



**INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION
Powai, Mumbai 400076.**

Ref. PR No. 1000043023

Rfx. No. 6100001931

Add on Component for Data centre network Switch Technical specifications

The following are the technical specifications for the data centre network infrastructure. All the below-mentioned components/features/hardware/software and required licenses must be available from the date of installation. The proposed switches have to support stacking with the existing data centre switches.

Sr. No	Description	Technical Compliance (Yes / No)	Additional Remark (if any)
1	X695-48Y with no PS, no fans – 3 Nos. SLX/VSP/X695/7520/7720/8520/8720 F2B Fan - 18 Nos. SLX/VSP/X695/7520/7720/8520/8720 F2B Fan – 6 Nos.		
2	25Gb SFP28 SR Lite-FEC MMF – 96 Nos.		
3	100G LR QSFP 10KM LC SMF – 5 Nos.		
4	EW NBD AHR X695-48Y-8C Warranty for 3 network switches, 96 Nos. 25Gb SFP28 modules and 5 Nos. 100G QSFP modules.		

Terms and Conditions:

WARRANTY, AMC & SLA:

1. Each and every component of the supplied equipment, security keys, accessories, and licenses should have an on-site comprehensive 24x7x365 days warranty for the period for 60 months with 4 hours of response time and would be in the name of Computer Centre IIT Bombay. No parts, accessories, licenses of the systems should be excluded from such warranty and AMC.
2. The said warranty will begin from the date of acceptance and sign-off from the technical team of Computer Centre IIT Bombay.
3. The bidder will be fully responsible for getting support from OEM in respect of each and every Hardware parts, Software, Licenses, and technical support for the equipment mentioned in this tender. In case the bidder fails to provide the support, OEM has to provide technical support for the period mentioned in the contract. Bidder has to attach a confirmation letter from the OEM.

4. The said warranty should not be considered violated if IIT Bombay buys any other compatible supplemental hardware from a third party and installs it in the machines with an intimation to the Bidder/OEM. However, the warranty will not apply to such additional hardware items installed.
5. Mean time between failures (MTBF): If during the warranty period, any switch or any component fails for four or more occasions and caused downtime in a period of less than three months or six times in a period of less than twelve months, it shall be replaced by equivalent or better configured and robust new switch /equipment device by the Bidder/OEM at no cost to IIT Bombay.
6. For any delay in the delivery of replacement of faulty parts during the inspection, commissioning of the systems, or acceptance tests/checks, IIT Bombay reserves the right to charge a penalty.
7. The Bidder will depute an experienced engineer as and when required to visit the site and assist the staff during the initial configuration and/or during the failure and ensure the system's proper functioning.
8. The Root Cause Analysis (RCA) faced for any issues related to the system should be provided by the OEM within 3 Business Days.
9. If any component supplied by the Bidder/OEM is inoperative, which renders the entire system useless, then it will be treated as system downtime
10. The Uptime commitment of 99.6% monthly is a must on all the equipment, commencing from the date of the acceptance of the entire system (hardware/software). The uptime will be calculated as,

Uptime (%) = ((Sum of total hours during the month - Sum of downtime hours during the month) X 100) / Sum of total hours during the month

Total hours during the month = No. of working days x24 hours

11. Any hardware issues should be resolved/rectified within 24 hours. It is the responsibility of Bidder to coordinate with the OEM to provide a replacement.
12. Along with the technical bid, the OEM should submit a letter of commitment for **60 months** from the installation date, with respect to Hardware, Software, and Firmware support, and uptime commitment. The bid will be rejected if they are not accompanied by a letter from the OEM.
13. In case of merger/sale of business by the OEM, the above-said warranty, AMC and SLA will be applicable to the new OEM. If the new OEM does not honor the said warranty, AMC, and SLA, IIT Bombay reserves the right to blacklist both the OEM and reserve the right to take proper legal action. The OEM has to accept this clause in the commitment letter. Failure of the same may result in disqualification of the bid.

PENALTY:

1. Delivery of all equipment should be within 8 weeks from the date of the Purchase Order. In the event of any or all equipment(s) not being delivered, installed, tested, and commissioned within a period of 10 weeks from the date of the Purchase Order, a penalty of one percent of the total cost of equipment for each week or part thereof the delay, will be charged to the bidder. This

amount of penalty so calculated shall be deducted at the time of making the final payment after the successful installation and commissioning of hardware.

2. A penalty during the warranty period and AMC period:

Uptime Percentage	Penalty Details
During the warranty period	
Uptime is more than 99.6%	No Penalty
Uptime lesser than 99.6% but more than 99%	3% of the product cost
Uptime lesser than 99%	Penalty at an incremental rate of 2% (in addition to a base of 3%) of the product cost for every 0.5% lower than the stipulated uptime

3. The penalty is to ensure that the OEM and the Bidder are putting their best efforts to honor SLAs committed. In case of failure to pay the penalty, the IIT Bombay reserves the right to take legal action and blacklist the bidder/OEM.
4. IIT Bombay reserves the right to publish the information about the unsatisfactory service by the bidder/OEM and action taken by the institute, on their website and in the national newspaper(s).

Annexure-2

**Self declaration of blacklisting
(To be given on company's letterhead)**

Date:

**To,
Dy. Registrar (MM)
IIT Bombay,
Powai, Mumbai – 76.**

**Sub: Declaration of Non-Blacklisting.
Tender Reference No.: _____**

Dear Sir,

With reference to the equipment being quoted to you vide our Quotation No: __ dated _____, we hereby declare that neither we nor our Start-up or a parent, subsidiary, or associate Company under direct or indirect common parent is/are presently not placed on any Blacklist or Holiday list by any department of IIT Bombay, or by any other IIT, or by any state or central government body or organization, or by any PSU's, or by an autonomous body governed by state or central government for any kind of fraudulent practice(s)/activity(s).

It is understood that, if this declaration is found to be incorrect, then without prejudice to any other action that may be taken, my/ our security may be forfeited in full, and the tender, if any to the extent accepted, may be canceled.

Dated this day of 202...

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of _____