Annexure - I

A) **Eligibility Criteria**

1. The bidder should be an OEM/Authorized system integrator (SI) of the OEM. A Letter of authorization from the OEM, specific to this tender should be enclosed by the bidder.

2. One SI can represent only one OEM for the execution of this project.

3. One OEM can bid through only one SI for the execution of this project.

4. The OEM should provide a documentary evidence of purchase order (PO) for successful storage installation of at least 1PB usable at Govt. Organizations / Govt. Research labs / Defense Labs/Autonomous Institutes in India in a single order. Submit 3 such orders in the last 3 years. (01-April-2018 to 31-Mar-2021)

5. The bidder should provide a documentary evidence of purchase order (PO) for successful storage installation of at least 500GB usable at Govt. Organizations / Govt. Research labs / Defense Labs/Autonomous Institutes in India in a single order. Submit 1 such order in last 3 years. (01-April-2018 to 31-Mar-2021)

6. Both OEM and bidder should have a service center with technical staff in Pune. Submit the address of service center address along with the bid.

7. Both OEM and bidder should be in the storage business for at least last 5 years in India.

B) **Warranty and Support**

All the equipment and components, including batteries, supplied must have 3 (Three) years of onsite comprehensive warranty with Next Business Day (NBD) support, 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.

C) **Installation and Support**

1. The OEM will be responsible for supply, installation, configuration, commissioning, testing, maintenance and support for both hardware and software during the warranty period. The OEM should submit an authorization letter **to IUCAA** on the OEM's letterhead stating that "The OEM will supply, configure, install, test, commission and provide next business day (NBD) on-site support for the complete Hardware and Software solution during the full 3 years of warranty period."

2. The installation will be done only by the OEM engineers. Submit the details of engineers such as number of installations carried out, years of experience.
3. The entire system should be integrated on site in consultation with IUCAA team as per the agreed architecture.
4. During the warranty period, OEM will have to undertake comprehensive maintenance of the entire hardware and its components.
5. Quarterly review of the storage must be performed and its report should be submitted to IUCAA within a week.

6. Half yearly review of various firmware related to hardware components should be done.
7. Once a year upgrading of required firmware to maintain stability of various components should be done.
8. Perform the upgradation of firmware if necessary on the basis of criticality apart from the above schedule.
9. In case of a problem, OEM/SI is responsible for logging a case, and collection and sharing of the logs.
10. The proposed storage implementation should be monitored by a dedicated project manager of the OEM to ensure smooth implementation.
11. OEM should provide on-site support during maintenance windows such as DC shutdown, power outage and firmware upgrade.

D) **Testing and Acceptance**

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 and transferring data from HPC to proposed storage.

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 of System Administration training to a group of IUCAA personnel on installed hardware, 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 to implement group and user permissions and quotas for the HPC users.

   III. Procedure for basic troubleshooting of storage.

   IV. Project documentation listing hardware/software with serial numbers, configuration and connectivity.

   V. Any other document/manual useful for daily administration.