatory

Name

Email

Stamp

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 कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---