



सत्यमेव जयते

भारत सरकार

GOVERNMENT OF INDIA

भाभा परमाणु अनुसंधान केंद्र

BHABHA ATOMIC RESEARCH CENTRE

उच्च ताप रिएक्टर अनुभाग

HIGH TEMPERATURE REACTOR SECTION

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ट्राम्बे, मुम्बई-४०००८५

Trombay, Mumbai-400085

Ref. No.: HTRS/AK/WS-AMC/MF/2021/119597

Date: 14/09/2021

**TENDER ENQUIRY**

**Sub: Annual Maintenance Contract (Minor Fabrication) for computer workstation servers as per specifications attached in Annexure-I.**

Sealed quotations are invited by Head, HTRS on behalf of the President of India for “**Demonstration of Capability and Annual Maintenance Contract (AMC) of two numbers of Computer Workstation Servers including onsite support, onsite labour & part replacement for one year**” as per the requirements mentioned in the specifications attached in Annexure-I.


**General Notes:**

1. The sealed quotation shall be complete in all respects with regard to price, specifications, completion period, validity of the offer, etc.
2. The quotation shall be on proper letter head mentioning complete address, Phone numbers, email address, fax number, GST number/PAN number/ registration etc., without these details quotation will be liable for rejection.
3. The quotation must reach the following address on or before 18/10/2021 by 16:00 hours by registered post/speed post of Indian Postal Service. Hand delivery or courier will not be accepted.

Ref: HTRS/AK/WS-AMC/MF/2021; Due date: 18.10.2021

To,  
Head, High Temperature Reactor Section,  
Engineering Hall-7,  
Bhabha Atomic Research Centre,  
Trombay, Mumbai-400085

4. The quotation will be opened on 19/10/2021 at 14.00 Hrs.
5. FREE ISSUE MATERIALS: No free issue material will be given to the fabricator.
6. The bidder shall quote for AMC and other works as per the enclosed specifications in Annexure-I.

  
(I.V. Dulera) 14/09/2021

Head, High Temperature Reactor Section  
Reactor Design & Development Group  
For and on behalf of the President of India

Encl.: (Annexure -I)

## PART-I

### Scope of Annual Maintenance Contract

S.No	Description	Quantity
1.	Demonstration of Capability and Annual Maintenance Contract (AMC) of computer workstation servers including onsite support, onsite labour & part replacement for one year as per this Technical Specification.	2 Nos.

## PART II: Technical Specification

### 2.1 General

There are two numbers of computer workstation servers at HTRS, Common Facility Building, BARC, Trombay - 400085. These computer workstation servers cater to work related to Design & Analyses. 5-6 PCs are connected to these computer workstation servers through an Ethernet LAN. These workstation servers are not connected to the internet hence no access to these servers is possible through any remote connect mechanism.

These two computer workstation servers are to be covered for onsite technical support, onsite labour & part replacement Annual Maintenance Contract for a period of one year.

### 2.2 Location of the Workstation Servers:

The workstation servers, to be covered under AMC are located at HTRS, CFB, BARC, Trombay, Mumbai-400085

### 2.3 Technical Configuration of the PC-Servers:

The technical configuration of the two nos. of computer workstation servers, to be covered in the AMC is listed in Table-1. In this specification they are listed as WS-1 and WS-2.

### 2.4 Technical Detail for Annual Maintenance Contract (AMC):

**2.5.1** All workstation servers listed in the scope of supply & detailed in Table-1 above, should be covered by an on-site technical support, onsite labour with comprehensive Part Replacement Annual Maintenance Contract which should include 1-Year on Parts, 1-Year onsite Labour, 1-Year Onsite support with next day response applicable from the date of issue of AMC.

**2.5.2** All the servers are presently working as per their rated specifications.

**2.5.3** As parts when they are to be replaced need to be done so by original parts from HP. Replaced part from third party suppliers will not be accepted unless authenticated by HP.

**2.5.4** As these servers are meant to be used for critical time bound design applications, the fault should be identified and the defective part replaced within 48 hours from the time of logging the call. The user should be provided with the suppliers 24x7 hotline telephone number and email address to register the fault at the supplier's end. The response should be totally managed by the supplier. The parts replaced should be new and with original components. Repaired or second hand components will not be acceptable.

**Table 1: Specifications of computer workstation servers**

S.N.	Item	Workstation Server 1 (WS1)	Workstation 1Server 2 (WS2)
1	Make	Hawlett Packard (HP)	Hawlett Packard (HP)
2	Model	<b>Z820</b>	<b>Z840</b>
3	<b>Serial No.</b>	<b>SGH33RWWB</b>	<b>SGH615QPGF</b>
4	<b>Purchase Year</b>	<b>2013</b>	<b>2016</b>
5	Operating System	Windows 7 Ultimate 64-bit	Windows 7 Professional 64-bit
6	CPU	Intel Xeon E5 2640 @ 2.50GHz, 15 MB Cache	Intel Xeon E5 2640 v3 @ 2.60GHz, 20 MB Cache
7	Nos. of CPU	2 Nos. of CPU	2 Nos. of CPU
8	Mother Board Chipset	Intel C602	Intel C612
9	RAM	96GB DDR3 @ 1600MHz (8 Nos. x 8 GB + 8 Nos. x 4 GB)	128GB DDR4 @ 2133MHz (8 Nos. x 16GB)
10	Internal Hard Disk Drive	2 Nos. x 500GB SATA HDD @7200 RPM configured as RAID 1	2 Nos. x 2 TB SATA HDD @7200 RPM configured as RAID 1
11	Optical Drive	HP 16X DVD RW Super multi SATA	HP 16X DVD RW Super multi SATA
12	Graphics	AMD FIRE Pro V5900 :2GB Graphics	NVIDIA Quadro K4200: 4GB Graphics
13	Chassis Form Factor	Rackable Minitower (13" x 14.25")	Tower (13" x 14.25")
14	Cooling	Liquid cooling directly mounted on CPU socket. FANS: 5 Nos. x -92 mm x 25 mm Chassis fans	HP Dual processor air cooling kit FANS: 5 Nos. x -92 mm x 25 mm Chassis fans
15	Power Supply	1125 W 90% efficient wide –ranging with active power correction	1125 W 90% efficient wide –ranging with active power correction
16	Cables	Power Cables and all standard cables	Power Cables and all standard cables

**2.5.5 Situation where computer workstation server is non-operational after 72 hours:**

As the availability of the Servers is crucial for the critical application for which this are being used, their non-availability after 3 days from the time of registering the call via email will be treated as deficiency of service by the service provide & proportionate amount approximated to a day will be deducted from AMC charges as delay penalty for each additional day after initial 72 hours. The AMC charges are for 365 days in a year. In case of lump sum offer, both the servers will be treated at par for estimating this delay penalty. No consideration of weekends & holiday will be given to the service provider.

**2.5.6** During the AMC period, the supplier shall arrange to have the servers maintained from hardware and software considerations. The hardware maintenance shall include periodic preventive maintenance on a quarterly basis. These maintenance schedules have to be carried out by the authenticated personnel of the supplier during 10 am to 5 pm on a working day of the user. All the required hardware drivers, OS and utility software patches required for the proper working of the

servers, downloaded by the supplier, at their end, have to be loaded by their representative under the supervision and approval of the user agency. These maintenance schedules should also include the software checks for monitoring the health of the hardware and software installation and rectification of the faults if any. The supplier **should do maintenance check of all servers on a quarterly basis which includes:**

- |                                     |   |
|-------------------------------------|---|
| a. OS patch updates on servers,     | d. User creation / deletion in Domain Controller  |
| b. Error check in event viewers,    | e. User rights management etc.                    |
| c. System performance/health check, | f. Antivirus definition upgrade on server/console |

**2.5.7** The Supplier should maintain spares for replacement during this AMC period at their end.

**2.5.8 In case of hard disk failure of any servers, faulty hard disk will not be returned back to the Bidder/OEM due to Security/privacy regulations.**

**2.5.9** Items other than Hard Disk Drive may be returned to the AMC Service Provider on their request after they have replaced the defective part & the replaced part is functioning properly & same has been certified by the representative of the user group.

**2.5.10** During the period of AMC, the supplier has to take ownership of the consequences of the maintenance & support work carried out by them.

**2.5.11 Demonstration of Capability for Carrying of AMC PC-Server:**

The suppliers have to submit a certificate from M/s. HP stating that they are their authorized service partners for technical support of HP-make computer workstation/PC servers

During the technical evaluation stage the supplier should be in a position to present to the user group a walkthrough of their in house maintenance & support team & infrastructure located in Mumbai. Support agencies that do not have in house maintenance & support infrastructure will be categorized as technically unacceptable.

### **PART III GENERAL INSTRUCTIONS**

- 3.1 The earliest period by which the Annual Maintenance Contract can be started should be clearly stated in the quotation and such period should be strictly adhered to in the event of an annual maintenance contract.
- 3.2 Taxes, duties, if any, applicable shall be indicated separately.
- 3.3 Where, the prices quoted are inclusive of taxes, the percentage/quantum of taxes included in the quoted price should be specifically indicated in the tender.
- 3.4 Inspection of the work as per specification shall be carried out departmentally after the completion of the work.
- 3.5 Payment will be made after satisfactory completion of the Annual Maintenance Contract period of 1 year after deducting income tax @2% from the bill, as per Government rules.
- 3.6 With your offer please furnish the detailed information regarding whether an ex-employee of BARC is working in your organization or whether any of your relatives is working in DAE/BARC or you are an ex-employee of DAE/BARC. In absence of such information or wrong information, the quotation or contract is likely to be rejected/ cancelled.

- 3.7 **Police Clearance:** The bidder shall note that entry inside user premises & BARC is restricted and it is compulsory for contractor to get police clearance for all his staff who will be entering BARC for annual maintenance contract.
- 3.8 As entry permit of the Server provider's maintenance & support staff has to be obtained 24 hrs in advance from the user, the service agency has to intimate the details of the staff at the earliest to avoid delay & penalties.
- 3.9 **Guarantee Clause:** The work pertaining installation and Re-termination shall be guaranteed against any defects/faulty workmanship for a period of one year from the date of acceptance. During the above period if the items become defective, bidder will be responsible for making arrangements for repair/replacement at free of charge. Contractor will issue the guarantee certificate at the time of commissioning/acceptance by department, mentioning the contents of the guarantee clause as mentioned above.
- 3.10 The offer shall be kept valid for a period of 60 days from the date of opening of the tender.
- 3.11 Government authority reserves the right to alter the quantity while placing the order.
- 3.12 Head, High Temperature Reactor Section reserves the right to accept or reject any or all the quotations received without assigning any reasons whatsoever.
- 3.13 Compliance Report: The support agencies have to necessarily provide a compliance report against all items listed in this technical specification. Non submission of compliance report shall be considered as incomplete submission & hence such offers will not be considered as valid offers.
- 3.14 The bidders, who require any technical clarification regarding scope of work and technical specifications, can contact

*Shri Ankur Kaushik (SO/F) on telephone 2559 1631  
Email id: [akaushik@barc.gov.in](mailto:akaushik@barc.gov.in)*

#### **PART IV CONFIDENTIALITY CLAUSES**

##### **4.1 Confidentiality:**

No party shall disclose any information to any third party concerning the matters under this contract generally. In particular, any information identified as proprietary in nature by the disclosing party shall be kept strictly confidential by the receiving party and shall not be disclosed to any third party without the prior written consent of the original disclosing party. This clause shall apply to the sub contractors, consultants, advisers or the employees engaged by the party with equal force.

##### **4.2 Restricted information categories under section 18 of the Atomic Energy Act, 1962 and "Official Secrets" under section 5 of the official secret act, 1923:**

Any contravention of the above mentioned provisions by any contractor, sub contractor, consultant, adviser or the employees of a contractor will invite penal consequences under the aforesaid legislation.

##### **4.3 Prohibition against use of BARC's name without permission for publicity purposes:**

The contractor or sub contractor, consultant, adviser or the employees engaged by the contractor shall not use BARC's name for any publicity purpose through any public media like press, radio, T.V. or Internet without prior approval of BARC.