



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION
Powai, Mumbai 400076.

Ref. PR No. 1000056082

Rfx. No. 6100003043

Technical Specification for 1 Year AMC for 2 Smart Racks

Sr.no	Item Description	Complied (Yes/No)	Additional Info if any
1.	Service Level Agreement: 1. Within this comprehensive on-site AMC (including labour, spares, minor defects must be rectified within 24 hours and major defects must be rectified within 48 hours. Initial response time must be within 3 hours. The aim of the AMC is to make the infrastructure available 24x7 with 99.99% up-time. 2. IIT Bombay can terminate the contract at any time during the AMC period if the service is found unsatisfactory. 3. Non-functional / failure of the entire row includes any equipment malfunctioning / failure like UPS, CRV, RDU. etc under this AMC which effectively means unable to keep the computing infrastructure inside these racks in a working condition.		
2.	Scope of Work: 1.The successful bidder will be fully responsible for getting support from OEM in respect of each and every Hardware parts, Software, Licenses, and technical support for 02 Smart Rack: Model SR 640 RC (Serial No. 201504SMR0202 and 201504SMR0203).		
3.	Equipment covered under AMC is as follows: 1.The entire system consists of two rows of 6 racks each. The single row consists of 2nos. 36KW CRV PAC system, static switch, Rack Data Unit, WLD, Fire and Security System (Fire alarm, Gas based fire suppression system, Rodent control system, CCTV, Temperature sensor, VESDA, Access control system). Also includes configuration of all related software's necessary for functioning of all above systems. Model: SR 640 RC Server 1 Serial Number: 201504SMR0202 Server 2 Serial Number: 201504SMR0203		

4.	Eligibility Criteria: 1. The bidder should submit a MAF (Manufacturer Authorization Form) stating the bidder's experience with such devices along with the quotation. 2. The bidder should not be blacklisted by any department of IIT Bombay, or by any other IIT, or by any state or central government body or organization, or by an autonomous body governed by state or central government. Bidder must submit an undertaking (self-certificate) regarding the same on company letterhead.		
5.	Additional Technical Terms and Conditions: 1. The successful bidder will be fully responsible for getting support from OEM in respect of each and every Hardware parts, Software, Licenses, and technical support for two Smart Racks model SR 640RC. 2. The bidder must give an undertaking of acceptance of above terms & conditions. 3. Acknowledgement: The order should be acknowledged immediately on receipt of the purchase order.		
6.	Period of Contact: 1. The contract is for a period of one year from the date of placement of order or signing MOU on AMC between the Institute and servicing agency.		
7.	Payment Terms: 1. Payment for this 1-year Comprehensive AMC will be made biannually if the service and support are found satisfactory which will be certified by the respective indenter.		