

NIT NO.:/ MDU/UCC/2025/MAR/007



# MAHARSHI DAYANAND UNIVERSITY

Rohtak-124001, Haryana (INDIA)

(A State University established under Haryana Act No. XXV of 1975)

'A+' Grade University Accredited by NAAC

## TENDER DOCUMENT

### PROCUREMENT OF 80 TB SAN STORAGE AND TWO SAN SWITCHES WITH FIVE YEARS WARRANTY

Document Date: 15.03.2025 at 9:00 AM

Last date submission of the filled Tender document: 15.04.2025 up to 11:00 AM.  
(The Tender document is to be submitted duly signed in blue/black ink on each page and stamped with official seal on each page)



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# Maharshi Dayanand University, Rohtak

[Established in Act No. 25 of 1975 of the Haryana Legislative Assembly in 1976]

NAAC Accredited 'A+' Grade

## University Computer Centre

No. MDU/UCC/2025/MAR/007

Dated : 15.03.2025 at 9.00 AM

Phone: 01262-293025

E-mail: dir.ucc@mdurohtak.ac.in

STANDARD BIDDING DOCUMENT FOR **PROCUREMENT OF PROCUREMENT OF 80 TB SAN STORAGE WITH TWO SAN SWITCHES WITH FIVE YEARS COMPREHENSIVE WARRANTY**

PART1: COMPLETE BIDDING DOCUMENT

### PRESS NOTICE

<b>M. D. UNIVERSITY, ROHTAK</b> <b>Notice Inviting E-Tender</b>	
<b>Name of work</b>	PROCUREMENT OF 80 TB SAN STORAGE WITH TWO SAN SWITCHES WITH FIVE YEARS COMPREHENSIVE WARRANTY
<b>E-Service Fees+ Tender Doc. Fees</b>	<b>1180/- + 4,000/- =5,180/-</b> (TO BE PAID ONLINE)
<b>Earnest Money</b>	1.80 LACS
<b>Time Limit</b>	31 DAYS
<b>Tenders to be received till:15.04.2025 till 11.00 AM</b>	
(1) THE TENDERS WILL BE RECEIVED ONLY THROUGH E-TENDERING FOR FURTHER DETAILS VISIT WEBSITE <a href="https://etenders.hry.nic.in/nicgep/app">https://etenders.hry.nic.in/nicgep/app</a>	

- The tenders will be received only through e-tendering. For further details visit website <https://www.etenders.hry.nic.in>
- Cost of Bid document is Rs.4000/- (non refundable) which will be deposited through online mode from <https://etenders.hry.nic.in>
- Earnest Money (as mentioned above) is required to be deposited through online mode from <https://etenders.hry.nic.in>
- Willing bidders shall have to pay Rs.1180/- + GST as the e-Service/ Processing Fee through online mode from <https://etenders.hry.nic.in>
- The interested parties/bidders should visit the University website (<https://www.mdu.ac.in>) or <https://etenders.hry.nic.in> regularly for corrigendum(s) which may be issued regarding extension of date, modification of eligibility or amendments in other terms & conditions etc., as corrigendum(s) will not be published in newspapers.
- The Bidder who is registered as MSME of Haryana State only for the same work are exempted from payment of EMD but Bidder will have to submit an affidavit to this effect as per Annexure-I available on the website of Department of Industries & Commerce, Govt. of Haryana.

**REGISTRAR**



## DETAIL NOTICE INVITING E-TENDER

**E-Tender** is invited for the purchase of below-mentioned items in single stage two cover system, i.e., Request for Technical Bid (online Bid under PQQ/ Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope).

### KEY DATES

Sr. No.	M.D.U. Rohtak Stage	Vendor Stage	Start Date & Time	End Date & Time
1		Tender Document Download and Bid Preparation & Submission	15.03.2025 at 9.00 AM	15.04.2025 till 11.00 AM
3		Submission of Tender Fees and online EMD Fees	15.03.2025 at 9.00 AM	15.04.2025 till 11.00 AM
4	Technical Opening/ Technical Evaluation/		15.03.2025 03.00 PM	
5	Opening of Financial Bid		FINANCIAL DATE WILL BE DECIDED LATER ON	

- Any clarification regarding the detailed notice inviting tender may be sought from the Director University Computer Center during office hours at 01262-293025 or dir.ucc@mdurohtak.ac.in
- Tender document is available on website <http://etenders.hry.nic.in> and <https://www.mdu.ac.in>
- The Bidders would submit bid through e-Tendering only on the website <http://etenders.hry.nic.in>

Under the process, the Pre-qualification / Technical online bid application as well as online Price Bid shall be invited at single stage under two covers i.e. PQQ/Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) and with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/Technical Applications are responsive to eligibility and qualifications requirements as per Tender documents. The tenderer should read the terms & conditions and specification in tender documents strictly before submission of e-tender. Tender documents can be downloaded/uploaded online on the Portal: <http://etenders.hry.nic.in>

- The payment of Tender Document fee as well as EMD and e-Service/Processing Fee shall be made by eligible bidders through online mode from <https://etenders.hry.nic.in>
- The interested bidders will be mandatorily required to online sign-up (create user account) on the website <https://www.etenders.hry.nic.in> to be eligible to participate in the e-tender

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates

### IMPORTANT NOTE:

- The Applicants/bidders have to complete the 'Application / Bid Preparation & Submission' stage on the scheduled time as mentioned above. If any Applicant/bidder fails to complete his / her aforesaid

stage in the stipulated online time schedule for this stage, his / her application/bid status will be considered as 'Applications/bids not submitted'.

2. Applicant/Bidder must confirm & check his/her application/bid status after completion of his/her all activities for e-bidding.
3. Applicant/Bidder can rework on his/her bids even after completion of the 'Application/Bid Preparation & submission stage' (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.
4. In the first instance, the online payment details of tender document fee + e-Service and EMD & PQQ/Technical Envelope shall be opened. Henceforth financial bid quoted against each of the items by the shortlisted bidder/ Agency wherever required shall be opened online in the presence of such bidders/ Agency who either themselves or through their representatives choose to be present. The bidder can submit online their bids as per the dates mentioned in the schedule/Key Dates above.
5. The bids shall be submitted online in two separate steps

#### **Envelope 1: Technical Bid**

The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

#### **Envelope 2: Commercial Bid**

The bidders shall quote the prices in price bid format under Commercial Bid.

#### **CONDITIONS: -**

1. The tenderer should keep in touch with the University Website for any change in the DNIT till the last date/revised last date of online invited tender and incorporate such changes in DNIT and the tender bids.
2. DNIT and prequalification criteria can be seen on any working day during office hours in office of undersigned.
3. Conditional tenders will not be entertained and are liable to be rejected.
4. In case the day of opening of tenders happens to be holiday, the tenders will be opened on the next working day. The time and place of opening of tenders and other conditions will remain unchanged.
5. The University reserves the right to reject any tender or all the tenders without assigning any reasons.
6. The societies shall produce an attested copy of the resolution of the Executive/Governing body for the issuance of tenders.
7. The Jurisdiction of court will be at Rohtak.
8. The tender of the bidder who does not satisfy the eligibility/qualification criteria in the bid documents are liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.
9. The bid for the contract shall remain open for acceptance during the bid validity period to be reckoned from the last date of submission of the tender. If any bidder/tenders withdraws his bid/tender before the said period or makes any modification in the Terms and Conditions of the bid, during the fix validity period, the Earnest Money shall stand forfeited. Bids shall be valid for three months from the date of bid closing i.e. from last date of submission of EMD. In case the last day to accept the tender happens to be holiday, validity to accept tender will be the next working day.
10. Any work/order, here tendered, may be withdrawn from further processing at any stage at the discretion of the competent authority without assigning any reason.



11. The University is competent to increase/decrease the volume of work/order. In case of decrease of volume of work/order, the contractor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage which he might have derived from the execution of the work/order in full.
12. The University reserves the right to accept or reject or negotiate any of the tender or conditions/items without assigning any reason.
13. The Earnest Money (EMD) of the unsuccessful agency / firm shall be returned on completion of Tender process.
14. In case of any dispute relating to this contract, the matter shall be referred to the Arbitrator to be appointed by the Vice-Chancellor whose decision shall be binding on both the parties.
15. Rates should be carefully filled-up both in words and figures without any cutting, erasing or overwriting.
16. In case the firm / agency quoting the lowest rates declines to accept the offer, the Earnest Money (EMD) of such firm shall be forfeited and firm shall be blacklisted by the University for any kind of dealing in future.
17. Any other conditions as may be deemed appropriate shall be announced at the time of Opening of Tenders in the presence of Bidders.
18. The agency / firm shall also append the following declaration with the tender

#### DECLARATION

I/We (Name) of the firm \_\_\_\_\_ do hereby solemnly affirm and declare that the facts stated in the Technical Bid are correct and true to the best of my / our knowledge and belief and nothing has been concealed therein. In case of any concealment or misrepresentation detected at any stage, I/We will be liable for legal action under Section 182 and Section 415 read with Section 417 and 420 of the Indian Penal Code as the case may be.

Place: \_\_\_\_\_

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

(Signature of the Tenderer)  
with full name and Address  
with seal & stamp

For & on behalf of Registrar, MDU, Rohtak  
Director UCC  
**M. D. University, Rohtak**

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## INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM

**These conditions will overrule the conditions stated in the tender documents, wherever relevant and applicable.**

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### REGISTRATION OF BIDDERS ON THE E-PROCUREMENT PORTAL: -

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

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### REGISTRATION OF BIDDERS ON THE E-PROCUREMENT PORTAL:-

All the bidders intending to participate in the tenders process online are required to get registered on the centralized E-procurement portal i.e. <https://etenders.hry.nic.in/nicgep/app>. Please visit the website for more details.

For other details/help, please refer to the e-procurement portal <https://etenders.hry.nic.in/nicgep/app>.

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**COVERING LETTER:**

FORMAT OF LETTER TO BE SUBMITTED WITH THE TENDER FOR PROCUREMENT OF 80 TB SAN STORAGE WITH TWO SAN SWITCHES WITH FIVE YEARS COMPREHENSIVE WARRANTY UNIVERSITY COMPUTER CENTRE, M.D. UNIVERSITY, ROHTAK – 124001.....

TO,

Director UCC  
MD University  
Rohtak – 124001 (Haryana)

**Subject:** Submission of Tender for Procurement of 80 TB SAN Storage with Two SAN Switches with Five Years Comprehensive Warranty

**Dear Sir,**

1. In reference to your Tender Notice dated **[insert date]**, I/We have examined the tender document and fully understand its requirements. Accordingly, I/We hereby submit our bid for the procurement of 80 TiB SAN Storage with Two SAN Switches, inclusive of a Five-Year Comprehensive Warranty for the University Computer Centre, M.D. University, Rohtak – 124001.
2. Our bid is unconditional and remains valid for a period of at least 180 days from the date of submission.
3. We acknowledge that the University will rely on the information and documents provided in this Tender submission for bidder qualification. We certify that:
  - All information submitted in the bid and annexures is true and accurate.
  - No material facts have been misrepresented, omitted, or concealed that would render any information misleading.
  - All submitted documents are genuine copies of their respective originals.
4. This statement is made explicitly for the purpose of the aforementioned tender.
5. We agree to provide any additional information that the University may require to verify, supplement, or authenticate our qualification details.
6. We acknowledge that the University reserves the right to reject our bid without assigning any reason and, to the fullest extent permitted by law, we waive our right to challenge such a decision on any grounds.
7. We confirm that:
  - We have thoroughly examined the tender document and have no reservations regarding its terms and conditions.
  - We have not engaged, either directly or indirectly, in any corrupt, fraudulent, coercive, undesirable, or restrictive practices concerning this or any other government or public sector procurement process.
8. We understand that the University reserves the right to cancel the bidding process at any stage without incurring any liability. We also acknowledge that the University is under no obligation to invite bidders or accept any bid received.
9. We acknowledge that the University may employ any evaluation methodology, weightage system, or external consultant to assess and select the successful bidder(s), and we agree to abide by the selection process.

10. We confirm that our firm has never been convicted by a court of law or faced any regulatory action that questions our ability to execute the required services or involves any serious offense against public morality.
11. We affirm that our firm has not been debarred or blacklisted by any Central/State Government department, University, PSU, or any other public institution. If our firm has ever been blacklisted, the relevant details have been provided in our submission. Concealment of such facts may result in order cancellation and potential legal action.
12. We affirm our compliance with all statutory requirements as applicable.
13. We irrevocably waive any right to challenge any decision taken by the University concerning the selection process, bidder evaluation, or contract award for this tender.
14. We undertake to abide by all the terms and conditions stipulated in the tender document.
15. We accept full liability for all obligations arising under the Agreement should our bid be selected.

**In witness whereof, we submit this tender in accordance with the terms of the Tender Document.**

Place:- .....

Date :.....

**Yours faithfully,**

(Signature, name and designation of the Tenderer/Authorized Signatory)

Official Seal

## CHECK LIST FOR DOCUMENTS TO BE SUBMITTED ALONGWITH TECHNICAL BID

1. Processing Charge Rs. 4000/-.
2. Bid document signed & stamped on each page.
3. A photocopy of the Authorization Certificate from OEMs.
4. Power of Attorney, as applicable, on company letterhead.
5. EMD of Rs 1.80 Lacs.
6. Attested photocopies of Income **Tax and Sales Tax returns** for the last three Financial Years.
7. Contact details of 3 customers, along with P.O. photocopy and/or installation report.
8. A duly attested photocopy of the Firm Registration number and PAN Number.
9. Any other information that the bidder may like to submit in support of his capabilities and performance, etc.

### NOTE

1. In case of any queries on technical specifications, please refer to the specifications mentioned in "Annexure A" only.
2. Delivery to be made at :
 

UNIVERSITY COMPUTER CENTRE  
**Maharshi Dayanand University**  
**Rohtak-124001 Haryana,**  
**India**
3. GST will be at concessional rates, as applicable to non-profit, own-use institutions.
4. The decision of acceptance of the Bids will lie with the competent authority of the University, which does not bind itself to accept the lowest Bid and who reserves the right to reject or accept any or all bid received, without assigning any reason.
5. The Bids are liable to be rejected if any of the above conditions are not fulfilled or if the bid is not accompanied by EMD and Processing Charge.
6. The quantity may increase or decrease or obsoleted without any notice.
7. The University reserves the right to split the order among more than one Tenderer.
8. The Financial Bid of the Tenderers who qualify in the Technical Bid shall be opened in the presence of the authorized designated representatives and Tenderers who wish to be present there. The date of the Financial Bid opening will be informed to the shortlisted bidders subsequently.
9. The University will be at liberty to involve any expert or consultant in evaluating the bid for completing the entire bid process.

## SUBMISSION OF TENDER

### SEALING AND MARKING OF TENDER:

1. The TENDER must be complete in all aspects and should contain requisite certificates, informative literature, etc.
2. The Tender Document can be downloaded from the MD University Rohtak website ([www.mdu.ac.in](http://www.mdu.ac.in)).
3. This is a two-part bid consisting of a Technical Bid and a Financial bid
4. The bid shall include:
  - a. Forwarding letter by the Tenderer
  - b. All required documents
  - c. Tender processing charges (non-refundable)
  - d. Interest-free EMD (Earnest Money Deposit) Technical Bid
  - e. Financial Bid
5. TENDER should be addressed to: -

DIRECTOR  
UNIVERSITY COMPUTER CENTRE  
**MD University**  
**Rohtak-124 001**  
**Haryana, India**

### EXPENSES OF AGREEMENT:

All the expenses on the execution of the Agreement (if any), including the cost of a stamp paper or any other kind of expenditure incurred in the process of TENDER submission till final compliance, shall be borne by the Tenderer.

### DEADLINE FOR SUBMISSION OF BIDS:

TENDER must be received by the MD University Rohtak at the date, time and address specified in the TENDER notice/TENDER documents.

### LATE BIDS:

Any TENDER received after the deadline specified for submission of TENDER shall be rejected without any further correspondence to the Tenderer.

## TENDER OPENING

### OPENING OF FINANCIAL BID:

Financial Bid (Tenders) of the Tenderers who qualify in the Technical Bid shall be opened in the presence of designated Authority and Tenderers who wish to be present there. The date of financial bid opening will be informed to the shortlisted bidders subsequently.

### CLARIFICATION OF TENDER:

To assist in the examination, evaluation and comparison of Tender, University may at its discretion ask the Tenderers for a clarification on the Tender which is submitted by him. The request for clarification and the response shall be in writing.

### EVALUATION OF TENDER:

The university will be at liberty to involve any expert or consultant and use appropriate metrics and weightages in evaluating the bid for completing the entire bid process.

## AWARD OF PURCHASE ORDER

Successful Tenderer shall be awarded the Purchase Order. If after accepting the Purchase Order, the agency fails to supply the items, EMD will be forfeited and the agency will be blacklisted, in addition to recourse to other penal measures. No grievance will be entertained in this regard.

- 6.1 University reserves the right to negotiate with eligible tenderers before finalization of the Tender and/or contract.
- 6.2 University reserves the right at the time of award of Purchase Order to increase or decrease even obsolete the number of items without any change in terms and conditions.
- 6.3 The bidders must quote rates and other terms and conditions for all the equipment/items, failing which tender will be rejected. Total cost of the bid will be one of the important deciding factor while deciding the bid in favor or against any bidder.

## NOTIFICATION OF AWARD

Prior to the expiration of the period of Tender validity, the University will inform the Tenderer appropriately that the Bid has been accepted and the Purchase Order has been awarded.

**(Signature of Tenderer)**

**Official seal**

## SCOPE OF WORK

Note: The scope of Work includes installation and commissioning.

The scope includes but is not limited to the following:

### A. SUPPLY, INSTALLATION, AND INTEGRATION

1. **Supply of Equipment:** The vendor shall supply all required hardware and software components, including but not limited to:
  - 80 TB SAN Storage with enterprise-grade **NVMe storage**.
  - Two SAN switches with required ports and licenses.
  - All necessary accessories, power supplies, and cables.
2. **Installation & Commissioning:**
  - The vendor must install and configure all supplied components.
  - Ensure seamless **integration with existing servers and IT infrastructure**.
  - Perform **data migration** from the existing storage to the new SAN storage without downtime.
3. **Pre-Installation Documentation:**
  - A pre-installation report must be submitted before delivery, detailing power, cooling, and network integration requirements.
  - Coordination with university-nominated Network/System Engineers.
4. **Timelines for Completion:**
  - **Complete the project within 90 days** from the **date of Purchase Order (PO)**.
  - Delivery, installation, and migration must not disrupt the normal operations of the University.

### B. TRAINING & DOCUMENTATION

5. **Onsite Training:**
  - The vendor must conduct a **one-week onsite training** session for University Network/System Engineers covering installation, configuration, maintenance, and troubleshooting.
6. **Technical Documentation:**
  - The vendor must provide **detailed documentation** for configuration, administration, and troubleshooting of the SAN storage and SAN switches.

### C. MAINTENANCE & WARRANTY

7. **Comprehensive Onsite Warranty for 5 Years:**
  - The warranty will commence after **successful installation and certification by the Director UCC**.
  - Any defective equipment must be replaced at no additional cost to the University.
8. **Software & Firmware Updates:**
  - The OEM/vendor must provide regular software and firmware updates for storage and switches during the warranty period.



#### 9. Support & Issue Resolution:

- Vendors must provide **24x7 support** with a **next-business-day replacement policy** for faulty components.
- Maintain a **dedicated support center in the Delhi NCR region** for faster issue resolution.
- Support **must be directly from the OEM**.

#### 10. Security & Compliance:

- The vendor must provide **quarterly security audit reports**.
- Implement security hardening for the supplied storage and network devices.
- Ensure compliance with **ISO 27001** and other relevant security standards.

### D. FUTURE EXPANDABILITY & ADDITIONAL SUPPORT

#### 11. Future Expansion & Upgrades:

- The selected vendor must ensure that the proposed storage solution is **scalable** and can be upgraded in the future.
- Any configuration changes required for integration/upgrades must be done **without additional cost** during the warranty period.

#### 12. Secure Authentication & Network Integration:

- Enable **secure authentication mechanisms** for SAN storage access over LAN, Mobile & Wireless Networks.
- Implement **multi-path configuration** for redundancy.

### COMPREHENSIVE WARRANTY: -

The vendor will be required to maintain the installed equipment/software for a period of five years after the system is installed successfully.

### WARRANTY TERMS AND CONDITIONS: -

1. The Vendor shall be solely responsible for the maintenance, and repair of the whole system/software supplied and integrated. The University shall not be liable to interact with any of the partners/ collaborators of the Vendor.
2. The Vendor shall have adequate Technical Support Centre to meet the criteria for fault restoration/faulty unit repair times as mentioned in the Scope of Work. The Vendor shall furnish the names, locations, complete postal addresses, Telephone numbers, and email IDs of all Technical support Centres at the time of signing the Contract.
3. The Vendor shall also provide the name of an alternate contact person or Technical Support Centre with address & telephone /email id., which may be contacted by the Director UCC, MDU, Rohtak, or its authorized staff for support in case of no response/poor response from the designated technical support centre. This, however, shall not preclude from imposing the penalties, if any, as applicable as per the terms & conditions of this tender.
4. Any change in Address, Phone number, Email ID number etc. shall have to be intimated in writing by the Vendor to the Purchaser.
5. The Vendor shall ensure that all the technical support centres are manned by fully competent and responsible Engineers and are capable of attending to faults / supporting their engineers at the MDU, Rohtak.

## 6. WARRANTY SERVICE LEVEL REQUIREMENTS –

SLA: -

1. Service Hours and Preventive Maintenance: -The Service window for the supplied and installed equipment/software would be 24x7x365. The preventive maintenance is to be carried out on quarterly basis.
2. Scheduled Downtime: -
  - a. Scheduled downtime is defined as the period when the System is not functioning for Normal Users on account of Scheduled maintenance during low demand period. It will be expressed in Hours.
  - b. The maximum scheduled downtime for software would be 4 days every calendar month.
  - c. The preventive maintenance would be carried out with a minimum advance notice of 24 hours in writing and subsequent acceptance of the same by Director UCC, MDU, Rohtak.
  - d. Mean Time to Resolve (MTTR): MTTR is defined as the arithmetic average of the time taken to resolve the issues logged over a defined period of time.
3. The various Service Level Requirements and related penalties for default are given below:

Parameter	Details	Measurement Criteria	Penalties per day of delay
<b>Mean time to resolve (MTTR)</b>	(i) Within 24 hours from the call logging time for all High Severity events.	Calculation of fault duration per instance based on complaint reported/logged	(i) For High Severity events, Rs. 20,000/-
	(ii) Within 48 hours from the call logging time for all non-high-severity Security events.		(ii) For Low Severity events, Rs. 10,000/-

4. The Successful Supplier needs to maintain the Service Levels as follows:
  - a. 99% uptime for High Severity Events
  - b. 95% uptime overall.
5. The penalty will be applicable on per fault basis even if there is a commonality of fault at any point causing full or partial failure of services. Penalty will be deducted from the performance guarantee submitted against due execution of the Contract or from the bill amount that is due for payment to the Vendor.
6. The Vendor has to maintain adequate spares for maintaining the SLA (Service Level Agreement) parameters as mentioned below. Any cost involved to meet the service level requirements specified above is to be borne by the Supplier.

7. In case the Service Level Requirements are violated continuously for period of one week, the Purchaser reserves the right to terminate the Contract by giving a written notice to the Successful Supplier and blacklisting the vendor.

## TERMS AND CONDITIONS

### Terms & Conditions for Procurement of SAN Storage and SAN Switches

#### University Computer Centre, M.D. University, Rohtak – 124001

The **80 TB SAN Storage and Two SAN Switches** with a **five-year comprehensive warranty** as per Annexure 'A' are required to be purchased for the University. Vendors are requested to submit their bids with detailed compliance to the terms and conditions outlined below.

## GENERAL TERMS & CONDITIONS

1. **Price Inclusion:** Any charges not mentioned in the bid shall not be paid by the University. Prices should include all taxes, duties, and charges up to **delivery at M.D. University, Rohtak**.
2. **Bid Validity:** The offer/rates must be valid for at least **180 days (six months)** from the date of bid submission.
3. **Financial Standing of the Vendor:**
  - The supplier must be financially sound with an **average annual turnover of ₹2.5 Crores in each of the last three years** or a **cumulative turnover of ₹7.5 Crores or above in the last three years**.
  - A statutory **audited turnover statement certified by a Chartered Accountant (CA)** must be submitted along with the technical bid.
4. **Quantity Variation:** The University reserves the right to **increase, decrease, or cancel** any item based on requirements. The quantity changes shall be communicated within **30 days of bid acceptance**.

## DELIVERY, INSTALLATION, AND ACCEPTANCE

5. **Delivery Timeline:**
  - The complete solution (storage, switches, accessories, licenses) **must be delivered, installed, and commissioned within 3 Months** from the date of the **Purchase Order (PO)**.
  - The Equipment's supplied must be enabled with all available licenses from day 1. No Separate Payments will be made .
  - The selected vendor must ensure **smooth migration** from the existing setup to the new infrastructure **without disrupting University operations**.
6. **Penalties for Delayed Delivery:**
  - If the vendor fails to deliver or complete installation within the stipulated timeline, a penalty of **1% of the total project cost per day** (subject to a maximum of 10%) will be imposed.
  - Appeals against penalties shall be considered by the **Vice-Chancellor, M.D. University**, whose decision shall be final.
7. **Failure to Execute Contract:**
  - If the vendor fails to execute the order as per the agreed terms, the University reserves the right to **blacklist/debar** the vendor, forfeit the security deposit, or initiate legal action.

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## Payment Terms

### 8. Payment Schedule:

- **100% payment will be made only after successful delivery, installation, and acceptance** of the entire solution by the University.
  - No **advance payment** shall be made unless it is for **imported items** requiring **custom duty exemption**, for which security must be provided.
- 

## TECHNICAL & COMPLIANCE REQUIREMENTS

### 9. Experience & Eligibility Criteria:

- The vendor must have at least **three years of experience** in **direct supply, installation, and commissioning of SAN Storage and Network Equipment** for Government/Public Sector/Reputed Institutions.
- At least **two similar work orders SAN Storage and Network Equipment must be submitted as proof** along with an OEM authorization letter/certificate.

10. **Technical Training:** The vendor must provide **onsite training for at least one week** for University engineers at no additional cost.

### 11. Licensing Requirements:

- All required software and **licenses must be included from day one** without additional costs.
  - The vendor must ensure **lifetime licensing** for management tools and must provide **firmware updates and security patches for five years**.
- 

## WARRANTY, SUPPORT & SECURITY COMPLIANCE

### 12. Comprehensive Five-Year Warranty:

- The warranty shall commence **after successful acceptance testing and certification** by the **Director, UCC, MDU**.
- Any hardware/software failures must be resolved **within five working days**.
- Defective components must be replaced **at no extra cost**.

### 13. Software & Security Updates:

- The vendor must provide **quarterly security audits** and update patches as part of the **five-year warranty period**.
- The system must support **secure authentication mechanisms** for LAN, Mobile & Wireless access.

### 14. Performance & Uptime Guarantee:

- The proposed SAN Storage must provide **99.9999% data availability**.
- The vendor must ensure the system supports **high availability with no single point of failure (NSPoF)**.

### 15. OEM & Vendor Certifications:

- The vendor must submit **OEM authorization letters** and a certification confirming:
    - The product is **not obsolete**.
    - The product is **backed by OEM support** for at least **five years**.
    - Hardware replacements will be directly from the **OEM with next-business-day response**.
-

## PERFORMANCE & ACCEPTANCE TESTING

### 16. Site Acceptance Testing (SAT):

- Vendors must demonstrate **all key performance parameters**, including:
  - **Storage capacity, performance, redundancy, and security.**
  - **Seamless integration with the existing University infrastructure.**
  - **Quarterly security audits & tuning during the warranty period.**
- Acceptance tests will be signed off by the **Director, UCC, MDU** upon successful validation.

### 17. Compliance with Global Standards:

- Products must comply with:
  - **RoHS India (E-Waste Management) Rules, 2016**
  - **BIS norms for safety (IS 13252:2010)**
  - **Energy Star 6.1 Certification or equivalent**
  - **Indian Common Criteria Certification Scheme (IC3S) for EAL2 or higher**

## PERFORMANCE SECURITY & EMD

### 18. Performance Guarantee:

- The successful vendor must deposit a **Performance Guarantee (5% of the total project value)** in the form of **FDR/Bank Guarantee/TDR** valid for the warranty period **plus six months**.
- The **EMD will be refunded after submission of the Performance Guarantee.**

### 19. Earnest Money Deposit (EMD):

- Bidders must submit an **EMD of 1.80 Lacs online through the E-Tender portal.**
- MSMEs registered in **Haryana only** for similar work are **exempted from EMD submission**, subject to proof.

## TENDER EVALUATION & AWARD

### 20. Bid Evaluation Criteria:

- **L1 selection will be based on the total cost for five years.**
- Partial bids will be **rejected**.
- Only **OEMs in the Leaders Quadrant of Gartner Reports for Storage & Networking** will be considered.

### 21. Tender Submission:

- Vendors must quote for **all listed components**; incomplete bids will be **disqualified**.
- The university reserves the right to **modify or cancel** any component **before awarding the Work Order**.

### 22. Completion Deadline:

- The entire **project must be completed within three months** from the issuance of the **Purchase Order**.

## LEGAL & DISPUTE RESOLUTION

### 23. Jurisdiction:

- Any legal disputes shall be under the **jurisdiction of the Courts in Rohtak, Haryana.**
- Any **other jurisdiction mentioned in vendor documents will be invalid.**

### 24. Governing Terms:

- Terms and conditions mentioned on the **University's supply order** shall prevail over those on the **vendor's invoices or other documents**.
  - The **University reserves the right to amend these terms** before contract finalization.
25. **Company Registration:**
- The supplier must be a **legally registered company in India under the Companies Act, 1956**.

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**Final Provisions**

By submitting a bid, the vendor agrees to **all terms and conditions** stated above. The **University reserves the right to negotiate** with the L1 bidder before finalizing the contract.

Signature \_\_\_\_\_

Name of the firm with seal/stamp \_\_\_\_\_

Affix Rubber Stamp of the firm

  


**B.O.Q. (CONSOLIDATED REQUIREMENT SHEET)**

In compliance with the specification published as per Annexure-A with A Years warranty and license/subscription with 24x7 support. The Rates of AMC & Subscription Prices for 4th & 5<sup>th</sup> Years with Taxes are to be quoted also.

Sr.No	Item Name	QTY
1	SAN/Primary Storage (DELL/HP/NetApp/IBM/Pure Storage)	1
2	SAN Storage Switch (Cisco/Brocade)	2

**Specifications: Qualified OEM: DELL/HP/NetApp/IBM/Pure Storage****Brief Technical Specification of 80 TB SAN/Primary Storage:**

S.No.	Storage system specifications / Requirements	Compliance
1.	The storage should have a Symmetric Active-Active Controller architecture where a LUN should be accessible by all the controllers simultaneously. Bidders have to quote a minimum of four controllers in case of asymmetric active-active controller architecture. Proposed Storage should be end-to-end NVMe.	
2.	The proposed Storage array shall provide 99.999% data availability.	
3.	The Storage Systems should be Enterprise Class Storage Systems and supplied with usable capacity, with QLC/TLC/MLC NVMe Drives in either RAID 10, RAID 6, or RAID 5 configuration.	
4.	The proposed storage should be configured with QLC/TLC/MLC NVMe Drives	
5.	The proposed storage should be configured with 80TiB total usable native capacity with NVMe SSD in RAID-6, maximum RAID group of 6D/8D+2P.	
6.	Storage should be capable of to provide Dedupe and compression with minimum 2:1 Storage efficiency.	
7.	The storage offered should be capable of delivering minimum 1.5 Lakhs or higher IOPS @70:30 (R/W) 8K block size.	
8.	Storage System should have multiple Global Hot Spares. At least One Hot spare disk should be provided per 30 drives	
9.	Storage should be configured with 8x32 Gbps FC ports for host connectivity.	
10.	The storage system should have a minimum of 128/256 GB of DRAM Cache. The proposed cache should be available to both the controller. Only the write cache has to be mirrored. Cache memory should be delivered on DRAM.	
11.	The storage should have no single point of failure (SPOF). All the components should be redundant and hot-swappable, including power supply, fans, batteries, etc. The proposed storage must support non-disruptive replacement of hardware component	
12.	The storage system should have support for multi-path configuration for redundant path to connected hosts. Any Licenses required for this should be provided with Storage.	
13.	The storage should have protection of cache data during a power-failures by destaging the data in cache to non-volatile Memory or Disk. This memory should be equivalent	



	to proposed as per DRAM. Adequate battery backup should be provided to destage the data from cache to non-volatile Memory or Disk.	
14.	The storage should support dynamic LUN expansion while LUN is mounted on the host	
15.	The storage should be able to generate audit logs to record activities including host-initiated actions, physical component changes, attempts blocked by security control.	
16.	The storage should support multiple operating systems and clusters such as Windows, Unix, Linux, Solaris etc. on a single port	
17.	The storage should be supplied with Storage management, thin provisioning, snapshot, clone, and other required software to meet the technical requirements. Licenses to be supplied for Unlimited capacity.	
18.	The storage should support in-system replication such as snapshots and clones.	
19.	The Storage System should support both synchronous and asynchronous data replication to remote site	
20.	Remote Replication Licenses to be included for the entire supported storage capacity of the Storage System	
21.	The proposed replication software must provide the ability to perform DR tests without actually failing over the Production volumes. During these drills/tests the Production volumes must be unaffected and should continue their normal operations	
22.	The vendor shall support hardware-based Data at REST Encryption. Required components needs to be factored to encrypt the data at rest.	
23.	<b>Storage Management Features</b>	
24.	Centralized Storage management software should be browser-based/ web-enabled accessible over IP	
25.	Storage management software should have roles-based access for user accounts to manage and monitor the storage system	
26.	Storage management software should provide a simplified user interface and wizards to perform configuration operations like creating LUNs, Pools, Tiers, presenting LUNs to the host, etc.	
27.	Storage management software should be able to monitor alerts for automated or manually set performance thresholds	

**SAN Switch Qualified OEM : Cisco/Brocade**

Sr. No.	Parameter	Minimum specifications	Compliance
1.	Interface	The fiber switch should be quoted with a minimum of 16 FC ports of 16/32 Gbps speed with all supported Licenses and the requisite SFP modules from day one. It should be scalable to 32 Ports.	
2.	Speed/Bandwidth	The switch should have support for 16/32Gbps HBA and support 8 Gbps ports also.	
3.	Switch Features	The switch should have auto sensing, Zoning, Integrated Ethernet and Serial Port for communication.	
4.	Form Factor	Switch should be rack mountable 1RU size and should be supplied with mounting kit.	
5.	Power Supply	The switch should be equipped with redundant hot swap power supply and Fan and allow hot swap ability without resetting the switch, or affecting the operations of the switch	
6.	Compatibility	The switch should be backward-compatible	
7.	General Features	The switch solution should be capable for non-disruptive firmware/ microcode upgrade and hot code activation.	
8.	General Features	The switch should be capable of End-to-end performance monitoring	
9.	General Features	The switch should have Support for POST & online/ offline diagnostics, non-disruptive daemon restart FC ping and path info (FC trace route)	
10.	General Features	The switch should be capable of interfacing with host-based adapters (HBA) of multiple OEMs, supporting multiple Operating Systems	
11.	General Features	The switch should have the following Zoning and security features -	
12.	General Feature	<ul style="list-style-type: none"> <li>· Support for hardware and software zoning and ACL</li> <li>· Policy-based security and centralized fabric management.</li> <li>· Support for secure access.</li> <li>· Support for FC-based authentication</li> <li>· Support for RADIUS, SSH, SNMP</li> <li>· Support for port binding.</li> <li>· Support for port masking.</li> <li>· Support for Hardware based Inter-Switch linking / trucking.</li> </ul>	
13.	General Features	Support for web-based management and should also support CLI. The switch shall support alerts based on the threshold value for temperature, fan status, power supply status, and port status.	
14.	General Features	All relevant licenses for all the above features and scales should be quoted along with the switch.	
15.	Software	The Switch should be GUI Manageable and Applicable Software be provided along with from day 1	

## TECHNICAL ENVELOPE

## List of Technical Documents:

Sr. No.	Description	Suppliers Response (Yes/No)	Page no	Remarks
1.	Registration proof of incorporation in Companies Act			
2.	Copy of PAN Card			
3.	Copy of latest Income Tax Return (last Three years)			
4.	Prime Customers Details			
5.	Online Receipts of Payment			
6.	Declaration of validity of rates			
7.	Product Brochures/technical Compliances Sheet as per Annexure A(Only Colour Print out may be uploaded)			
8.	Certificate of not Debarred/blacklisted			
9.	Proof of Turnover			

**NOTE:**

All the Technical Documents should be uploaded on the e-tender portal. The non-submission/poor management of documents may lead to disqualification as well.

## FINANCIAL ENVELOPE

Sr. No	Name of Item	Qty	HSN Cde	Unit Rate without GST	Unit Rate with GST	Total Rate (Qty X Unit Rate with 5 Year Warranty with Taxes)
1	<b>SAN/Primary Storage (DELL/HP/NetApp/IBM/Pure Storage) Hardware Cost with 5 Years Comprehensive Warranty</b>	<b>1</b>				
2	<b>Installation/Configuration Cost of SAN/Primary Storage including Data Migration</b>	<b>1</b>				
3	SAN Storage Switch (Cisco/Brocade)	2				
4	<b>Installation/Configuration Cost of SAN Storage Switch (Cisco/Brocade)</b>	<b>2</b>				

All the Financial Documents should be uploaded on the e-tender portal. The non-submission/poor management of documents may lead to disqualification.