

RFQ for AMC of IBM Server, Storage & Lenovo Blade

Below is the listed with Server and Storage Model with Service Tag

SL	Product Name(Ref As per WO)	Machine Type (Ref Agreement copy)	Model (Ref Agreement copy)	Sl. No (Ref Agreement copy)	Location	Support Type	AMC Duration
1	IBM V7k Storage With4Exp	2076-124	v7k	78RFHWF	DC	24/7	Full Year
2	IBM Power 7 Finacle DR	9117	MMD	218B517	DR	9/5	Full Year
3	System x3650 M3 [EMC Networker]	7945	G2A	06LN565	DR	9/5	Full Year
4	IBM-System x3650 M4 [bbl-exch01(Mail Server)]	7915	AC1	06VVFH9	DC	24/7	Full Year
5	IBM-System x3650 M4 (NetworkTeam-hyperv01)	7915	AC1	06BAHCE	DC	24/7	Full Year
6	IBM System x3650 M3 (Network CONSOLE SERVICE)			06LN563	DC	9/5	Full Year
7	IBM system x3650 M4 (Network ntopng service, Squid proxy)			7915D3A	DC	9/5	Full Year
8	IBM System x3650 M3 (BBL-ORC-LICSRV)			06TB920	DC	24/7	Full Year
9	IBM-System x3530 M4 (bbl.cib-online)	7160	AC1	06RMVX8	DC	9/5	Full Year
10	IBM Power E980 (UBA+CEB)	9080	M9S	7832EB8	DC	24/7	7 months 27 days
				7832EA8	DC	24/7	7 months 27 days
				7832E98	DR	9/7	7 months and 12 days
11	IBM Storage DS8886F	2107	900 (DS8K)	75KKL31	DC	24/7	3 month 7 days
				75KKL51	DR	24/7	
	IBM SAN Director	SAN256B-6	Brocade SAN256B-6	EZB4049P0 OT	DC	24/7	3 month 7 days

				EZB4035P0 29	DC	24/7	3 month 7 days
	SAN Switch	SAN128B	Brocade SAN128B	130377Y	DR	24/7	3 month 7 days
				130378N	DR	24/7	3 month 7 days
12	IBM Power 870 Server	9119	MME	219E507	DR	9/5	Full Year
13	IBM Power 880c Server	9080	MHE	84EAF57	DC	9/5	Full Year
		9080	MHE	84EAF47		9/5	Full Year
		9080	MHE	84EAF77		9/5	Full Year
		9080	MHE	84EAF67		9/5	Full Year
		9080	MHE	84EAF27		9/5	Full Year
		9080	MHE	84EAF37		9/5	Full Year
		9080	MHE	84EAF07		24/7	Full Year
		9080	MHE	84EAF17		24/7	Full Year
14	Flex System Enterprise Chassis x 2 x240 M5 Server x 18 IIBM System x3250 M5 (LXCA)	8721	HC1	J22GF21	DC	9/5	Full Year
		5458	F5A	J300L1G	DC	9/5	Full Year
15	RTGS DR IBM X3650 M3	7945	D2A	06DA129	DR	9/5	Full Year

High level Service Level Agreement:

Severity Level	General Evaluation Criteria	Response Time (24/7/365)	Resolution Time (24/7/365)
High	A problem that critically effects on ability of doing regular business. System functionality is unavailable or down due to hardware or software failure.	By Email/Phone: 30 minutes Onsite : 01 Hour	04 Hours
Medium	Any Hardware or software component failure that leads to degradation of system performance.		08 Hours
Low	System is having minor issue. Insignificant error without impacting usual business or system performance.		24 Hours

Penalty Clause on Service Failure:

1% of the work order value will be penalized on each failure to meet service level. If resolution time is greater than agreed service level, then 0.4% will be penalized for each hour delay for severity level 'High' and 0.2% will be penalized for each hour delay for severity level 'Medium' and 'Low'.

Scope of AMC Service:

The scope of service is as below but not limited to:

- 24/7 support and Service including existing and new project integration & product software upgrade, patching, bug fixing, etc. for these IBM server ,Lenovo blade & Storage hardware and software.
- Maintain all the hardware and software of the IBM server, Lenovo blade & Storage system running 24/7 without any interruption.
- Complete diagnosis and Part replacement (if needed) will be carried out by bidder along with OEM IBM and Lenovo.
- Provide patch, firmware, software up gradation as required to maintain compliance and standard practice preferably without any service interruption.
- Bridge between OEM and BRAC Bank for knowledge transfer, problem troubleshoot and best use of the product.
- Faulty parts replacement within 4 hours
- Must need to have back to back AMC with OEM.
- Partner must need to be OEM certified service partner.
- General preventive maintenance (Every 3 months)
- Ensure that BRAC Bank can use all the product facilities as and when required.
- Ensure new integration of hosts/servers as per requirement of the Bank.
- To ensure single point of contact, backup contact and contact escalation matrix.
- To provide a quarterly report of the health status of the IBM server, Lenovo blade & Storage system.
- To ensure periodic visit of warehouse.
- To ensure engineer support for any kind of server movement.
- All services and supplied parts, labor, transport and logistic cost is inclusive in the AMC amount.

NB: A detailed Service Level Agreement (SLA) covering above clauses but will be not limited to, will be signed after the work is awarded between the awardee and the Bank.
