

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687735493093

अनुबंध तिथि | Generated Date : 17-Mar-2024

संगठन विवरण Organisation Details	खरीदार विवरण Buyer Details
प्ररूप Type : State PSU मंत्रालय Ministry : विभाग Department : Higher Education Department Jammu and Kashmir संगठन का नाम Organisation Name : University of Kashmir कार्यालय क्षेत्र Office Zone : University of Kashmir Hazratbal Srinagar	पद Designation : Coordinator संपर्क नंबर Contact No. : ईमेल आईडी Email ID : buyer18.uk.jk@gembuyer.in जीएसटीआईएन GSTIN : पता Address : University of Kashmir, Hazratbal, Srinagar, SRINAGAR, JAMMU & KASHMIR-190006, India

वित्तीय स्वीकृति विवरण Financial Approval Detail	भुगतान प्राधिकरण विवरण Paying Authority Details
आईएफडी सहमति IFD Concurrence : No प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval : Registrar वित्तीय अनुमोदन का पदनाम Designation of Financial Approval : Registrar	Role: PAO भुगतान का तरीका Payment Mode: Offline पद Designation : Registrar ईमेल आईडी Email ID : hod.diritss.jk@gembuyer.in जीएसटीआईएन GSTIN : पता Address : University of Kashmir, Hazratbal, Srinagar, SRINAGAR, JAMMU & KASHMIR-190006, India

विक्रेता विवरण Seller Details
जेम विक्रेता आईडी GeM Seller ID : 45WH230008782411 कंपनी का नाम Company Name : SMART SOLUTIONZ संपर्क नंबर Contact No. : 07006027039 ईमेल आईडी Email ID : smartsolutionzforyou@gmail.com पता Address : 75, Roselane colony, Chanapora, Kupwara, JAMMU & KASHMIR-193222, - एमएसएमई पंजीकरण संख्या MSME Registration number : UDYAM-JK-21-0038137 एमएसई सामाजिक श्रेणी MSE Social Category : General एमएसई लिंग श्रेणी MSE Gender : Male जीएसटीआईएन GSTIN : 01BHQPH5990A1ZI

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Consignee

वितरण निर्देश | Delivery Instructions : NA

उत्पाद विवरण Product Details						
#	आइटम विवरण Item Description	आइटम विवरण Ordered Quantity	इकाई Unit	इकाई मूल्य (INR) Unit Price (INR)	कर विभाजन (INR) Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित) Price (Inclusive of all Duties and Taxes in INR)
1	उत्पाद का नाम Product Name : Unbranded System Integration for Networking and Computing Devices 4 Days 15 ब्रांड Brand : NA ब्रांड प्रकार Brand Type : Unbranded कैटलॉग की स्थिति Catalogue Status : Catalogue not verified by OEM कैसे बेचा जा रहा है Selling As : Reseller not verified by OEM श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : System Integration for Networking and Computing Devices (Q4) मॉडल Model : networking module एचएसएन कोड HSN Code : HSN not specified by seller	2	pieces	25,000	NA	50,000
कुल ऑर्डर मूल्य Total Order Value (in INR)						50,000

परोक्षिती विवरण Consignee Detail						
क्र.सं. S.No	परोक्षिती Consignee	वस्तु Item	लॉट नंबर Lot No.	मात्रा Quantity	दिनांक के बाद डिलीवरी शुरू करना है Delivery Start After	वितरण पूरा कब तक करना है Delivery To Be Completed By
	पद Designation : Coordinator ईमेल आईडी Email ID : buyer18.uk.jk@gembuyer.in संपर्क Contact : -	Unbranded System Integration for				

1	जीएसटीआईएन GSTIN : - पता Address : University of Kashmir, Hazratbal, Srinagar, SRINAGAR, JAMMU & KASHMIR-190006, India	Networking and Computing Devices 4 Days 15	-	2	17-Mar-2024	01-Apr-2024
Product Specification for Unbranded System Integration for Networking and Computing Devices 4 Days 15						
विनिर्देश Specification	उप-विनिर्देश Sub-Spec	मूल्य Value				
Buyer and Seller/ System Integrator Obligations and Responsibilities	Buyer's Obligations	Buyer to provide adequate space and access to the authorized personnel of the system integrator to work in the specified area. Buyer shall also nominate a Nodal officer from its organization to coordinate with System integrator, To make available power connection, Air conditioner, dehumidifier needed to maintain environmental condition required to operate all the items of the system (unless these items are part of items to be supplied by vendor and ordered separately.)				
	Obligation and responsibilities of System Integrator	To ensure that all information, data and or documents given to them by the Buyer are kept confidential. The entire work of system integration and associated information as well as access to the buyer premises is given to the vendor/service provider/ system integrator under trust and hence any leakage of information or passing of the information for any commercial purpose/exploitation or any other purpose whatsoever shall amount to committing an offence of stealing and criminal breach of trust liable for criminal prosecution, No documents shall be allowed to be taken or transmitted outside the Buyers premises without written permission from buyer, in any manner what so ever. No employee of vendor/Service Provider/ system integrator shall share any documents or information relating to it to any outside unauthorized person. Any Violation will render immediate termination of contract along with forfeiture of Performance Security. Service Provider shall be wholly responsible in case of failure and will be liable to be prosecuted under the jurisdiction of the local court, The Service Provider shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by buyer, out of Buyer premises without prior written permission from Buyer				
	OEM Authorisation	System Integrator has authorisation from OEM for all the hardware and software products covered in the system interation, Agreed to provide undertaking from OEM in the Name of Purchaser that OEM will provide support and spare for offered system for life time of equipment, Agreed to provide OEM confirmation that offered system are the latest (not end life).				
Scope of Supply	Synopsis	System Integration is a process of building computing systems for clients by combining hardware, software, networking and storage products from multiple vendors/OEMs. The complete system may be distributed at multiple location with one or more control centre connected to each location				
	Hardware and software items included in the scope of integration or CAMC	Routers - Wired Router : Wireless Router : Virtual Router				
	Scope of Installation Commissioning and Integration	Servers - Tower servers : Rack Servers : Blade Servers, Routers - Wired Router : Wireless Router : Virtual Router, Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW), Operating System for PC and Servers, Network Storage Units - Storage Area Network (SAN) : Network Attached Storage (NAS), Switches - Managed switches : Unmanaged Network Switches : Smart switches : Enterprise managed switches, Hubs, Cat Cables and Connectors, Racks and Cabinet				
	Total Number of Locations	24				
	Classification of Locations	Location X (Tier 1) : Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Ahmedabad, Pune location Y (Tier 2): Agra, Ajmer, Aligarh, Amravati, Amritsar, Asansol, Aurangabad, Bareilly, Belgaum, Bhavnagar, Bhiwandi, Bhopal, Bhubaneswar, Bikaner, Bilaspur, Bokaro Steel City, Chandigarh, Coimbatore Nagpur, Cuttack, Dehradun, Dhanbad, Bhilai, Durgapur, Erode, Faridabad, Firozabad, Ghaziabad, Gorakhpur, Gulbarga, Guntur, Gwalior, Gurgaon, Guwahati, Hubli-Dharwad, Hamirpurannur, Kanpur, Kochi, Kottayam, Kolhapur, Kollam, Kota, Kozhikode, Kurnool, Ludhiana, Lucknow, Madurai, Malappuram, Mathura, Goa, Mangalore, Meerut, Moradabad, Mysore, Nanded, Nashik, Nellore, Noida, Palakkad, Patna, Perinthalmanna, Pondicherry, Purulia Allahabad, Raipur, Rajkot, Rajahmundry, Ranchi, Rourkela, Salem, Sangli, Shimla, Siliguri, Solapur, Srinagar, Thiruvananthapuram, Thrissur, Tiruchirappalli, Tirur, Tirupati, Tirunelveli, Tiruppur, Tiruvannamalai, Ujjain, Bijapur, Vadodara, Varanasi, Vasai-Virar City, Vijayawada, Vellore, Warangal, Surat and Visakhapatnam Location Z (Tier 3): All other cities				
Locationwise Scope of System integration	Number of X Locations	24				
	Hardware and software items included in the scope of integration at X Location	Servers - Tower servers : Rack Servers : Blade Servers, Routers - Wired Router : Wireless Router : Virtual Router, Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW), Operating System, Network Storage Units - Storage Area Network (SAN) : Network Attached Storage (NAS), Switches - Managed switches : Unmanaged Network Switches : Smart switches : Enterprise managed switches, Hubs, Cat Cables and Connectors, Power Distribution Units (PDU), NA				
	System and Integration requirement at location X	Building and Deploying integrated system by connecting various hardware and software components, Monitoring and System Management, To install, interconnect, configure and commission all the offered items of IT infrastructures of hardware and software such as computers, scanners, UPS, network setup etc., Testing of the system, NA				
	Number of Y Locations	1				
	Hardware and software items included in the scope of integration at Y location	Servers - Tower servers : Rack Servers : Blade Servers, Routers - Wired Router : Wireless Router : Virtual Router, Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW), Operating System, Network Storage Units - Storage Area Network (SAN) : Network Attached Storage (NAS), Switches - Managed switches : Unmanaged Network Switches : Smart switches : Enterprise managed switches, Cat Cables and Connectors, Laptops, Racks and Cabinet, Power Distribution Units (PDU), NA				

System and integration requirement at Location Y	Building and Deploying integrated system by connecting various hardware and software components.,Connecting different location with the control command,Monitoring and System Managment,Providing Technical and Logistic Support,To install, interconnect, configure and commission all the offered items of IT infrastructures of hardware and software such as computers, scanners, UPS, network setup etc,Testing of the system,NA
Number of Z Locations	1
Hardware and software items included in the scope of integration at Z location	Servers - Tower servers : Rack Servers : Blade Servers,Routers - Wired Router : Wireless Router : Virtual Router,Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW),Operating System,Network Storage Units - Storage Area Network (SAN) : Network Attached Storage (NAS),Switches - Managed switches : Unmanaged Network Switches : Smart switches : Enterprise managed switches,Hubs,Cat Cables and Connectors,Desktop Computers,Laptops,Racks and Cabinets,UPS,Power Distribution Units (PDU),Scanners,Database for Servers
System and integration requirement at Location Z	Building and Deploying integrated system by connecting various hardware and software components.,Connecting different location with the control command,Monitoring and System Managment,Providing Technical and Logistic Support,To install, interconnect, configure and commission all the offered items of IT infrastructures of hardware and software such as computers, scanners, UPS, network setup etc,Testing of the system,NA
Technical Support Features	Upgradation, Updatation, Patches, Bug Fixes and Repair of known Issues of Software and firmware,Troubleshooting of Software Malfunctions,Remote (via Telephone, Email, Video Calling, etc.) Support beyond L1,Support from Monday to Friday from 9:30 AM to 6:00 PM IST (Except Vendor Holidays),24 x 7 Hour Support,Preventive Maintenance Service to be provided twice in the year,NA
Warranty Period of Comprehensive Maintenance and Technical Support included in the scope of integration & installation (Months)	12
Annual Comprehensive Maintenance and Technical Support after expiry of warranty period (Year)	Second Year
High Severity Priority Issue, P1 Consists of	Any fault which causes failure of a critical feature,Significant loss of visibility of application performance or irreparable loss of data within the application (such as connectivity to the host server),Customer declared critical issue with the concurrence of customer and vendor management,Any fault that keeps the system from meeting significantly documented standards or performance specifications,Any fault that keeps the system from meeting significantly documented standards or performance specifications 5. Any fault that keeps the system,Discovery of application bug with NO short-term workaround,NA
Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) for X Locations (Maximum in Hours)	15
Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) for Y Locations (Maximum in Hours)	15
Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) for Z Locations (Maximum in Hours)	15
Rectification	

Scope of Technical Support

Time of High Severity Priority Issue (P1) for X Locations (Maximum in Hours)	15
Rectification Time of High Severity Priority Issue (P1) for Y Locations (Maximum in Hours)	15
Rectification Time of High Severity Priority Issue (P1) for Z Locations	15
Penalty for Non Adherence to P1 Response Time of Technical Support Value (Maximum 5 % of Technical Support Value)	0.1% per Hour
Medium Severity Priority Issue, P2 Consists of	Any fault which causes failure of a non-critical feature of the application,Application is running at a degraded capacity with potential risk of losing critical data,Failures in application performance that requires additional dedicated resources to maintain core application elements,NA
Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) for X Locations (Maximum in Days)	3
Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) for Y Locations (Maximum in Days)	3
Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) for Z Locations (Maximum in Days)	4
Rectification Time for Medium Severity Priority Issue (P2) in X Locations (Maximum in days)	4
Rectification Time for Medium Severity Priority Issue (P2) in Y Locations	6

(Maximum in days)	
Rectification Time for Medium Severity Priority Issue (P2) in Z Locations (Maximum in days)	5
Penalty for Non Adherence to P2 Response Time of Technical Support Value (Maximum 3 % Technical Support Value)	NA
Low Severity Priority Issue, P3 Consists of	Loss of full feature functionality (non-P1/non-P2)
Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) for X locations (Maximum in days)	4
Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) for Y locations (Maximum in days)	4
Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) for Z locations (Maximum in days)	4
Rectification Time for Low Severity Priority Issue (P3) for X locations (Maximum in days)	4
Rectification Time for Low Severity Priority Issue (P3) for Y locations (Maximum in days)	5
Rectification Time for Low Severity Priority Issue (P3) for Z locations (Maximum in days)	5
Penalty for Non Adherence to	

	P3 Response Time of Technical Support Value (Maximum 2 % Technical Support Value)"	NA
Training	Number of days for which training to be provided at each location	4
	Batch size of the trainee	15
	Training Coverage	NA

टिप्पणी | Note:: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

ईपीबीजी विवरण | ePBG Detail

NA

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

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