

## Scope of Work

**Scope of Work for CAMC of Sun make Server equipment's procured under IFMS project for Directorate of Accounts and Treasuries, Finance Department, Government of Gujarat for the period of one year.**

Successful bidder will have to provide Comprehensive onsite AMC Support for Sun make Server equipment's procured under IFMS project as per the Scope defined in the bid. Bidder may visit the site for more clarity.

The bidder will have to provide onsite support under Comprehensive Annual Maintenance Contract enabling smooth and uninterrupted operations of Directorate of Accounts and Treasuries, Finance Department situated at following locations:

**Primary Location:**

**Gujarat State Data Center**

Near Police Bhavan, Sector 18,  
Gandhinagar, Gujarat 382018

**DR Site:**

**NIC Data Center**

A Block, BRKR Bhavan,  
Tank Bund Road, Hyderabad - 500 063

Bidder should be capable to provide onsite Comprehensive Annual Maintenance Contract with required spares for the equipment's mentioned in the bid. The Bidder will have to provide support services with repair/replacement of parts, required spares as a part of CAMC.

**Following Components of DAT/ Finance Department, Government of Gujarat will be covered under CAMC**

Sr. No.	Item	Make & Model	Serial Number	Qty
<b>Location: Gujarat State Data Center</b>				
1	Database Server	SUN M5000	BEF0906BD5	2
2		SUN M5000	BEF0908DC0	
3	Application Server	SUN M4000	BEF0911042	4
4		SUN M4000	BEF0912066	
5		SUN M4000	BEF0911046	
6		SUN M4000	BEF0912065	
7	Maintenance Server	SUN M4000	BEF0909EA3	1
8	Management Server	SUN X4150	0912QARA4D	1
9	Backup Server	SUN T2000	0905NNN02W	1
10	Tap Library for Backup	SUN SL500	557000200807	1
<b>Location: DR Site, NIC Hyderabad</b>				
1	Database Server	SUN M5000	BEF0908DD5	1
2	Database Server	SUN M4000	BEF091105D	1
3	Backup Server	SUN T2000	0905NNN02S	1
4	Tap Library for Backup	SUN SL500	557000200799	1

However, interesting agency may visit the site in consultation with DAT/Finance Department for more clarity regarding the equipment's to be covered under CAMC as per the scope defined in this bid before submitting their proposal under this bid.

**Eligibility Criteria of bidder:**

- The bidder should be a company registered in India under the Companies Act 1956, Act 2013 or a partnership registered under the India Partnership Act 1932, or a Partnership firm registered under the Limited Liability Partnership Act 2008 with their registered office in India in operation for the last three years. Document of Certificate of Incorporation/ Registered Partnership Deed/Copy of PAN card and Copies of relevant GST registration certificates will be submitted.
- Bidder must have at least one support center in the Gujarat. Please upload the copies of any of the following: Property Tax Bill of last year/Last Electricity Bills /Last Telephone Bills /GST Registration / Valid Lease Agreement. If Support center is not already there at the time of bidding, successful bidder shall have to establish one within 45 days of award of contract.
- The bidder should have an average turnover of Rs. 19 Lakhs (Minimum) of last three financial years i.e., 2021-22, 2022-23, 2023-24 with positive net worth as on Last date of bid submission. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years shall be attached along with the bid.
- Bidder must ensure that the CAMC with technical support services should be available up to asset locations with repairing cum replacement services of faulty equipment's as per the service levels defined in bid.
- The bidder must have at least 3 customer reference for providing AMC/support services of IT equipment's at Data Center/Server farm in India
- The bidder must have experience of CAMC/support services of IT equipment's at Data Center/Server farm in India to meet the following criteria within the last three years to any central / state Government / PSU/ Listed Company, as of the bid submission deadline.

One similar project having value of not less than Rs 20 Lakhs. or

Two similar project having value of not less than Rs 12 Lakhs. or

Three similar project having value of not less than Rs 10 Lakhs.

- The bidder must have valid ISO 9001:2015 for quality management system.
- Bidder should not be blacklisted/debarred by any state government / central government / PSU in last three years as on last date of bid submission. Bidder will have to submit undertaking letter at the time of bidding.
- The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder will have to upload undertaking letter.

**CAMC Support Services to be provided by Successful Vendor**

The successful bidder will have to provide following services to DAT/Finance Department for the maintenance of the Equipment's under this CAMC contract:

These are critical equipment's and are installed [Gujarat State Data Center \(Primary Site\)](#) and [DR Site, NIC Hyderabad](#).

Successful bidder will be responsible for the following activities enabling smooth and uninterrupted operations:

- Responsible for providing Comprehensive AMC including technical services at site mentioned above for the equipment's.
- As a part of CAMC support services, Successful Bidder will have to co-ordinate DAT, State Data Center, DR Site NIC- Hyderabad other vendors like Application Developer, internet bandwidth provider and other system integrators who deals with software/hardware/network related work.
- Proactive and reactive maintenance, repair and replacement of defective components related to the equipment's to be covered in this bid. The cost of repair and replacement shall be borne by the selected bidder.
- The bidder should ensure for the necessary spare component will be available for the duration of contract period.
- In case of failure of any component bidder has to repair or replace faulty component with similar or higher configuration free of cost.
- Contract includes **onsite** technical support for said hardware.
- OEM B2B support is not required and mandatory. Firmware support is not required. Bidder has to provide backup support (OEM B2B support is not required), Backup Software Net backup Veritas 6.5.
- The bidder shall provide service in response to oral including telephonic, email notice by the DAT office and such services should be available for all working days. However, due to any reason if the office will remain open on any public holiday then the bidder has to provide service on the request of the DAT office.
- Qualified maintenance/support/technical engineer totally familiar with the equipment shall perform all repair and maintenance service described herein.
- Contract duration will be started from the date of issue of the order under this bid.
- If the parts required for the problem resolution are not available then bidder has to provide a same or higher version within committed resolution time, without any additional cost to purchaser.
- Remote Problem Diagnosis and support through electronic remote support tools to isolate any system/hardware/application problem and facilitate resolution.
- Onsite Hardware/application Support for critical issues that cannot be resolved remotely. An engineer would have to be sent to site to return the covered hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage includes all required parts and materials.
- The maximum response time to attend any onsite call should not exceed 4 hours from our initial call request.
- Successful bidder will deliver 48-hours Repair-Time Commitment, to correcting hardware/software malfunctions. This will have to be done within 48 hours from our initial call request.
  - a) Support services should be available 24 x 7 x 365, including all holidays.
  - b) To provide an established Escalation Matrix to end users.
- The bidder shall ensure Spares availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, the bidder shall provide a suitable replacement as Standby arrangement so that the work is not hampered. The packing / unpacking, transportation, loading / unloading, connection / disconnection, configuration / re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of the bidder.

In case standby is not provided, and the item is not usable beyond the 48 hours, a penalty of Rs 200/- (Rupees two hundred only) per day will be charged. The amount of penalty will be either recovered from AMC charges/bills;

- In case if the bidder is not able to repair the equipment, the bidder shall supply the new substitute of same specifications or higher specifications the original OEM. In case it is not possible, the same must be of better or equivalent quality with prior approval of the purchaser.
- The selected bidder has to provide one Dedicated Qualified Server Administrator during working hours' basis who must be totally familiar with the Server/equipment shall perform all the monitoring and maintenance activity. The Selected L1 bidder after GeM RA has to provide price breakup of Dedicated Manpower cost.
- Qualification / Certification / Experience required for the Dedicated resource: Should have experience in working in Sun Solaris Servers administration.
- Support timing for dedicated resource: Routine: 10.30 AM to 6.10 PM (All Working Days). However, extended hours/Holiday availability would be on requirement basis. Also, Department may cancel requirement of onsite dedicated manpower prior 3 months' notice.

#### General Terms & Conditions:

- Successful bidder will provide Comprehensive AMC for 1 Year from the date of work order. However, Department will review the performance of the successful bidder after 1 year and decide to extend the CAMC contract for further period of 1 Year on same rate and same terms & conditions of contract order. Department will have right to cancel the contract if the performance is found not satisfactory.
- In case of successful bidder is found in breach of any condition(s) of bid or order, at any stage during the course of contract period, the legal action as per rules/laws, shall be initiated against the successful bidder and EMD/PBG shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.
- Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- Any worn or defective parts/equipment withdrawn from the equipment and replaced by the bidder shall become the property of the bidder; and the parts/equipment replacing the withdrawn parts/equipment shall become the property of the department.
- The equipment shall not be shifted to an alternate site and installed there at during the currency of this Agreement without prior written notice. However, if purchaser desire to shift any equipment to a new site and install it thereat urgently, the bidder shall be informed accordingly. The purchaser shall bear the charges for such shifting, transportation and reinstallation and the bidder shall provide necessary assistance to the purchaser in doing so.
- The AMC Contract period, DAT/Finance Dept. may terminate the contract by giving 1-month advance notice, if need arises
- **Bidder has to consider manpower cost along with CAMC cost for mentioned servers during bid submission.**

#### Operational Related Penalty:

##### **1. For Software Uptime: - Application (IFMS) Availability.**

Downtime required for maintenance, new initiatives undertaken by SP, or for Performance enhancement measures shall not be considered while calculating uptime. All major maintenance shall be carried out in a planned manner after announcing it across the platform.

##### **2. Response Time: 2 hours**

##### **3. Resolution Time: 48 hours thereafter.**

Repairing cum replacement services of equipment within 48 hrs.

**Uptime Target >= 99.7%**

**Penalty:** - INR 1,000 for every hour of downtime due to SUN Server at a stretch or in parts on a quarterly basis. And INR 1500 for every subsequent hour of downtime at a stretch or in parts for a total downtime of more than 10 hours on a quarterly basis due to servers/components covered in AMC.

**Note:**

The system administration activities such as patch up-gradation; technical update/upgrades may not be included in downtime. Bidder has to take prior approval from the department for planned downtime.

**Penalty Calculations:**

- Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs.
- Total Time shall be measured on a 24\*7 (including Holidays) basis.
- Any planned downtime for maintenance shall be with prior written permission from FD and must be intimated to all users.

**Regarding 01 Resident Engineer for 1 year**

The selected bidder has to provide one resident Service Engineer daily during office working hours.

<ul style="list-style-type: none"><li>• The BIDDER has to provide one Resident Engineer with required technical skill to do the work mentioned in scope of work.</li><li>• Without DAT permission, bidder has not to alter/change the deputed resident engineer during contract.</li><li>• Bidder has not to assign any other office works to resident engineer during duty hour.</li><li>• If the OFFICE does not find the Resident Engineer good enough for the given work, then the same has to be replaced by the BIDDER without any reasoning with a good knowledgeable, sound technician who can perform and execute the given work diligently and must follow all the all the rules &amp; regulations and all the instructions given by the OFFICE.</li><li>• During absence of resident engineer, bidder should arrange other service engineer. If bidder will not provide other service engineer, Rs. 700/- per day will be deducted as penalty from bill.</li><li>• All the liability (direct or indirect) of the resident engineer must be of the BIDDER</li></ul>	He sits in office at DAT, Gandhinagar during office working hours (10: 30 am to 7:00 pm).
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The Overall penalty cap during the contract period shall be capped at 10% of the quarterly invoice value. However, if such a value of 10% is reached for any three consecutive months during the contract period, then the Finance Department will have the right to terminate the contract.

**Payment Terms:**

- No advance payment will be made.
- Payment would be made after completion of each quarter.
- If Support center is not already there at the time of bidding, successful bidder shall have to establish one within 45 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Support Centre.

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