



## Gujarat Metro Rail Corporation (GMRC) Limited

(SPV of Govt. of India and Govt. of Gujarat)

(Formerly known as Metro-Link Express for Gandhinagar and Ahmedabad (MEGA) Company Limited)

### Tender for AMC of IBM Hardware

Tender No. : GMRC/IT/2019/01

Last date of submission of bid: 15-Feb-2019 till 18:00hours

#### **Registered Office:**

Block No.1, First Floor, Karmayogi Bhavan, Behind Nrman Bhavan, Sector 10/A,  
Gandhinagar: 382010.

#### **Corporate Office:**

802,803 8th Floor, GNFC Info Tower, Sarkhej-Gandhinagar Highway,  
Bodakdev, Ahmedabad - 380054, Gujarat.

**Contact No:** +91-079-23248572 ext: 534

**web:** [gujaratmetrorail.com](http://gujaratmetrorail.com)



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## 1. Bid summary

Gujarat Metro Rail Corporation (GMRC) Limited (herein after referred to as GMRC), hereby invites physical sealed offers for comprehensive AMC (Annual Maintenance Contract) for IBM hardware.

Hardware details are detailed below:

Sr. No	Details	TYPE	Model	SR.No.
1	Blade Center	8852	5TA	06RECB7
2	Blade Server	7873	B1A	06PRXX9
3	Blade Server	7873	B1A	06PRXY3
4	Blade Server	7873	B1A	06PRXY1
5	Blade Server	7873	B1A	06PRXY0
6	Blade Server	7873	B1A	06PRXY4
7	Blade Server	7873	B1A	06PRXY2
8	Blade Center	8852	4TA	06H8035
9	Blade Server	7875	B1A	06DCGW0
10	Blade Server	7875	B1A	06DCGR6
11	Blade Server	7875	B1A	06HFXP0
12	Blade Server	7875	B1A	06HFXP2
13	Blade Server	7875	B1A	06HFXP3
14	Blade Server	7875	B1A	06HFXP4
15	Storage	2072	24C	7815359
16	Storage	1814	98H	13D00FH

Price should be provided for 1 year and 3 year AMC.

While awarding the contract, GMRC will decide whether to award 1 year contract or 3 year contract.

Detail BOM and financial Bid Format is enclosed at **Annexure A**.

Your bid should reach at our office on or before the last date & time as mentioned in this document in sealed envelope with the heading "Bid for IBM Hardware AMC".

## 2. Terms and Conditions

1. The bidder must be authorized partner of IBM as well as Lenovo.
2. Vendor must sign and write page no. on all the papers.
3. Prices should be mentioned as Basic price, type of tax and percentage of tax separately.



4. IBM Hardware is placed at our GNFC Infotower, Ahmedabad office. However, in future it may be shifted to any other location in Ahmedabad or Gandhinagar.
5. The comprehensive AMC contract includes cost of spare, service, labour and any other cost involved for functioning of above IBM hardware.
6. Price validity of bid will be of **90** days.
7. Payment will be done by GMRC as below:
  - (a) No advance payment will be done.
  - (b) Half yearly payment at the end of satisfactory service of every half year within 30 days after submission of invoice.
8. GMRC reserves the right to change any bid condition or quantity of any item even after inviting/opening the bids, with/without prior notification.
9. GMRC reserves the right to cancel any or all of the bids without assigning any reasons.
10. In case of any dispute, GMRC MD's decision will be final and abide to all.
11. All correction/addition/deletion shall require authorized countersign.
12. Bidder may physically inspect the servers with prior appointment.
13. Evaluation of Bids:
  - (a) Bid will be evaluated for the following:
    - i. Proof of authorized partner.
    - ii. Item specifications with respect to our requirement.
    - iii. Correctness of the bid as per all the terms and conditions.
    - iv. If all above documents are submitted and match as per criteria, then only bidder will be considered as technically qualified for comparison of commercial offer.
  - (b) Final Price = total AMC cost exclusive tax
  - (c) Successful bidder will be L1 as per final price as above.
  - (d) GMRC may call L1 bidder for further negotiation.
  - (e) In case of multiple bidders offer to supply at L1 rate or for this tender related any matter, GMRC MD's decision will be final and abide to all the bidders.
  - (f) Bidder should give both the price: 1 year AMC, 3 year AMC. If GMRC intends to give work order for 1 year, then L1 will be decided as per 1 year cost. If GMRC intends to give work order for 3 years, then L1 will be decided as per 3 year cost.
14. Your bid should reach at our office as mentioned below:
15. There shall be 2 sealed envelopes in the sealed main cover with the heading "**Bid for IBM Hardware AMC**".
  - (a) A first separate envelop with the heading "**Technical details**" containing any technical information, SLA information and OEM partner certificate should be enclosed in this envelope.  
It is required to send photo copies of TIN, GST registration no. and PAN card documents of your firm.
  - (b) The second envelope marked as financial bid with heading "**Financial Bid – for IBM hardware AMC** " with properly sealed and marked. Each and every page of the bid must be signed and stamped by the bidder.

16. Proposals after due time period will not be accepted.
17. Submit your quotation in sealed envelope only (Do not simply Staple).
18. Do not email your offer.
19. Bidder may remain present at the time of bid opening as per the schedule decided by GMRC.
20. The bid will be opened on 16-Feb-2019 12:30 pm. Bid will be opened in the presence of the GMRC committee members and representatives of the bidders, who have submitted valid bids. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.
21. All inventory covered under AMC\warranty must have back to back support from OEM & Business partner should provide OEM document\letter which clarifies that same inventory is supported by OEM.
22. Bidder should have backline support from OEM (IBM / Lenovo) in case any critical onsite support or remote assistance is required .
23. Support to assist for additional hardware components if required in the AMC period & it will be considered as additional payment.
24. Preventive maintenance quarterly or as per OEM regulation.
25. GMRC may give work order for 1 year AMC or 3 year AMC.
26. During the contract period, due to any reason, GMRC may cancel the contract giving one month prior intimation.
27. The successful bidder has to submit Performance Bank Guarantee as per Annexure B @ 5% of total order value within 15 days from the date of issue of Work Order for the duration of 1 year or 3 year as the case may be. The draft of Performance Bank Guarantee is attached herewith as annexure:
28. Please address all queries and correspondence to:

SM(IT),  
GMRC,  
Block No.1, First Floor, Karmayogi Bhavan,  
B/h Nirman Bhavan, Sector 10/A,  
Gandhinagar-382010  
Phone: 079-23248572 ext: 534  
M: 7574892868  
E-mail: sudhanshu@gujaratmetrorail.com

### 3. Annexure A

#### Financial bid format

Table:1 Comprehensive AMC price for 1 year

Sr no	Items	Type	Model	Srno	Total AMC price (Rs.)	Tax (Rs.)	Total cost (Rs.)
1	Blade center	8852	5TA	06RECB7			
2	Blade Server	7873	B1A	06PRXX9			
3	Blade Server	7873	B1A	06PRXY3			
4	Blade Server	7873	B1A	06PRXY1			
5	Blade Server	7873	B1A	06PRXY0			
6	Blade Server	7873	B1A	06PRXY4			
7	Blade Server	7873	B1A	06PRXY2			
8	Blade center	8852	4TA	06H8035			
9	Blade Server	7875	B1A	06DCGW0			
10	Blade Server	7875	B1A	06DCGR6			
11	Blade Server	7875	B1A	06HFXP0			
12	Blade Server	7875	B1A	06HFXP2			
13	Blade Server	7875	B1A	06HFXP3			
14	Blade Server	7875	B1A	06HFXP4			
15	Storage	2072	24C	7815359			
16	Storage	1814	98H	13D00FH			
	T O T A L						

Table: 2 Comprehensive AMC price for 3 years

Sr no	Items	Type	Model	Srno	Total AMC price (Rs.)	Tax (Rs.)	Total cost (Rs.)
1	Blade center	8852	5TA	06RECB7			
2	Blade Server	7873	B1A	06PRXX9			
3	Blade Server	7873	B1A	06PRXY3			
4	Blade Server	7873	B1A	06PRXY1			
5	Blade Server	7873	B1A	06PRXY0			
6	Blade Server	7873	B1A	06PRXY4			
7	Blade Server	7873	B1A	06PRXY2			
8	Blade center	8852	4TA	06H8035			
9	Blade Server	7875	B1A	06DCGW0			
10	Blade Server	7875	B1A	06DCGR6			
11	Blade Server	7875	B1A	06HFXP0			
12	Blade Server	7875	B1A	06HFXP2			
13	Blade Server	7875	B1A	06HFXP3			
14	Blade Server	7875	B1A	06HFXP4			
15	Storage	2072	24C	7815359			
16	Storage	1814	98H	13D00FH			
	T O T A L						

If any of the item is not covered / end of life, pl. mention clearly.



**4. Annexure B (PBG format)**

**Performa of Contract-cum-Service  
Performance Bank Guarantee**  
(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

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Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Gujarat Metro Rail Corporation (GMRC) Limited, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s.

..... having Principal Office at ..... (hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of ..... by issue of Purchase Order No..... Dated ..... issued by MEGA and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs..... (Rupees .....) to the OWNER/PURCHASER on demand at any time up to..... without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.





The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and notwithstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. ....(Rupees .....) and it shall remain in force up to and including .....and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at .....on this .....day of .....2018.

.....

Signed and delivered by

.....

For & on Behalf of

Name of the Bank & Branch & Its official Address

## 5. Bid submission checklist

### Bid submission Checklist

Srno	Item	Content	Attached ? (Yes / No)
1	Main envelope	Covering letter, Envelope:1, Envelope:2	
2	Envelope:1	Proof of authorized dealer	
3		Warranty / Technical details of proposed product/ Company registration / PAN / GST	
4	Envelope:2	Commercial offer	