No. UGVCL/IT/Server/ **Date : -2022**

Sub:-Purchase of Server as per technical specification including installation, configuration and commissioning as per scope of work.

Scope of Work:

During the term of this Agreement THE BIDDER agrees to maintain the EQUIPMENT in good workingorderandforthis purposewill providethe followingrepair andmaintenanceservices.

- The term 'maintenance' shall alsoinclude rectification of all hardware and software problems/defects and also include cost of allparts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaidsystems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to bemade by theUGVCL.
- THE BIDDER shall diagnosis / correct any faults and failures in the EQUIPMENT and shall repair orreplacedefectivepartsoftheEQUIPMENTonallworkingdays(i.e.24x7).ComprehensiveMaintenanceServicecoveringsupplyandcostoftheSparesincludingalltaxes,repairandmaintenanceofEQUIPMENTSandassociatedperipherals,associatedhardware.Thebreakdown/remedial maintenance shall include Repair/Replacement of faulty parts and any othercomponents as required, without any additional cost. Unserviceable / not repairable parts of theEQUIPMENT need replacement THE BIDDER shall replace such parts, at no extra cost to UGVCL,with new same parts or those equivalent or higher to new parts in performance. THE BIDDER shallfurther ensure that the EQUIPMENT is not down more than 24 hours in any case whether it is aminor or major problem. The BIDDERhas to maintain the records for replacement of all newspares machine wise separately with old and new Serial Number. The Bidder has to attend andrectifytheminor complaints onthesameday.
    - **SupportLevelsSERVER:**

OperatingSystemSupport Troubleshooting	:	Installation,UpdateorUpgrade,Rectification
Software Support	:	Installation and configuration of PHP, MySQL, SQL server, Apache, Apache Tomcat etc.
Feature Support	:	Installation and configuration of SFTP, FTP,Firewall, IPTables,control panel etc.
Hardware Support	:	Resolution time of replacement of spares orStandbyProvisionwithin24 hrs.
SupportWindow	:	24X7supports
Response	:	Response time for any complain should be maximum4hoursfromthetimeofregisteringthecomplaintby any of the way; i.e. SMS / Email / Telephone callbyUGVCL authorized person.

Data Migration	:	Backup and restoration of existing data from old server to new servers with PHP applications and MySQL database and configure as requested by UGVCL
Onsitemaintenance	:	Problem resolution byRestore/ repair/ replacement/ UserAssistance/ installation of updates / patches on timeConsumption.

- Failure in adhering to any of the terms and conditions mentioned in the scope of work will attractpenalty clause.
- ServerscanbeBlade/Rack/TowertypeServersandshallincludeserverracks,CPUunit,motherboard, RAM memory, monitor, power supply, RAID cards, different types of internal andexternal storage- including SAN/NAS/DAT type storage as applicable, various types of keyboard &Mouses, KVM switches, speakers, c-moss battery, network cards, power cords and adaptors and allothercomponents,parts,assemblies, sub-assembliesandperipheralsattachedtotheserversetc.
- The BIDDER shall provide complete support for configuring /upgrading/updating all OperatingSystems running on these Servers, e.g. Red Hat Linux versions, different versions ofWindows 2008or higher or any other latest Server operating systems, or any other applicableversionsof StandardServerbasedOperatingSystems installedonthe servers.
- All the latest software patches and Service packs will be loaded/implemented on the Servers inconsultationwith theITincharge.
- TheServer'sclock, ifrequired,willbesynchronizedwiththeexternalstandardclock.
- Reinstallation/ Managing/configuration,monitoringandmaintenanceofanyarrangementforMicrosoftActive Directory/DomainController/Similardomainarrangement/WindowsWorkgroup/SimilarWorkgroup,ifandwhendeployedandinstalledbytheOWNERatasubsequentdateshall havetobe donebytheBIDDER.
- Installation,Reinstallation&configurationofanyofficeautomationsoftwareandanyothersoftware's& utilities,as perrequirements.
- Installation of bug fixes, updates, upgrades and patches of OS and other Software, as and whenprovided by the BIDDER orOEMor applicationowner.
- Downloading of various upgrades, bug fixes,updates, OS patches, Service packs, Security patchesofOSandotherSystemSoftwarefromOEMWebsites/providedbyOWNER,asandwhenreleased, and installation of the same.These Patches shall be installed only after checking thesamein thetest environment.
- RestorationofoperationofServersback afteranyfailureusingbackupdata.
- Recovery of data in case of Hard Disk or System crash-In case of Hard Disk failure, the contractorshall make all attempts possible to retrieve the data & transfer to new Hard disk

using availabletools.

- Support for installation & smooth running of various applications and services running on theseServers.It shall also include regular monitoring and necessary preventive and corrective action toavoidbreakinservicesandvariousapplications runningontheservers.
- Hardware Monitoring & other warnings, system alerts in Syslog like CPU Panics & SCSI fatal erroretc.
- ProvidesupportforStorageManagement,suchas:- Configuringdiskarrays,RAID5etc.ConfiguringVeritasClusters, Tape drives, NAS/SAN/DASstorage as available.
- DiskandfileSystemcleanups&maintenanceusingSystemcommands.
- Automationofdiskcleanupoperations.
- Addingnewfilesystems,Logicalvolumesandcorrectingfilesysteminconsistencies.
- Providesupportforfollowingactivities:-
  I. Filelevelandshare levelaccesscontrol.
  II. Securityupdates andOSPatchmanagement.
  III. HotFixes andservice packsforOS.
  IV. Groupandsystempoliciesimplementation.
  V. OSspecificDLLcorruptionhandling.
  VI. Share& accesspointcontrols.
  VII. Verifylogsineventloggerandperiodicallycleanuplogfiles.
  VIII. Take backups of the serverfilesystemsandverifying the all system backups byperiodicallyrestoringthesame.
  IX. The contractor shall check health of the batteries in Servers (CMOS/RAID) andensure that they get replaced at appropriate time without any additional cost tothe OWNER.

1. Penalty:

- Every call/service request will have to be attended within 4 hours from the complaint lodged andresolvethe issueotherwisepenaltyimposed as per penalty table.
- The Guaranteed uptime performance requirement is **99%** for each servers/items. If bidder is not able to maintain same, penalty charges levied as mentioned in belowpenaltytable.Nonpaymentofpenaltyamountmayresultinto encashmentofBank Guarantee.
- Uptime is defined as below:

$$\text{Up Time (\%)} = \left(\frac{\text{Total no. of hours in month - Downtime of servers/items in hours}}{\text{Total no. of hours in the month}} \times 100 \right)$$

- **PenaltyTable**

Up time(%)	**PenaltyofTotalquarterlybillamountin(%) for each server/part**
<=99%	3%
<=98%	5%
<=97%	8%
<=96 %	10%

Penalty plus applicable GST would be levied as per penalty table from your bank guarantee or security deposit, ifequipment under your maintenance remains unrepaired, after 24 hours. UGVCL will be free to get itrepaired or purchase from outside other party at your risk and cost. The amount so paid to theother party will be deduced from the amount due to you without any further prior intimation orcorrespondence in this matter. Sum of all recoveries levied during the quarter shall, however, belimitedtotheamountof quarterlybill.