

Sr. No.	Requirements	Details	Compliance (Yes/No)
1.	OEM & Vendor Qualification	Vendor should have IT sales and support office within Ahmedabad Municipal limits. Documentary proof for the same shall be provided without which the quote is liable to be rejected. Vendor and OEM must not be blacklisted as on bid submission date by any Government Organization in India. Vendor and OEM shall provide self-certification documents for the same.	
2.	Installation & Commissioning	Installation & configuration shall be carried out by an OEM certified engineer. Installation and commissioning should be carried out within 30 working days from date of delivery at SAC, Ahmedabad. Vendor should make the system operational.	
3.	Acceptance	ATP is likely to be completed within One month after Installation. ATP documentation, detailed tests and stable system configuration shall be prepared by OEM/Vendor and approved by SAC. Item-wise specifications compliance shall be demonstrated by vendor and approved by SAC.	
4.	OEM Authorization and support certificate	OEM authorization letter must be submitted for tender specific reference number. The certificate should also mention that the Vendor has back-to-back support from OEM for after sales service of the supplied servers for entire period of warranty. Without this letter, the quote is liable to be rejected.	
5.	Availability of items	Vendor must not quote items which are or are going to be declared 'End of Support' by OEM in next 5 years for software from the date of tender. Vendor must not quote items which are declared 'End of Sale' by OEM in next 3 years from the date of tender. Documentary Proof should be attached.	
6.	Warranty	Vendor should provide 3 years, 24 X 7 comprehensive onsite warranty for servers and accessories with direct principal back lined support for all the supplied items. The warranty will start from the date of successful operationalization of the supplied items at SAC. During the warranty period, vendor is required to install upgrades, new releases and handle the faults/problems at no extra cost. In case of any	

		<p>issue the same needs to be resolved within 24 hours of reporting.</p> <p>As per ISRO policy, remote access over internet of any device (hardware or software) is not permitted. To address the same, vendor authorized, qualified person must visit SAC campus (onsite) for required installation and operational support.</p> <p>OEM/Vendor should provide advance part replacement. Failed hard disks will not be returned back.</p>	
7.	Data Sheets	<p>Latest datasheets for the respective quoted product shall be enclosed with the offer, for verification of the technical requirements/specifications/features.</p> <p>OEM should provide documentary proof for requirements/specifications/features which are not mentioned in datasheet.</p> <p>Non-submission or incorrect submission of the latest datasheets or documentary proof may result in the offer getting rejected.</p>	
8.	Compliance Statement	Vendor must provide items wise compliance statement.	
9.	Penalty	0.05% of “PO value per server” would be recovered as penalty per day, if the reported issue is not resolved within 24 hours of reporting.	
10.	Delivery	Vendor should deliver the complete order within 16 weeks from date of purchase order. Part delivery will not be accepted.	
11.	Payment	60% of payment should be paid against the delivery and inspection of supplied material. Remaining payment should be paid within 30 days after successful completion of Final Acceptance.	
12.	Others	Vendor shall submit un-priced Bill of Material along with the technical compliance. Prices shall not be revealed in technical bid.	
		Vendor should submit full and final offer. No query will be entertained after final submission. Vendor may send queries to SAC purchase department through eMail within 10 days from the date of publication of the tender.	
		Vendor must find out solution for any problem arising during the warranty period without any cost binding to SAC.	