

**MAHARSHTRA STATE WAREHOUSING
CORPORATION (MSWC)**

583/B, Market Yard, Gultekdi, Pune 411037

Ph.020-24206838/831/830

www.mswarehousing.com

Tender No MSWC/Comp/ServerAMC/04/2022

TENDER FORM

To Shri _____

**NAME OF THE WORK: - Providing Maintenance of HP Servers in MAHARASHTRA STATE
WAREHOUSING CORPORATION (MSWC), PUNE.**

DATE OF SALE OF TENDER FORM: - 05.04.2022 to 27.04.2022 Up to 17.00 Hrs.

DATE OF SUBMISSION: -27.04.2022 Up to 17.00 Hrs.

DATE OF OPENING: -29.04.2022 at 11.30 a.m.

COST OF BLANK TENDER FORM: - Rs. 3,540/-

EARNEST MONEY DEPOSIT: - Rs. 50,000/-

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Section 1: Notice Inviting Tender

MSWC, Pune, invites tenders from eligible Tenderer for Annual Maintenance Contract of HP Servers, installed in Data Centre at MSWC, 583/B, Market Yard, Gultekdi, Pune 411037, for a period of **two years** from the start date of contract with the selected bidder. The contract will cover comprehensive annual maintenance contract of HP Servers for Data Centre operation, as detailed in the tender documents. The prices quoted will remain unchanged for contract period.

The Schedule for Invitation to Tender is given below as under:

Name of the Purchaser. Maharashtra State Warehousing Corporation, 583/B, Market Yard, Gultekdi, Pune 411037.

Tender Number. - MSWC/Comp/ServerAMC/04/2022

Date for issue of Tender Document-05.04.2022 to 27.04.2022 Upto 17.00 Hrs.

Place of issue of Tender document. Tender documents can be downloaded from website www.mahatenders.gov.in

Clarifications to the Tender Documents. Clarifications on the tender conditions etc, if any, will have to be forwarded in the name of Chairman & Managing Director, MSWC, 583/B, Market Yard, Gultekdi, Pune 411037. email: computerbranch.ho@mswc.in

Date, time for Tender are to be Submitted. Tenders are required to be submitted online on or before 17.00 Hrs. on **27.04.22** at www.mahatenders.gov.in.

Date, time and place of opening of Tenders. Online tenders shall be opened at **11.30 am on 29.04.2022** in MSWC Computer Centre, MSWC, 583/B, Market Yard, Gultekdi, Pune 411037, in the present of trade representatives who wish to attend the bid opening

Date till which the Tender shall be valid: 150 days from the date of opening of the Bid

Earnest Money Deposit. All tenders must be accompanied by an Earnest Money Deposit (EMD) of **Rs 50,000/- (Rupees Fifty thousand only)**.

Section 2: Instructions To Tenderer

2.1 MSWC Data Centre has been set up to support SAP system and to facilitate uninterrupted services to its users Departments throughout the state for enabling them to carry out the daily operations of MSWC on 24X7X365 basis. The AMC Contractor is envisaged to meet stringent uptime requirement of hardware contracted for so as to ensure smooth and continuous operations of MSWC Data Centre. The detailed scope of work for the AMC Contactor has been detailed in Section 4 entitled "Schedule of Requirements & Conditions of Contract".

2.2 Tender documents can be downloaded from website www.mahatenders.gov.in. Tenders are required to be submitted online only.

2.3 Schedule of Tender Enquiry is given below:-

Date of issue of Tender document	05.04.2022 to 27.04.2022 Up to 17.00 Hrs.
Cost of Tender	3,540/-
Last Date & time for submission of Tender	27.04.2022 Up to 17.00 Hrs.
Due Date & time for Tender Opening	29.04.2022 at 11.30 a.m
Bid Validity	150 days from the date of Tender Opening
Tender System	Through E-tendering System
Contact Officer for clarification	Programmer, Computer Centre, MSWC, 583/B, Market Yard, Gultekdi, Pune 411037

2.4 The prices quoted should be on Indian Rupee basis and should include all the charges till the AMC period. The taxes will be applicable extra.

2.5 The details of the existing HP Servers, to be covered under AMC, are given in the Annexure "I" attached to this Tender Enquiry. The Tenderer are required to quote comprehensive AMC charges for each of the individual item in existing hardware. The format of price bid is enclosed as Annexure "II". Bids shall be evaluated based upon all inclusive cost of the service provider for providing comprehensive AMC for HP Servers installed in the Data Centre for the period of two years.

2.6 The Tenderer shall offer and quote for all items and services indicated in the tender. Tender responses that do not cover all items shall be summarily rejected.

2.7 The Tenderer should enclose documentary evidence in support of their claim that they are meeting the Eligibility Requirement as detailed in the section '3'. All documentation required is to be in English Language.

2.8 The Tender should be complete in all respects and if the Tender is incomplete the offer may be rejected.

2.9 The amount of **Earnest Money Deposit is Rs.50,000/- (Rupees Fifty thousand only)**. The amount of EMD should be deposited in account through online tendering system.

2.10 The Earnest Money deposited by the unsuccessful Tenderer will be refunded without any interest through E- tendering system and on award of contract to the successful Tenderer. The EMD for the successful Tenderer shall be refunded on submission of Performance Security.

2.11 EMD of the Tenderer would be forfeited if:

- a) The Tenderer is not willing to abide by the terms and conditions after submission of tender.
- b) The Tenderer withdraws the tender before receipt of final acceptance
- c) The Tenderer fails to furnish Performance Bank Guarantee as indicated in this tender within the stipulated time.

2.12 The Tenderer shall abide by the "Schedule of Requirement and conditions of Contract" as mentioned in this tender. It must be clearly understood that the prices quoted in the tender are to include everything required to be done for the proper completion of the project as per the "Schedule of Requirement and terms & conditions" mentioned in the tender although special mention thereof may have been omitted in the "Schedule of Requirement & conditions of Contract".

2.13 The scope of work indicated in the section "Schedule of Requirement and conditions of Contract" refer to the minimum requirements that the Tenderer is required to meet. Tenders in non-compliance of the scope of work indicated in section "Schedule of Requirement & conditions of Contract" would be summarily rejected. The Tenderer is required to quote for any accessories etc., which are required to effectively deliver the services as required.

2.14 The Purchaser does not bind itself to recommend for acceptance of the lowest or any tender or to assign any reason for non-acceptance.

2.15 Offers received other than online tender system will be treated as defective, invalid and rejected.

2.16 Only detailed complete offers received prior to closing time and date of the Tenders will be taken as valid.

2.17 **Award of Contract.** After evaluation of the bids received, the Purchaser would award of Contract to the lowest bidder, whose bid is technically acceptable and meets the eligibility requirement. Successful bidder should enter in an agreement with MSWC for this work on required stamp paper.

2.18 **Performance Security.** Within 30 days of award of contract, the successful Tenderer is required to submit a Performance Bank Guarantee as per the Performa attached in **Annexure IV**, for 5% of the contract value towards Performance Security. The Bank Guarantee would be valid for a period of contract plus 3 months from the date of signing of contract. (i.e. 27 months from the date of contract)

2.19 The Purchaser reserves right to modify the terms and conditions to the Contract, during the Project execution, so as to meet contingency situations, which can arise from time to time. Such modifications would be discussed and agreed upon by the successful Tenderer taking into consideration the Cost, time and other implications. After finalization of modification, the Contract Agreement may be suitably amended, if required.

2.20 The prices (exclusive of taxes) shall remain firm and unchanged for the two years of operation.

2.21 Tender documents are not transferable.

Section 3: Eligibility Criteria for Tender

The Agency has to comply with following requirements while submitting the E-tender (Scanned/PDF original Document- Attested copies)

3.1 The Tenderer should be authorised Channel Partner of M/s HP India for rendering comprehensive AMC services for HP Servers. The bidder should submit a certificate from M/s HP India, as proof of its partnership with the M/s HP India for providing the services.

3.2 The Tenderer must have back to back agreement with the OEM, M/s HP for supply of spares and support. The Tenderer must submit authorisation letter from OEM, M/s HP clearly stating that Tenderer has the authority and competence to provide services for HP make equipment and that HP will extend all support to them in discharging their service contract.

3.3 The Tenderer must have completed such AMC in the Private Ltd./ Public Ltd. /Government/Semi-Government/PSU's in the last two years. Proof of such contract must be furnished at the time of submission of bid.

3.4 The Tenderer should have annual turnover worth Rs. 50 Lacs or more for the last 2 years (Copy of the balance sheet duly signed by CA is to be enclosed.) with UDIN number and copy of ITR for last 2 years.

3.5 Attested copies of following documents should be submitted by agency along with above technical documents.

a)PAN Card

b)GST Registration Certificate

c)Company Registration certificate or Partnership Deed duly registered in case of firm

3.6 If tenderer blacklisted by any Government offices will not be eligible to participate in this tender. An undertaking to this effect will have to be given at the time of submitting the tender.

Section 4: Schedule of Requirement and Conditions of Contract

4.1 The services to be provided by the contractor are as follows:

- a) Contractor shall provide comprehensive maintenance services, including labor, repair and replacement of the faulty parts, for HP Servers in order to keep the equipments in good working condition. The Contractor shall keep sufficient quantity of spare parts as applicable to the items in the scope of coverage for rendering AMC services with the minimum possible downtime throughout the tenure of the contract.
- b) The maintenance service does not include Electrical work external to equipment or maintenance of accessories, attachments, equipment or other devices not covered under the agreement. Consumables like Toner/Ink cartridges, ribbons, and toners etc. are also beyond the provisions of contract.
- c) The above service consists of preventive and corrective maintenance and includes carrying out of the necessary repairs with original spare parts only. The contractor is expected to repair/replace the item in case of any hardware failure, within SLA Period as per agreement after the defect has arisen.
- d) In case of non availability of spares, the contractor shall provide an equivalent system for use within the limits of downtime as provided in the contract till such spares/repair of the system is carried out without any additional charges. Failure to provide equivalent systems within the time frame allowed for downtime will attract penalty as indicated in the contract.
- e) Provision of equivalent systems include loading and Maintaining of necessary software's (OS & other general application software's), configuration of the system and making the system operational till such a time as the original system is restored to the satisfaction of the purchaser.
- f) In case the system is to be repaired with parts other than original parts due to non availability of original spare part, the contractor should give proof of non availability of original spare from OEM. The alternative spare part should be approved by the Purchaser before replacement. The supply of spares is the responsibility of Contractor.
- g) All replacements of defective parts of equipments carried out during the above maintenance would be the property of Purchaser while the defective part becomes the property of Contractor.

4.2 Within 07 days of such award of contract, the successful Tenderer, shall commence the services, covering the entire scope of work, under the contract after taking over the assignment from Current AMC provider, if any.

4.3 **Maintenance of Software covered under warranty**

- a) The manufactories software, other software and OS installed on servers and other equipments are coved under the AMC. Which include loading of necessary software's and maintaining of the same (OS & other general application software's), configuration of the system and making the system operational as per requirements of MSWC.
- b) The system may undergo changes due to shifting of various equipment, additions or deletions at the time of signing of contract or during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.

4.4 **SLA and Penalty for shortfall in SLA**

4.4.1 The details of SLA is attached an Annexure "III"

4.4.2 The Contractor shall depute their Engineers at MSWC office for AMC/preventive maintenance of the Servers whenever required i.e. within 04 hours from the time complaint is lodged.

4.4.3 All the defects reported shall be repaired/ replaced and Server made operational within Stipulated SLA period after lodging of the complaint. A penalty of Rs. 1000/- (Rupees one thousand only) per day will be imposed on the contractor if the defects are not rectified within aforesaid period after lodging the complaints. Faults booked will be treated as rectified only if the AMC holder gets satisfactory report from the user on the date of rectification.

4.4.4 If the contractor backs out after awarding the contract or before expiry of the validity of the contract period granted and or without the consent of the Programmer of the MSWC, he will be liable to recovery at higher rates.

4.5 **Confidentiality**

The contractor shall ensure that all its employee , engineers, labors maintain confidentiality means all information including data whether in written, in oral, electronics, or any other format , which relates to the administrative, technical,

financial, and business affairs, dealers, suppliers , products, developments, operations, processes, data, trade secrets, plans, budgets, and personnel of the MSWC.

4.6 **Arbitration**

In the event of any dispute relating to the import or meaning of any terms and conditions which could not be solved amicably by the parties, may refer the matter to the Sole Arbitrator to be appointed by MSWC on the request of either of the parties for arbitration in consonance with the provisions of the Arbitration and Conciliation Act, 1996(Act 26 of 1996), on the designated reference in dispute.

4.7 **Governing Laws & regulation**

All legal proceedings shall be under the jurisdiction of courts situated in the Pune. This Agreement shall be covered and construed in accordance with Laws of India including without limitation, the relevant Central/ State Acts and Rules, Regulations and Notifications issued and amended there under from time to time.

4.8 **Contract Termination:**

4.8.1 **Termination for Default.** MSWC may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the Contractor, terminate the contract in whole or in part if:

- a) The qualified Contractor fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by MSWC.
- b) The qualified Contractor fails to perform any other obligation(s) under the contract.

In case of termination for default, MSWC reserves the right to forfeit the Performance Bank Guarantee submitted by the Contractor for successful execution of project.

4.8.2 **Termination for Insolvency, Dissolution etc.** MSWC may at any time terminate the contract by giving written notice to the Contractor without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to MSWC.

4.8.3 **Termination for Convenience.** MSWC reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for MSWC's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

4.9 No Claim Certificate

The qualified Contractor shall not, be entitled to make any claim, whatsoever, against MSWC under or by virtue of or arising out of this contract nor shall MSWC entertain or consider any such claim after Contractor shall have signed a "no claim" certificate in favour MSWC in such forms as shall be required by MSWC after the works are finally accepted.

4.10 Suspension

MSWC may, by a written notice of suspension, suspend all payments to the Contractor under the contract, if the Contractor failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that the such notice of suspension:

- a) Shall specify the nature of the failure and
- b) Shall request the Contractor to remedy such failure within a specified period from the date of issue of such notice of suspension.

4.11 Force Majeure

Notwithstanding the provisions of the contract, the Contractor shall not be liable for forfeiture of its performance guarantee, Penalty or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of standard MSWC Force Majeure.

4.12 Protection & Limitations

4.12.1 Contractor the ("Indemnifying Party") undertakes to indemnify MSWC (the "Indemnified Party") from and against all losses, claims or damages including losses, claims or damages on account of bodily injury, death or damage to any tangible assets.

4.12.2 There shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property as also intangible personal property and intellectual property rights. Personnel assigned by Contractor to perform the Services shall be employees of Contractor, and under no circumstances will such personnel be considered employees of client. Contractor shall have the sole responsibility for supervision and control of its personnel and for payment of such personnel's entire compensation, including salary, worker's compensation, employee and disability benefits and shall be responsible for all employer obligations under all applicable laws including obligations for withholding tax under the Income Tax Act and other social security taxes under the relevant laws.

4.12.3 Contractor shall provide indemnity towards any damage, misdemeanor of the Contractor employees or authorized personnel, appointed distributors, agents or subcontractors to MSWC. Further MSWC shall not be responsible for any payments, statutory obligations like insurance cover, PF, etc., for accident, mishap, handicap and/or death occurring and affecting Service Providers employees or authorized personnel, appointed distributors, agents or subcontractors during and after the provision of the Services at MSWC premises. MSWC shall be entitled to full disclaimer and immunity towards compensations of any type and in any form, for the consequences of the services being provided including any eventual loss or damage suffered by the service provider, in any manner.

4.13 **Sub-contracting.** No sub-contracting is allowed.

4.14 **Payment Terms & Schedule.** The bills shall be prepared by the contractor and submitted to MSWC Office. Payment shall be made on following conditions:-

- a) All payments to the Contractor shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income -Tax Act 1961 and other taxes if any as per the Government of India Rule.
- b) Payment will be made to the Contractor on quarterly basis at the end of each quarter after services has been satisfactory rendered in the preceding quarter.
- c) Payment shall be made after making recoveries on account of penalties for short fall in SLA as detailed in para 4.4 above.
- d) MSWC can convey specific observations to any incorrect/wrong-invoiced amounts by written notice to the Contractor.
- e) No advance payment in any case would be made to the contractor.

4.15 **Warranty**

- a) The Contractor shall provide the warranty for 12 months that items supplied/replaced shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The Contractor shall be responsible for any defects that may develop under the conditions provided by the Contract and under proper use, arising from faulty materials, design or workmanship such as corrosion of the equipment, inadequate quantity of

materials to meet equipment requirements, inadequate Contract protection, deficiencies in circuit design and/or otherwise and shall remedy such defects at his own cost when called upon to do so by MSWC who shall state in writing in what respect the stores are faulty. This warranty shall survive inspection or payment for, and acceptance of goods, but shall expire except in respect of complaints notified prior to such date, twelve months after the store have been taken over.

- b) If it becomes necessary for the Contractor to replace or renew any defective portion/portions of the equipment under this clause, the provisions of the clause shall apply to the portion/portions equipment so replaced or renewed or until the end of the above mentioned period of twelve months, whichever may be later. If any defect is not remedied within a reasonable time. MSWC may proceed to do the work at the contractor's risk and expenses, but without prejudice to any other rights, which MSWC may have against the Contractor in respect of such defects.

c) Replacement under warranty clause shall be made by the Contractor free of all charges at site including freight, insurance and other incidental charges.

4.16 The Maintenance Contractor shall maintain a proper call report. The contractor shall record the calls attended and get the signature of the user along with User's name.

4.17 After expiry of the Contract, all the machines are to be handed over by the outgoing AMC Contractor to the in-charge or to the new AMC Contractor within 7 working days of expiry of Contract in working conditions and a certificate to this effect is required to be obtained by the Contractor from the concerned Officer in-charge of the maintenance and to be produced along with the final claim of the AMC charges. The faults pointed out by new AMC Contractor during the inspection before takeover of the Servers are to be rectified within next one working day by the outgoing AMC Contractor, and any further delay in rectification of faults thus pointed out shall make him liable for imposition of penalty as per Tender terms and conditions applicable to outgoing AMC Contractor. Failure to handover all the machines within 7 days will attract penalty at the rate of Rs. 2000/- per day.

4.18 **Nodal Officer: Programmer, MSWC** shall officiate as Nodal Officer for dealing all matter relating to this contract.

4.19 **Commencement of the Contract:** The Contractor shall commence the work within 7 days of issue of this contract document. The period of operation of the Contract shall be 36 months from the date of start of contract. Immediately after

placing of the contract, the Contractor shall designate its representatives, who will work closely with Nodal Officer for the execution of the work. The Contractor's representatives are obliged to work in close coordination with the Nodal Officer and abide by the directives issued to them that are consistent with the terms of the contract. The Contractor's representative shall be responsible for managing the activities of all personnel engaged for performance under the contract.

4.20 **Performance Security**

- a. The Service Provider shall furnish performance security to MSWC for an amount equivalent to **5%** of Contract value _____(Rupees _____ Only) in the form of Bank Guarantee as per the proforma in Annexure 'IV' .
- b. Performance Guarantee will be valid for a period of contract.
- c. The proceeds of the performance security shall be payable to MSWC as compensation for any loss resulting from the supplier's failure to complete their obligations under the Contract.
- d. The Performance Security Bond will be discharged by MSWC after completion of the Supplier's performance obligations under the contract.

Annexure-"I"

Serial Number Details of Servers

Sr. No	Description	Serial No	Type of SLA
1.	HP EVA 6400 SAN Storage	SGH145XKT8	24 CTR, 24 X 7, Onsite Response
2.	HP MPX200 Multifunction Router 1GbE Base	MY5139N084	NBD Response
3.	HP X3400 G2 Network Storage Gateway	SGH145XKT6	NBD Response
4.	HP X3400 G2 Network Storage Gateway	SGH145XKT7	NBD Response
5.	MSL2024 Backup Library	MXA138Z55W	4 Hr, 24 X 7, Onsite Response
6.	HP BL 460c G6 Blade Server	CN71440N6S	4 Hr, 24 X 7, Onsite Response
7.	HP BL 460c G6 Blade Server	CN71440N72	4 Hr, 24 X 7, Onsite Response
8.	HP BL 460c G6 Blade Server	CN71440N6Z	NBD Response
9.	HP BL 460c G6 Blade Server	CN71440N6W	NBD Response
10.	HP BL 460c G6 Blade Server	CN71440N73	NBD Response
11.	HP BL 460c G6 Blade Server	CN71440N6Y	4 Hr, 24 X 7, Onsite Response
12.	HP BL 460c G6 Blade Server	YH19MP6449	4 Hr, 24 X 7, Onsite Response
13.	HP BL 460c G6 Blade Server	CN71440N6T	NBD Response
14.	HP BL 460c G6 Blade Server	CN71440N6R	NBD Response
15.	HP BL 460c G6 Blade Server	CN71440N6X	NBD Response
16.	HP C7000 Blade Enclosure	SGH144XA13	24 CTR, 24 X 7, Onsite Response
17.	SAN Switch	CZC140UAJ0	4 Hr, 24 X 7, Onsite Response
18.	SAN Switch	CZC139UAEE	4 Hr, 24 X 7, Onsite Response
19.	HP Data Prt drive ext UNIX/NAS/SAN E-LTU / HP Data Prot Start Pk Win eMedia/eLTU / HP DP On-line Backup for Windows E-LTU	NA	24 x7 Telephonic & Remote Support

Annexure-"II"

Format for price schedule AMC Services

Note: Please mention one years rate in this format

Tender Inviting Authority : Chairman and Managing Director											
Nature of Work: Providing Maintenance of HP Servers in MAHARASHTRA STATE WAREHOUSING CORPORATION (MSWC), PUNE.											
Tender No: MSWC/Comp/ServerAMC/ 04/2022											
Bidder Name:											
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)											
Sl. No.	Item Description	Item Code / Make	Qty	Units	Estimated Rate	Basic Price (in. Rs.)	9%SGST	9%CGST	18% IGST	Amount In Rs. ()	Total Amount In Rs. (G8+H8+I8+J8+K8+L8+N8-O8)
1	2	3	4	5	6	7	8	9	10	13	14
1.00	HP EVA 6400 SAN Storage Srno-:SGH145XKT8 \ SLA-:24 CTR, 24 X 7, Onsite Response	SGH145XKT8	1.00	No	0.00					0.00	0.00
2.00	HP MPX200 Multifunction Router 1GbE Base Srno-:MY5139N084 \ SLA-:NBD Response	MY5139N084	1.00	No	0.00					0.00	0.00
3.00	HP X3400 G2 Network Storage Gateway Srno-:SGH145XKT6 \ SLA-:NBD Response	SGH145XKT6	1.00	No	0.00					0.00	0.00
4.00	HP X3400 G2 Network Storage Gateway Srno-:SGH145XKT7 \ SLA-:NBD Response	SGH145XKT7	1.00	No	0.00					0.00	0.00
5.00	MSL2024 Backup Library Srno-:MXA138Z55W \ SLA-:4 Hr, 24 X 7, Onsite Response	MXA138Z55W	1.00	No	0.00					0.00	0.00
6.00	HP BL 460c G6 Blade Server Srno-:CN71440N6S \ SLA-:4 Hr, 24 X 7, Onsite Response	CN71440N6S	1.00	No	0.00					0.00	0.00



PRINT



HELP

7.00	HP BL 460c G6 Blade Server Srno-:CN71440N72 \ SLA:-4 Hr, 24 X 7, Onsite Response	CN71440N72	1.00	No	0.00					0.00	0.00
8.00	HP BL 460c G6 Blade Server Srno-:CN71440N6Z \ SLA:-NBD Response	CN71440N6Z	1.00	No	0.00					0.00	0.00
9.00	HP BL 460c G6 Blade Server Srno-:CN71440N6W \ SLA:-NBD Response	CN71440N6W	1.00	No	0.00					0.00	0.00
10.00	HP BL 460c G6 Blade Server Srno-:CN71440N73 \ SLA:-NBD Response	CN71440N73	1.00	No	0.00					0.00	0.00
11.00	HP BL 460c G6 Blade Server Srno-:CN71440N6Y \ SLA:-4 Hr, 24 X 7, Onsite Response	CN71440N6Y	1.00	No	0.00					0.00	0.00
12.00	HP BL 460c G6 Blade Server Srno-:YH19MP6449 \ SLA:-4 Hr, 24 X 7, Onsite Response	YH19MP6449	1.00	No	0.00					0.00	0.00
13.00	HP BL 460c G6 Blade Server Srno-:CN71440N6T \ SLA:-NBD Response	CN71440N6T	1.00	No	0.00					0.00	0.00
14.00	HP BL 460c G6 Blade Server Srno-:CN71440N6R \ SLA:-NBD Response	CN71440N6R	1.00	No	0.00					0.00	0.00
15.00	HP BL 460c G6 Blade Server Srno-:CN71440N6X \ SLA:-NBD Response	CN71440N6X	1.00	No	0.00					0.00	0.00
16.00	HP C7000 Blade Enclosure Srno-:SGH144XA13 \ SLA:-24 CTR, 24 X 7, Onsite Response	SGH144XA13	1.00	No	0.00					0.00	0.00
17.00	SAN Switch Srno-:CZC140UAJ0 \ SLA:-4 Hr, 24 X 7, Onsite Response	CZC140UAJ0	1.00	No	0.00					0.00	0.00
18.00	SAN Switch Srno-:CZC139UAEE \ SLA:-4 Hr, 24 X 7, Onsite Response	CZC139UAEE	1.00	No	0.00					0.00	0.00
19.00	HP Data Prt drive ext UNIX/NAS/SAN E-LTU / HP Data Prot Start Pk Win eMedia/eLTU / HP DP On-line Backup for Windows E-LTU Srno-:NA \ SLA:-24 x7 Telephonic & Remote Support	NA	1.00	No	0.00					0.00	0.00
***Total in Figures										0.00	0.00
***Total in Words											

Rupees only

Above commercial bid should be uploaded in given file format on online tenders site.

Annexure "III"

SLA Details

Type of SLA-

24x7, 4 hours response SLA:

Hardware Problem Diagnosis
Onsite Support
Parts and Material provided
4 Hr Onsite Response
24 Hrs Std Office Days
24 hrs, Day 6
24 hrs, Day 7
Holidays Covered

NBD Response SLA:

Hardware Problem Diagnosis
Onsite Support
Parts and Material provided
NextAvail TechResource Onsite
Next Cov Day Onsite Response
Std Office Hrs Std Office Days

24 CTR, 24x7 response SLA:

Hardware Problem Diagnosis
Onsite Support
Parts and Material provided
24 Hr Call-To-Repair Time
24 Hrs Std Office Days
24 hrs, Day 6
24 hrs, Day 7
Holidays Covered
Enhanced Parts Logistics

Annexure "IV"

Annexure 3 : Bank Guarantee Proforma for Furnishing Performance Security

In consideration for the Maharashtra State Warehousing Corporation(hereinafter called "MSWC") having agreed to exempt.....(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement dated.....made between.....and.... of Performance Security for the due fulfilment of the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of Bank Guarantee for Rs..... (Rupees.....(indicated the name of the Bank) Bank") at the request of.....contractor(s) do hereby undertake to pay to the MSWC an amount not exceeding Rs..... against any loss or damage caused to or suffered would be caused to or suffered by the MSWC by reason of any breach of the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We.....do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the MSWC stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the MSWC by reason of breach by the said contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the contractor(s)'s failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs....

3. We undertake to pay the MSWC any money so demanded notwithstanding any dispute or disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any Court or Tribunal relating thereto liability under this present being absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the contractor(s)/supplier(s) shall have no claim against us for making such payment.

4. We,.....further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the MSWC under or by virtue of the said Agreement have been fully paid and its claim satisfied or discharged or till.....that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing on or before the guarantee thereafter.

5. We,.....further agree with the MSWC that the MSWC shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the MSWC against the said Contractor(s)and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or

for any forbearance, act or omission on the part of the MSWC or any indulgence by the MSWC to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. Notwithstanding anything contained herein above our liability under the guarantee is restricted to Rs._____ and shall remain in force until_____. Unless a claim or suit under this guarantee is filled with us on or before_____. ALL OUR RIGHTS UNDER THE GUARANTEE SHALL BE FORFEITED and the Bank shall be relieved and discharged from all liabilities therein.

7. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/supplier(s).

8. We,.....lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the MSWC in writing.

Dated the.....date of.....2022.

For..... (indicate the name of Bank)

Signature.....

Name of the Officer.....(in Block Capitals)

Designation of

Code No.

Name of the Bank

Branch.....

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