

DAV Centenary College

NH-3, New Industrial Town, Faridabad – 121001
Haryana

Annual Maintenance Contract (AMC) for
Server, Storage, Backup, Firewall, Switches, Access points & Network Components

1. Introduction:

DAV Centenary College is an autonomous body under DAV Education society New Delhi. Comprehensive Maintenance Contract for Servers, Storage, Backup Devices, Network and accessories Hardware/software is to be awarded from Jan 2019 to Dec 2019.

2. Information of devices:

S. No.	Device details	Model	Quantity
1	Cyberoam CR100iNG	CR100iNG	1 No
2	IBM Server X3300 M4-7832ILA	7382-ILA	1 No
3	IBM Server X3300 M4-7832ILA	7382-ILA	1 No
4	IBM System x3100 M4	2582-IKA	1 No
5	Cisco SG300-28 28-Port Gigabit Managed Switch	SG300-28	1 No
6	Cisco SG300-28 28-Port Gigabit Managed Switch	SG300-28	1 No
7	D-Link Gigabit switches	N/A	11 Nos
8	D-Link Access points	N/A	8 Nos

Scope of Work:

Server:

- OS installation & configuration, replacement of damaged items/parts, onsite maintenance and repair and other related activities.
- File system & configuration backup of servers on regular basis.
- Full & incremental backup of MySQL databases on daily basis.
- Real-time monitoring of servers with resources utilization (CPU/Memory/Network).
- Preventive Maintenance of servers on weekly basis.
- Failover of application / DB in case of failure.
- Replacement of Disk / Memory / Power supply / CPU if degraded.

Backup:

- Performing periodic backup of all system files / volumes, installing system software
- Backup of servers & MySQL database must be ensured on regular basis.
- Backup of Firewall, Manageable switches & access points should be taken on weekly basis.

Firewall:

- Performing periodic backup configuration and policies of Cyberoam UTM appliance in multiple ISP environments.
- Creation for application control, user based control, host profile, threat prevention, Anti-virus, file filtering, content filtering, QoS Marking and scheduling at single place within a single rule and not at multiple locations.
- Creation of application based policies as part of firewall policy construct to safely enable application. Application identification and control should be enforced before firewall policy action as per requirement of organisation.
- Monitoring of firewall network utilization with average resources (CPU/Memory) consumption.
- Performing Firmware Version upgrade as per new release by OEM.

Network switches & Access point:

- Performing backup configuration and Firmware Version upgrade on periodically.
- Creation of Vlans & rules as per requirement of organisation.
- Creation & modification of access policies / wifi passwords as instructed by IT SPOC.
- Replace & reconfigure of Network switches /Access points in case of hardware failure.

Payment Terms:

- The AMC charges will be released on a quarterly basis on submission of invoice. No advance payment will be made for AMC Services.

Other terms & Conditions:

- AMC includes OS installation, replacement of damaged items/parts, on-site maintenance and repair and other related activities.
- AMC must be inclusive of all parts except Monitor, Keyboard, and Mouse for servers.
- AMC includes the service and maintenance of the network components
- Sufficient number of spares/drivers for the systems shall be available with the firms for the proper maintenance of the system within 24 hours.

- If there is need for off-site service of any system, a standby of similar make/model must be provided at no extra cost.
- Penalty of 0.5% of the total contract value will be levied on daily basis, for any downtime exceeding 24 hours. Maximum penalty will be limited to 5%.
- The firm should assign the details of the person responsible for the maintenance of the system at a single contact point and he should be provided with cell phones for easy access by the users.
- Preventive Maintenance shall be done every month.
- The College reserves the right to terminate the AMC, at any time if the performance is not satisfactory. In such an event the vendor shall ensure restoration of all the spares & computer peripherals taken away for repairs, duly repaired.