



ASSAM TEA EMPLOYEES PROVIDENT FUND ORGANIZATION
(Formerly known as The Assam Tea Plantations Provident Fund & Pension Fund
Scheme & D.L.I Scheme)

"Nidhi Bhawan" Basistha, Lalmati, N.H. - 37, Guwahati - 781029

No. PF/Comp/NIQ/2026/45-47
Dated Guwahati, the 20.7.2026

NOTICE INVITING QUOTATIONS (NIQ)

Sealed quotations are hereby invited from reputed and experienced firms for providing **Comprehensive Maintenance and Support Services for the Data Centre Infrastructure** of the Assam Tea Employees Provident Fund Organization (ATEPFO), Head Office, Guwahati.

The successful bidder shall act as the **Single Point of Contact (SPOC)** and shall be responsible for providing comprehensive maintenance, OEM warranty support, license renewals and Oracle database maintenance for the entire Data Centre infrastructure.

The scope of work includes the following:

1. Extension of Back-to-Back OEM Warranty for Dell Servers, Dell Storage Systems, Dell Switches and Juniper Switches.
2. Renewal of Firewall Licenses, including subscription services and extension of OEM on-site hardware warranty.
3. Comprehensive Annual Maintenance Contract (AMC) for Network Switches.
4. Comprehensive Maintenance Services for Oracle Database.

1. Item Details

Category A for Extension of OEM warranty for 1 year (Back to Back OEM Support)

#	Items		Qty
1	Server	DELL EMC Poweredge-R650 (Sr # : 8L129X3, 7L129X3, 9L129X3, BL129X3) Back to back OEM support is must.	4
2	Storage	Dell Me5024 - (Sr # : 9WS57X3) Back to back OEM support is must.	1
3	Firewall	Fortinate FortiGate -201F (Sr# FG201FT922908549, FG201FT922908535) Including the extension of OEM on-site hardware warranty for the next generation firewall (NGFW) appliance, Back to back OEM support is must.	2
4	Switch	Juniper EX3400-24T (Sr# : NV3623130361, NV3623130185, NV3623130048, NV 3623130490) Back to back OEM support is must.	4
5	Switch	Dell-S4112FF-on (SR# 9WW4W43, 3RW4W43) Back to back OEM support is must.	2

Category B - Annual Maintenance Contract (AMC) **Network Switch:**

#	Items		Qty
6	Switch	Netgear GS724Tv4 (Sr# :5XF52857000C0, 5XF5285J002A9, 5XF5285R003D6, 5XF528590015D, 5XF5285U003E7, 5XF5285L001AE, 5XF5285L00102, 5XF5285K0036F, 5XF5285M001E7, 5XF5285V00312) : Comprehensive Annual Maintenance Contract (AMC)	10

Category C: Maintenance of Oracle Database

2. Scope of WORK

a) For Back-to-Back OEM Support

- **OEM Alignment & Validity:** The Service Provider shall ensure that all equipment listed in the asset schedule is officially covered under a valid, back-to-back support contract directly with the respective OEMs.
- **Single Point of Contact (SPOC):** The Service Provider shall act as the absolute single point of contact. ATEPFO shall not be required to coordinate with multiple third-party OEMs directly.
- **Liaison & Escalation:** The Service Provider shall be responsible for logging tickets with the OEM, managing the escalation matrix, and tracking shipment of OEM-authorized spares.

Component & Parts Replacement (OEM Standard)

- **Genuine OEM Spares:** All parts, modules, sub-assemblies, and components used for replacement must be brand new, original, and certified genuine spares provided directly by the OEM. Refurbished or third-party compatible parts are strictly prohibited.
- **Repair vs. Replacement:** Decisions regarding repair or replacement shall be at the sole discretion of the OEM, in accordance with its hardware policies.

Preventive Maintenance & Software Updates

- **OEM-Scheduled Maintenance:** The Service Provider shall conduct periodic preventive maintenance (PM) visits strictly in adherence to OEM engineering guidelines.
- **Firmware & Patch Management:** The Service Provider shall monitor, download, test and install official OEM patches, firmware updates, OS upgrades and security hotfixes. Updates must be scheduled during non-business hours to minimize disruption.
- **Health Reports:** The Service Provider shall provide detailed OEM diagnostic health reports identifying potential hardware degradation before failure occurs.

Service Level Agreements (SLA), Standby

- **Incident Logging:** The Service Provider must log breakdown tickets with the OEM immediately upon receiving the complaint.
- **Resolution & Downtime Limit:** Issues must be fully resolved and systems restored to production-ready status within 48 hours of complaint logging.
- **Standby/Substitute Systems:** If OEM RMA/spare delivery or engineering resolution exceeds 72 hours, the Service Provider must provide a standby/substitute system of equal or higher configuration at no additional cost.

Engineering & Technical Support

- **Certified Professionals:** The Service Provider shall deploy experienced professionals for on-site troubleshooting and physical part replacements.
- **OEM Level 3 Support:** For complex architectural or bugs, the Service Provider shall immediately invoke OEM Level 3/Advanced Engineering support and coordinate resolution sessions.

Data Security & OEM Media Retention

- **Data Non-Disclosure:** The Service Provider and OEM engineers must maintain strict confidentiality regarding all data residing on the systems.

b) Scope of Work - Comprehensive AMC for Network Switches

Coverage & Responsibilities

- **Asset Coverage:** All switches listed in the asset schedule shall be covered under AMC, including hardware, software, and configuration support.
- **Single Point of Contact:** The Service Provider shall act as the sole contact for all AMC services, coordinating repairs, replacements, and support.
- **Documentation:** Maintain updated inventory records, service logs, and maintenance reports for all covered switches.

Preventive & Corrective Maintenance

- **Preventive Maintenance:** Conduct quarterly preventive maintenance visits, including physical inspection, cleaning, firmware checks, and performance validation.
- **Corrective Maintenance:** Attend to breakdowns promptly, diagnose faults, and restore service within 48 hours.

Component Replacement

- **Spare Parts:** Supply genuine, new, and compatible spare parts for switches. Refurbished or unauthorized parts are prohibited.
- **Repair vs Replacement:** Decisions on repair or replacement shall be based on best practices and cost-effectiveness, subject to ATEPFO's approval.
- **Substitute Systems:** If resolution exceeds 72 hours, provide standby switches of equal or higher configuration at no additional cost.

Software & Configuration Support

- **Firmware Updates:** Monitor, test and apply firmware/patch updates to ensure optimal performance and security.
- **Configuration Backup:** Maintain secure backups of switch configurations and restore them in case of hardware replacement or failure.
- **Performance Optimization:** Periodically review and fine-tune switch configurations for efficiency and resilience.

Service Level

- **Response Time:** Acknowledge complaints within 2 hours of reporting.
- **Resolution Time:** Resolve issues and restore service within 48 hours.

Technical Support

- Deploy trained professionals for onsite troubleshooting and part replacement.
- Provide remote diagnostic and configuration support during business hours, with emergency support available 24x7.
- Maintain a clear escalation path from L1 to L3 engineers for complex issues.

Data Security

- **Confidentiality:** Ensure strict non-disclosure of all data accessed during maintenance.

C) Scope of Work : Maintenance of Oracle Database

- Monitoring of Oracle Database instances & Performance Optimization

3. Eligibility

- The Bidder must be a registered legal entity in India, such as a Proprietorship, Partnership Firm, Public Sector Undertaking (PSU), or Private Limited Company. The Bidder must hold valid registration certificates and must have been operating continuously in India for a minimum of 20 years as of the bid submission date.
- The Bidder must be financially sound and capable of undertaking the AMC for the system. The Bidder shall have a minimum annual turnover of Rs. 25 Crore in each of the last five financial years, supported by audited financial statements. In addition, the Bidder must maintain a positive net worth throughout the same period.
- The Bidder must have a well-established support infrastructure in the **North Eastern States of India** and must have maintained its own operational office in **Assam** for a minimum of fifteen (15) years. Valid government documentary evidence (such as

Service Tax Registration, Trade License, or equivalent) must be submitted to establish compliance. The Bidder shall also provide the email ID and contact details of the sales and support team of their Assam office.

- The Bidder must have its own qualified technical manpower and shall have deployed a minimum of five (5) experienced support staff at its office in Assam/North-East India for the last five (5) years. Relevant supporting documents (such as employment records, PF/ESI contributions, or HR certifications) must be submitted to establish compliance.
- The Bidder must be well acquainted with the working conditions of the North Eastern States of India and shall be capable of providing AMC and warranty support. The Bidder must have prior experience in executing IT project supply and installation involving Dell Servers, Storage Systems, Fortinet NGFW, and Juniper/Dell Switches, with a cumulative project value of not less than Rs. 2 Crore in the North East India region during the last five (5) years.
- The Bidder must have executed a minimum of two (2) AMC contracts for Servers and/or Storage Systems, with each contract covering not less than thirty (30) (Server / Storage) units in a single AMC engagement in last 3 years. Such contracts must have been executed within the North East India region.
- The Bidder must have executed at least one (1) single AMC contract with a value of not less than Rs. 1 Crore, or alternatively, two (2) AMC contracts each with a value of not less than Rs. 50 Lakh, during the last three (3) financial years in the North East India region.
- The Bidder must have expertise in Oracle database maintenance. The Bidder must also have supplied, installed and maintained at least two (2) Oracle enterprise databases on Linux (on-premises), under two distinct purchase orders, within the last five years in North-East India.
- The Bidder must possess a valid ISO Certificate issued by an accredited certification body. The certificate must be current and relevant to the scope of services being tendered

4. Submission of Quotations

- **Superscribe:** "Quotation for Comprehensive Maintenance and Support Services for the Data Centre Infrastructure of the ATEPFO, Head Office"
- **Mode of Submission:**
 - Bidders should submit two separate bids:
 1. **Technical Bid** - detailing compliance, experience and specifications.
 2. **Financial Bid** - indicating price.

- o **Sealed Cover:** Both technical and financial bids should be submitted in separate envelopes inside a single sealed cover.
- **Last Date & Time:** On or before 27/07/2026 at 1:00 PM
- **Address:**
Secretary-cum-P.F. Commissioner
ATEPFO, Nidhi Bhawan, Basistha, Guwahati - 781029

5. Contract Period

The contract shall remain valid for **one year** from the date of issue of the Work Order and may be extended for a further period on satisfactory performance and mutual agreement.

6. Payment Terms

- ☐ **Category A:** 100% payment after successful activation of OEM warranty/licenses and submission of documentary proof from the OEM.
- ☐ **Category B & C:** Quarterly payment after satisfactory completion of services and certification by the competent authority.

7. Liquidated Damages

Failure to meet the SLA shall attract liquidated damages at **0.5% of the quarterly contract value per week of delay**, subject to a maximum of 10% of the total contract value.

8. General Terms

- ATEPFO reserves the right to accept or reject any or all quotations without assigning reasons.
- Incomplete or late quotations shall not be considered.


Addl.-P.F. Commissioner
A.T.E.P.F. Organization

Memo No.: PF/Comp/NIQ/2026/.....Dated Guwahati, the.....
Copy to: 1. Notice Board.
2. Official Website (www.atppf.nic.in).


Addl.-P.F. Commissioner
A.T.E.P.F. Organization