

**Government of Bihar, Water Resources Department
Flood Management Improvement Support Centre,
2nd Floor, Jal Sansadhan Bhawan, Anisabad, Patna-800002**

Invitation for Quotation

Letter No. WRD/FMISC/31/2012- 643

Date- 19-08-2019

Quotations are invited for AMC of IBM Server and Dell NAS at FMISC, Patna. Detailed serial No. and Model of items to be covered under AMC mentioned below:-

S.No	Serial No/Service Tag	Model
1	2	3
1	99B 1043	IBM Server (X 3850 x 5) Model-7143-QQL
2	99B1058	IBM Server (X3850 x 5) Model-7143-QQL
3	J8ZND2S and Express service code-41902470388	DELL Power Vault Nx3100
4	QB492B5000027	DGS-3100-24 D-Link Managed Switch
5	QB492B5000026	DGS-3100-24 D-Link Managed Switch

The bidders/firms are requested to provide their offer (in sealed envelope super scribed with AMC for IBM Server) latest by 15:00 Hours (IST) on Monday, 16th September 2019 to Joint Director, FMISC, 2nd Floor, Block –A, Jal Sansadhan Bhawan, Anisabad, Patna-800002 (Bihar)

Details for Comprehensive Annual Maintenance Contract (but not limited to)

1. Scope of Services

1. The Annual Maintenance Contract will comprise of back to back support from vendor directly via web/telephone/email on 24 X 7 X365 basis. (All the devices will be under back to back support).
2. In case of any issue in the device FMISC will raise a call with the vendor who in turn will coordinate with OEM and get that resolved within the timeline. The management/coordination with OEM lies with of vender; no issue with OEM is dealt at FMISC.
3. Vendor shall provide web/telephone/email/onsite support (as per client requirement) depending on the severity of the issue.
4. In case of software/hardware issue vendor shall reinstall or upgrade the software, hardware and reconfigure the device.
5. Vendor will have to conduct monthly onsite preventive maintenance (PM) to ensure that the device is functioning without defect. No call for PM activity will be logged by FMISC. Upgrades/ updates and patches by the vender shall be applied as required.
6. Vendor will have to support or perform desired configuration/Installation in case of any addition of new features or existing configuration changes in the device.


2. AMC Deliverables

- Hardware: Vendor will provide immediate replacement of defective spares for all the hardware's covered under Comprehensive AMC.
- Operating System: OS hardening, updation of patches, troubleshooting and resolution of issues faced.
- The spare replacement shall be of the equivalent and compatible or accepted by client and of the same or higher configuration.

3. Terms & Conditions:

1. Period of Contract: The contract will be valid for financial year & start from the date of SLA. Either party can terminate the contract by giving one (1) month notice.
2. Payment Terms: No advance payment will be admissible on submission of invoice payment will be on only quarterly basis.
3. Preventive Maintenance: Vendor will have to conduct preventive maintenance to ensure that the device functioning without defect. Upgrades updates and patches shall be applied as required. Non-compliance will attract penalty of 0.25% of AMC value per week delay of the asset being serviced. No calls will be logged for this activity and has to be done by the vendor. The Preventive Maintenance should be completed before end of each quarter.
4. Taxes: Taxes (GST) if applicable to be included in the cost. However, the quotation should clearly mention the Basic Price, Tax Applicable and Total Price per unit.
5. Support: 24x7 for data center, onsite/telephonic troubleshooting and fault fixing (or as per client requirement).
6. The competent authority reserves the right to accept or reject any quotation without assigning any reason.
7. The decision of the competent authority will be final and binding.

Note:- This notice also available on website <http://fmis.bih.nic.in>


(Anil Kumar)
Joint Director
FMISC/WRD