

ANNEXURE - I

Eligibility Criteria

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1. Bidder has to have minimum 2 installations of 100TB Parallel Filesystem storage in India in last 5 years. Documentary evidence must be submitted along with the bid.
2. OEM has to have minimum 2 installations of 2PB Parallel Filesystem storage in India in last 5 years. Documentary evidence must be submitted along with the bid.
3. OEM has to have direct support center in Pune.

A. Warranty and support:

All the equipments and components, including batteries, supplied must have 5 (Five) years onsite comprehensive warranty with 24x7 support along with 4 hours response time and 24 hour resolution time, covering all parts & labour starting from the date after the successful installation, demonstration of performances and acceptance by IUCAA. The defects, if any, during the warranty period are to be rectified free of charge by arranging free replacement wherever necessary. It should be completed within 24 hours resolution time for entire solutions after the intimation of fault.

B. Installation and Support (to be provided free of cost):

1. The OEM should do the integration/installation of the proposed storage at site.
2. The entire system should be integrated on site in consultation with IUCAA team as per the agreed architecture.
3. During the warranty period, OEM will have to undertake comprehensive maintenance of the entire hardware and its components.
4. Quarterly review of the storage must be performed and its report should be submitted to IUCAA within a week.
5. Half yearly review of various firmware related to hardware components should be done.
6. Once a year upgrading of required firmware to maintain stability of various components should be done.
7. Upgrading of firmware if necessary on the basis of criticality apart from the above schedule.
8. Proposed storage implementation should be monitored by a dedicated project manager of the OEM for smooth implementation.
9. OEM should provide onsite support during maintenance window such as DC shutdown, power outage and firmware upgrade.
10. Installation/configuration and upgradation of storage activities should be carried out by direct OEM engineers only.

C. Acceptance Test Procedure:

1. **Inventory check:** All the hardware and software will be checked against the Purchase Order.

2. **Functional Test:** All the functionalities of the proposed storage solution will be tested including the connectivity, with existing HPC running condor job management system.
3. **Performance Test:** The IOR benchmark must be performed by the OEM on the existing cluster nodes and the OEM must demonstrate that the system is meeting the minimum specifications mentioned.
4. **Training:** The OEM should give 2 days System Administration training to a group of IUCAA personnel on installed hardware (storage and interconnect), operating system, installed system software and development tools including API. The training must be arranged at IUCAA.
5. **Documentation:** Documentations should be submitted for the following:
 - i. Procedure for bringing up and shutting down the fully integrated storage.
 - ii. Procedure for integrating the PFS with optimal options in the HPC clients.
 - iii. Procedure to implement group and user permissions and quotas for the HPC users.
 - iv. Procedure for basic troubleshooting of storage
 - v. Project documentation listing hardware/software with serial numbers, configuration and connectivity.
 - vi. Any other document/manual useful for daily administration.