



**NATIONAL INSTITUTE OF EDUCATIONAL PLANNING AND ADMINISTRATION**

17-B, Sri Aurobindo Marg, New Delhi-110016

Ph.No.: 011-26544829/874; E-mail: tender@niepa.ac.in

Please quote your reference No. and address your quotations and all future correspondence to The Registrar, NIEPA at the above printed address.

F.No. 37-11/2013-14/GA

August 14, 2020

To

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**Subject: Inviting proposals for CAMC of Blade Servers and Storage**

Sir/Madam,

1. National Institute of Educational Planning and Administration is a Deemed University under the Ministry of Human Resource Development of India. The Institute intends to enter into an Comprehensive Annual Maintenance Contract (AMC) for providing maintenance services of (IBM/Lenovo) Blade Servers installed in the Server Room (3<sup>rd</sup> floor) of this Institute for a period of 1 year, which can be extended for a period of up to 3 years on mutual agreement on the same rates and terms and conditions based on the satisfactory performance.

The detailed specification of the system is as follows:

S.No.	Description	Serial Nos.
1.	Blade HS 23 (Qty.-8)	Overall Device: <b>YK10LN39J0BW</b> Servers: 06ADCNK, 06ADCNF, 06ADCNP, 06ADCNH, 06ADCNG, 06ADCNN, 06ADCNM, 06ADCNL.
2.	Blade Center H Chassis	S06WLGT7
3.	Storage (IBM Storwize V7000)	S78REZ40

2. The AMC will be comprehensive in nature and will include technical on-site support, maintenance, repair and replacement of all the parts by the firm as and when needed. The contract will be valid for a period of one/three year(s) and the payment

for the CAMC will be released on half yearly basis (after expiry of half year) based on the satisfactory certification by the competent authority and approval by the nominee of NIEPA. The agency awarded CAMC is required to present/submit a confirmation receipt from the OEM for back-to-back yearly warranty extensions within 30 days from the start of the contract.

3. All service calls should be attended by the engineers within 24 hours time. Apart from on-call services, the service engineer shall also attend to the system every quarter for preventive maintenance. Each visit should be recorded by the engineer in his call book/register and got signed by the authorized official of NIEPA. Maintenance of call log is compulsory as payment will only be released after verification of the call book/register. In case the service call is not attended within 24 hours or call log register is not maintained properly, penalty up to Rs.500/- per day will be imposed for non-compliance.

4. Before quoting rates, the participating bidders are also advised to visit the site for inspection of the system on any working day strictly between 10 AM to 4 PM (Monday to Friday). No price revision will be allowed after the quotations for CAMC are opened.

5. Participating bidders must be authorized service provider and channel partners of IBM/Lenovo, for the maintenance of servers and storages. (Documentary proof to be enclosed).

6. You are requested to submit your proposal for comprehensive AMC of Blade Server-IBM/Lenovo in a sealed cover super scribed "CAMC of Blade Server-IBM" addressed to 'The Registrar' NIEPA to reach on or before 07.09.2020) up to 03:00PM. The proposals will be opened on the same day at 03:30PM.

7. NIEPA reserves the right to add, modify or delete any of the terms of the contract and its decision shall be a binding on the firm.

8. In case of any query, you may write on email: tender@niepa.ac.in or call at 26544829/874.

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Yours sincerely,



**(Dr. Naresh Kumar)**

Administrative Officer (I/C)