



SAARC Development Fund

Request for Proposals
For
Annual Maintenance Contract (AMC)
SDF SERVER ROOM SYSTEMS
And
End-User Network Connected
Peripherals/Equipment

Main Objectives

Scope of Work

- Smooth operations of SDF Information & Technology related services (Inclusive of all services)
- Smooth operations of the Networks (LAN/WAN and ISP Connections)
- Server system to be updated and running with apps & functions (OS, Applications and related services required for SDF)
- Storage System to be connected with Server Systems and other critical end user Systems for real-time backup
- Storage system Backup to be scheduled for Cloud Backup on daily basis.
- UPS System for system running during power outages with a backup time of 2hrs
- End-User systems and peripherals having connectivity and backup provision in storage and cloud using specific drives.
- Support in implementation of Tally ERP 9 Cloud backup, Google Cloud Backup systems and other critical software and applications to be interlink to our SDF in house server & storage area network system.
- Maintain, update, and configure for any new services/software requirement of SDF either from Server system or End-user system or both.
- Update, Maintain, configure and regular check of the Server Room Cisco Network System, IBM Server Systems, IBM Storage Area Network, LAN Distribution system, Wi-Fi systems and End-User Peripherals
- In case of a faulty equipment or part for the SDF Systems e.g. Cisco Networks, IBM Servers, IBM Storage Area Network, Distribution Switches, APC UPS, End User Equipment (Desktop, Laptop, Printer etc.) or any related equipment is damaged; It will be the vendor's responsibility to resolve it at the earliest as per the SLA.
- Cabling in the Server room to be properly marked
- Server configurations with SDF required applications to be installed and configured as per the requirements.
- Servicing of the Equipment using blower technique to be done after the acceptance of the AMC.
- The damaged equipment/parts to be procured and installed, configured and set as per the previous restored mode for all the equipment.
- Cost of equipment/parts will be borne by SDF.
- Applications, OS, software's and other related application systems will be configured and managed by the AMC vendor

List of Equipment and Services

No.	Equipment		Purpose	Units
1	Cisco Connected Grid Router 2000 Series	Core Router		1
2	Cisco Fire Power 2100 series Firewall System	Core Firewall		1
3	Cisco Catalyst 2960 series LAN Distribution	LAN Switch	End User Network	1
4	IBM 249824E Storage Area Network	SAN	Backup	1
5	IBM DS3524 Storage System	Storage	Backup	1
6	IBM System X 3650 M3	Server	AD/ Domain	1
7	IBM System X 3650 M3	Server	Application	1
8	IBM System X 3650 M3	Server	Tally	1
9	IBM System X 3650 M3	Server	AV	1
10	IBM System X 3650 M3	Server	Database01	1
11	IBM System X 3650 M3	Server	Database02	1
12	BT MRO TEK Fiber Connector	Fiber Convertor		1
13	Dell OptiPlex End-User Systems	Desktops/Network	End User	25
14	Dell Inspiron 5000	Laptops	End User	12
15	Dell Latitude 3400	Laptops	End User	6
16	HP Printer 2055dn	Printer	End User	8
17	HP Printer 402dn	Printer	End User	8
18	HP Heavy Duty Color Printer	Printer	Network	2
19	Heavy Duty scanner	Scanner	Network	1
20	Dahua CCTV system	Internet/Network		16
21	Video Conferencing System	VC		2
22	Projector & Screen	Presentation	Network	1
23	APC UPS 5KvA	Backup Power	Network	2
24	Active Directory system	Management	Network	1
25	Tally ERP 9 system	Management	Network	1
26	SQL/MySQL Database	Management	Network	2
27	Domain Services	Management	Network	1
28	Anti-Virus system	Management	Network	1

Mandatory Support

1. Hardware and Software Support
2. Software Assistance & Installation
3. Maintenance of IT infrastructure
4. Antivirus Support
5. UPS Maintenance
6. Troubleshooting of IP Surveillance Camera
7. Office Network & Security Setup
8. Printer Installation & AMC
9. Onsite Visit by Engineers
10. 24/7 Support

Annual Maintenance Contracts is for all SDF IT equipment and services like Routers, Switches, Servers, Storages, Laptops, Firewall, Computers, Endpoints, Networks, Printers, Scanners, OS, Applications, Software's, Financial systems, Databases, Domains, Anti-Virus, Active Directory Systems.

A team of certified Computer & Network Engineers and a dedicated IT Support Desk must be available 24/7, to ensure minimum down time.

From 9.00am to 6.00pm (with optional round the clock extension through our Out of Hours service), the users and IT department should have a clearly defined, appropriately staffed and constantly available single point of contact to which to direct all IT faults, queries and requests. Users can access the service by phone, email, web portal and (where required) chat messenger.

Responsibilities

1. Preventative maintenance – periodic checks on your system before problems occur
2. Avoid un expected Computer Crashes
3. Large cost savings compared to individual calls
4. Minimal downtime
5. Fixed annual rate to allow easy budgeting
6. Instant Phone & Remote Support
7. 1 Hour Reporting
8. Fast turnaround time
9. Experienced and well-trained technicians
10. 10 Years of experience in IT industry
11. Strict data privacy and protection policy's
12. Standby equipment provided in case of service delay
13. 100% Repair / Replace solution guarantee

Service Scope

- Manned telephone support
- Monitored email support
- Remote assistance using Remote Desktop and a Virtual Private Network where available
- Planned or Emergency Onsite assistance
- Monthly system health check and report submission to IT on the System Health and functionality.

Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support : 9:00 A.M. to 6:00 P.M. Monday - Friday
- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service
- Email support: Monitored 9:00 A.M. to 6:00 P.M. Monday - Friday
- Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day
- Onsite assistance guaranteed within 72 hours during the business week

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- 0-8 hours (during business hours) for issues classified as **High** priority.
- Within 48 hours for issues classified as **Medium** priority.
- Within 5 working days for issues classified as **Low** priority.

Contact List

No.	Name	Expertise for Issue	Contact (Email & Phone)
1		Networks/Administration Systems	
2		Database/Storage Systems	
3		End User Peripheral Systems	
4		Applications/Software Systems	
5		Backup's (Clouds)	
6		Power Supply Backup	
7		Servers	
8		Team Coordinator/Manager	

ACCEPTED BY:

Client

Name:

(Please Print)

Signature:

Date:

Address:

ACCEPTED BY:

COMPANY

Name:

(Please Print)

Signature:

Date:

Address: