



CHENNAI PORT AUTHORITY

File No. EDP/158/2022/F

BUDGETARY OFFER FOR COMPREHENSIVE MAINTENANCE CONTRACT FOR SERVER, FIREWALL, SWITCH, DESKTOP COMPUTER, PRINTER, UPS/POWER SAVER OF VARIOUS MAKE & MODELS AND NETWORK FOR A PERIOD OF TWO YEARS AT CHENNAI PORT AUTHORITY

**EDP DIVISION
FINANCE DEPARTMENT
CHENNAI PORT AUTHORITY**

**All the offers should reach the Office of Sr.Dy. Director (EDP)
not later than 1500 Hrs on 05.03.2022.**

Sub: Budgetary offer for Comprehensive Maintenance Contract for Server, Firewall, Switch, Desktop Computer, Printer, UPS/Power Saver of Various Make & Model and Network for a period of two years at Chennai Port Authority-Requested - Reg

Chennai Port Authority proposes a Comprehensive Maintenance Contract for Server, Firewall, Switch, Desktop Computer, Printer, UPS/Power Saver of Various Make & Models and Network for a period of two years for the following: -

List of Equipment to be covered under Comprehensive Annual Maintenance Contract (CAMC):

I - List of Desktop, UPS & Printer- Table 1

Sl No.	Make / Model	Quantity
1	ACER/HCL	280
2	HP	10
3	Lenovo	5
4	DELL 7020	250
5	DELL 9010	15
6	DELL 3020	3
7	WIPRO	14
8	Dell Vostro460 n series	1
9	Acer Mini (veriton)	1
10	DELL INSPIRON AIO TOUCH Model No. 5400	3
11	DELL INSPIRON AIO TOUCH Model No. 7780 Dy.Chairman's Office	1
12	DELL INSPIRON AIO TOUCH Model No.5459 Chief Vigilance Officer	1
13	THIN CLIENTS	200
14	UPS 60 (KVA) / 600VA	840
15	EPSON Dot Matrix Printer	45
16	HP Laser/Inkjet/Office jet Printers	298
17	SCANJET(scanners)	3
18	LIPI LINE PRINTER	7

II - List of Server, Firewall, Switch & Others - Table-2

Sl No.	Make / Model	Quantity
1	SUN V440 SERVER	2
2	SUN STOREDGE 3500 SERIES	2
3	SUN BLADE 150 CONSOLE	1
4	Dell power vault 122t	1
5	MASTER MIND INTEL(R) XEON™	2
6	HP PROLAINT DL380 G5	1
7	ATEN KVM MASTER VIEW 4 PORT CS-84A	1
8	UPS NUMERIC 10KVA with ATS SWITCH	2
9	UPS NUMERIC 10KVA SUPPORTING BATTERIES	40
10	CISCO 4503 L3 CORE SWITCH	1
11	CISCO SWITCH/ DLINK SWITCH/ DAX SWITCH	125
12	SWITCHES INTEX/NETGEAR/COMPEX	3
13	CISCO ASA 5510 SERIES	1
14	SUN SPARC ENTERPRISE M3000	1
15	IBM SYSTEMX3200	1
16	HCL INFINITY GLOBAL LINE 2700 HC	1
17	WIPRO NETPOWER Z150I	1
18	CISCO - 4507R+E	2
19	CISCO - ASA - 5516-X	2
20	EMC - SAN Switch EMC - DS-3008	2
21	CISCO - UCSB-B200-M3 BLADE SERVERS	6
22	CISCO - Blade chasis UCS-MINI-Z0001	1
23	UNILINE UPS - UNILINE 10KV UPS	2
24	HIPOWER - 12V 150 AH BATTERIES	48
25	ATENKVM - KVM SWITCH+CONSOLE	1
26	EMC - SAN Storage —EMC - VNXe3200	1
27	TANDBERG - TAPE LIBRARY MAGNUM 2X24	1

28	ACER Veriton 4085	1
29	Lenovo Think center AO70H	1
30	ATEN master view KVM Switch + console 16 port	2

It may be noted that the numbers indicated against each item in Table - 1 & 2 are indicative only. Bills are to be raised as per the actuals under maintenance during the corresponding billing period.

Equipment to be covered under this contract are to be provided with unique service tag numbers.

Scope of Work:

Contractor should maintain the following Service Level(SL) while rendering maintenance service as a part of this maintenance contract.

Table -3

Nature of Incident	Severity of the Incident	Response Time	Resolution Time
Critical	P1	Recovery activity to commence immediately on lodging of complaint.	4 hours from lodging of complaint.
Essential	P2	Recovery activity to commence immediately on lodging of complaint.	8 hours from lodging of complaint.
Normal	P3	Recovery activity to commence immediately on lodging of complaint.	12 hours from lodging of complaint.

Severity classification of the equipment with Technical Specification:

Severity classification of the equipment mentioned in Table - 1 & 2 are furnished below in Table - 4 & 5 the along with the technical specification.

Table- 4

Sl.No.		Make / Model	TECHNICAL REQUIREMENT Configuration/Specification
1	ACER/HCL	Acer: CORE I3 3.20 & 3.30GHZ 4M 2GEN (PROCESSOR) 2GB RAM DDRIII 320GB HDD HCL: Pentium D processor(2.8Ghz), Zebronic 945 Motherboard, 1 GB DDR2 RAM, 160 GB Hard disk.	P3

2	HP	CORE I5 3.30 2ND GEN (PROCESSOR) 2GB RAM DDRIII 320GB HDD	P3
3	Lenovo	Intel core2duo E7400@2.8ghz/2gb/320gb	P3
4	DELL 7020	INTEL CORE I5 3.30GHZ PROCESSOR 3RD GEN 4GB (DDRIII) RAM 500 HDD	P3
5	DELL 9010	INTEL CORE I5 3.30GHZ PROCESSOR 3RD GEN 4GB (DDRIII) RAM 500 HDD	P3
6	DELL 3020	INTEL CORE I5 3.30GHZ PROCESSOR 3RD GEN 4GB (DDRIII) RAM 500 HDD	P3
7	WIPRO	INTEL CORE 2duo 2gb RAM 160gb HDD	P3
8	Dell Vostro460 n series (touch)	i5-2400/3.1GHz, 6MB cache/4gb/500gb HDD	P1
9	Acer Mini (veriton)	CORE I3 3.20 & 3.30GHZ 2M 1ST GEN (PROCESSOR) 2GB RAM DDRIII 320GB HDD	P2
10	Dell Inspiron AIO Touch	Inspiron One 24 5459; Intel Core i5 6400T; 2.8 GHz; DDR3L 1 TB ; Windows 10 Home	P1
11	DELL INSPIRON AIO TOUCH Model No. 5400	Intel® Core i5-1135G7 / 8GB RAM / 1TB HDD / WIRELESS KEYBOARD & MOUSE / 23.8" FHD DISPLAY TOUCH / WIN 10 + MS office	P1
12	DELL INSPIRON AIO TOUCH Model No.7780	Intel® Core i7-10700 CPU @2.90GHZ / 16GB RAM / 1TB HDD / WIRELESS KEYBOARD & MOUSE / 27" FHD DISPLAY TOUCH / WIN 10 + MS office	P1
13	THIN CLIENT	Brand: VXL Instruments Limited Intel R ATOM; CPU D2550; 1.8 GHz 4GB RAM; 16 GB FLASH MEMORY; OS – Windows 7	P3

14	UPS	UNLINE UPS - 200 Nos WEP UPS (12V – 600ma) - 270 Nos BPE UPS (12V – 600ma) - 225 Nos APC 600VA - 120 Nos ICE/HP - 9 Nos INTEX/ZEB - 9 Nos NUMERIC - 7 Nos	P3
15	LIPI LINE PRINTER	MODEL T-6050(3), T-6306(2),T-6312(2)	P1
16	EPSON LQ 1310	15Nos	P3
17	EPSON LQ 1150	13Nos	P3
18	EPSON LQ 2180	15Nos	P3
19	HP LJP 1005	6Nos	P3
20	HP LJP 1007	51Nos	P3
21	HP LJP 1020	15Nos	P3
22	HP LJP 1022	1Nos	P3
23	HP LJP 1108	68Nos	P3
24	HP 610N	1Nos	P3
25	HP LJP 1106	76Nos	P3
26	HP LJP 1107	2Nos	P3
27	HP LJP 1515N	6Nos	P3
28	HP 8610 / 9020	1Nos	P1
29	HP 2132	7Nos	P3
30	HP DJP	1Nos	P3

31	HP DJP 2515	6Nos	P3
32	HP 1010	8Nos	P3
33	HP 1505	1Nos	P3
34	HP 3015	2Nos	P3
35	HP 8600/9010	4Nos	P1
36	HP 1536	1Nos	P3
37	HP 1590	1Nos	P3
38	HP LJP M 1136	8Nos	P3
39	HP LJP 1008	5Nos	P3
40	EPSON LQ 2130	1Nos	P3
41	EPSON LQ 2138	1Nos	P3
42	HP IJP 2600	1Nos	P3
43	HP P1006	1Nos	P3
44	HP LJP 5300	1Nos	P3
45	HP LJP 3015 (DUPLEX)	2Nos	P2
46	HP LJP 2015	9Nos	P3
47	HP LJP 4300	1Nos	P3
48	EPSON L380	1Nos	P3
49	HP DJP 4645	3Nos	P3
50	HP OJP 8730	2Nos	P1
51	HP OJP 9020	1Nos	P1
52	SCANJET 200	1Nos	P3

53	SCANJET 2410	1Nos	P3
54	HP LJP MSP 1005	5Nos	P2
55	SCANJET 5590	2Nos	P2
56	LIPI LINE PRINTER MODEL T-6050(3), T-6306(2), T-6312(2)	7Nos	P1

Table- 5

Sl.No.	Make / Model	TECHNICAL REQUIREMENT Configuration/Specification	SEVERITY LEVEL
1	SUN V440 SERVER	SUN FIRE V440 SERVER 2 * 1.06 GHZ ULTRAPARC IIIi PROCESSORS EXPANDABLE UPTO 4 CPU 4 GB RAM EXPANDABLE UPTO 16 GB RAM 2 * 36 GB 10K RPM ULTRA 320 SCSI HDD 2 * 10/100/1000 MBPS ETHERNET PORTS DVD ROM REDUNDANT SMPS POWER SUPPLY	P1
2	SUN STOREDGE 3500 SERIES	SUN STORAGE 3510 FIBRE CHANNEL ARRAY RACK READY 2 * FCAL HARDWARE RAID CONTROLLER 1 GB CACHE PER CONTROLLER 5 * 36 GB 15K RPM FIBRE CHANNEL DISKS EXPANDABLE UPTO 432 GB HDD REDUNDANT SMPS POWER SUPPLY	P1
3	SUN BLADE 150 CONSOLE	SUN BLADE 150 WORKSTATION ULTRAPARC III 650 MHZ WITH 512 KB ONCHIP L2 CACHE 256 MB DIMM RAM 40 GB HDD 48X CD-ROM DRIVE PGX64 ONBOARD GRAPHICS SUN STORAGE ENTERPRISE BACKUP S/W BUSSINESS EDITION WITH SCHEDULER & ROBOTICS 10/100 ETHERNET	P1
4	Dell power vault 122t	SDLT TECHNICAL SPECIFICATIONS Recording	P1

			Capacity Up to 160GB native Up to 320GB compressed (2:1) Transfer rate Up to 16MB/s native Up to 32MB/s compressed (2:1) Tape dimensions Length: 558 m Width: 12.65 mm Thickness: 9μ" Operating environment 10-40° C, 20-80% RH Power Vault tape products	
5		MASTER MIND INTEL(R) XEON™	DUAL CPU XEON 2.4 GHz 2 GB SDRAM EXPANDABLE UPTO 4 GB RAM 2 * 36 GB ULTRA III SCSI HDD (HOT SWAPABLE) 52X CD DRIVE HARDWARE RAID SRCU 42X DUAL CHANNEL ULTRA 320 RAID CONTROLLER 40/80 GB DLT DRIVE 2 * 100/1000 Mbps NIC Card 1 * 10/100 MBPS NIC CARD 2 * SMPS POWER SUPPLY PRELOADED WINDOWS 2003 SERVER – STANDARD EDITION WITH MEDIA	P1
6		HP PROLAINT DL380 G5	Intel Xeon 5160 / 3 GHz 64-bit Computing 1333 MHz Intel 5000P L2 cache - 8 MB Cache Per Processor 4 MB DDR2 SDRAM - Advanced ECC Memory Speed 667 MHz Memory Specification Compliance PC2 RAM 8 GB HDD 300 GB * 2 600 GB * 1	P1
7		ATEN	ATEN KVM MASTER VIEW 4 PORT CS-84A	P1
8		NUMERIC	UPS NUMERIC 10KVA with ATS Switch	P1
9		NUMERIC	UPS NUMERIC 10KVA SUPPORTING BATTERIES	P1
10		CISCO 4503 L3 CORE SWITCH	CISCO WS-C4503 processor (revision 4) with 512mb of memory. 9 Ethernet/IEEE 802.3 interfaces 1 Fast Ethernet/IEEE 802.3 interface 32 Gigabit Ethernet/IEEE 802.3 interface(s)	P1

11		UNMANAGEABLE SWITCHES	CISCO SWITCH/ DLINK SWITCH/ DAX SWITCH	P2
12			SWITCHES INTEX/NETGEAR/COMPEX	P2
13		CISCO ASA 5510 SERIES	256 MB RAM, CPU Pentium 4 Celeron 1600 MHz Internal ATA Compact Flash, 256MB Physical Interfaces: 4 VLANs : 10 VPN Peers : 50	P1
14		SUN SPARC ENTERPRISE M3000	Sun 1 x 2.52 GHz CPU, SPARC64 VII Quad Core, Sun Microsystems 4GB Memory kit (4 x 1GB DIMM), Sun 147GB x2.	P1
15		IBM SYSTEMX3200	Intel(R) Xeon(R) CPU 3050 @ 2.13GHz Processor 2.00 GB of RAM	P1
16		HCL INFINITY GLOBAL LINE 2700 HC	Intel Xeon X 5650 (6 Cores,2.66Ghz,95W,6.4GT/s) Rack Server with two nos. six core 64-bit x86 processor with integrated on-die 12 MB or higher L3 cache per processor. Fully binary compatible to 32-bit applications 48 GB DDR-III 1066 MHz or higher SDRAM Memory with ECC expandable upto 96 GB SAS Controller supporting RAID 0 & 1 Two no. of server Ethernet dual port controller (10/100/1000Mbps) with full duplex 2x USB 2.0 ports, 1xKeyboard port, 1xMouse port & One dedicated Ethernet port for OS independent hardware management (Out of Band management). 2x 300 GB SAS Hot swap HDD (10K rpm or higher) DVD Writer Rack mountable (1U) Keyboard, Mouse with foldable 17" TFT Monitor	P1
17		WIPRO NETPOWERZ150I	CPU: Intel® Xeon® Processor E5405 2.66 GHz RAM: 4096 MB Bus Type: 2 32-bit/33MHz PCI PCI Express X1 PCI Express X4 4 USB Ports Serial PCI Express X8 Video Adapter: ATI® ES1000	P2

			Host Bus Adapter: Intel® Integrated 82801GR ICH7R, Serial ATA (SATA) Hard Disk Drive: Raid Array SAS 500 GB	
18		CISCO	CISCO – 4507R+E	P1
19		CISCO	CISCO – ASA – 5516-X	P1
20		EMC	SAN Switch EMC – DS-3008	P1
21		CISCO	UCSB-B200-M3 BLADE SERVERS	P1
22		CISCO	Blade chasis UCS-MINI-Z0001	P1
23		UNILINE UPS	UNILINE 10KV UPS	P1
24		HIPOWER	12V 150 AH BATTERIES	P1
25		ATENKVM	KVM SWITCH+CONSOLE	P1
26		EMC	SAN Storage —EMC – VNXe3200	P1
27		TANDBERG	TAPE LIBRARY MAGNUM 2X24	P1
28		ACER Veriton 4085	Pentium R CPU G 4400@3.33 GHZ RAM 8 GB Hard disk 1TB	P1
29		Lenovo Think Center A070H	Intel Core I5-4590 S @ 3ghz 4GB RAM 500 GB Hard Disk	P1
30		ATEN Master View 1316 KVM	16 Port PS/2 – USB Switch + Console	P1

Deliverables include providing the Trust with an Incident Management System(IMS) for logging service calls and incidents. The IMS should be available 24*7. SLA compliance would be calculated based on the Time of logging in and resolution of an incident and the type of incident based on its severity. Appropriate deductions for SLA breaches would be made in the corresponding billing period.

For every breach of

P1 – Rs.5000 for every additional 8 hours.

P2 – Rs. 2000 for every additional 24 hours.

P3 - If the problem is not resolved after 36 hours, for every unresolved item deduction would be made as per the rate mentioned below,

Table -6*

1	Personal Computers	Rs.200/- per day
2	Printers	Rs.100/-per day
3	Scanners	Rs.100/-per day
4	UPS	Rs.100/-per day

Table-6* is applicable for P3 incidents only.

It is the responsibility of the contractor to maintain sufficient spares onsite to adhere to the SLA.

Every line item in the Bill of Materials(BoM) is classified based on the severity considering the level of impact on the day to day operations of the port.

Any dislocation/repair in the functioning of respective line item of the BOM would have to be addressed in line with the SLA provided.

Scope includes configuration of thin clients using storage device (EMC²) as in device memory, deployment and maintenance of the same during the contract period.

The AMC is comprehensive, covering all repairs and replacements. Comprehensive AMC includes:

- All parts of Hardware for the equipment's mentioned in the Schedule-A.
- Data recovery in case of corruption of data in computers /servers under AMC;
- Maintenance of battery for UPS and Shifting of Servers, Computers, Peripherals as and when needed/advised by the concerned officer.
- Addition / removal of Network Nodes (Network Cable & Jacks shall be provided by ChPA) Casing, Capping and other associated electrical works would be performed by ChPA.
- Laying Network Cable and troubleshooting / rectifying Network problems.
- Transportation and safety of Hardware from ChPA site to repair Centre and vice versa (NO TRANSPORT would be provided by ChPA)
- NO TRANSPORT shall be provided by ChPA for the service engineers to attend calls.
- Installation, reinstallation, troubleshooting, patch management & update services in OS in systems under maintenance.
- Complete Network comprising of all Active and Passive components, cables, Peripherals.
- Maintenance of 10 KVA on-line UPS.
- Ensuring virus free desktops.
- Ensuring effective performance of the Hardware and Network components taking into account the environmental factors like humidity, coastal climate, rodent intrusion etc.,
- The firm should provide only genuine spares for maintaining all the Hardware under this maintenance contract.
- In case of replacement of any component with a genuine spare, the same with similar configuration or a compatible higher configuration (at no extra cost) must be provided.
- Server Maintenance (Activities such as Hardware maintenance, replacement with genuine spares, installation, configuration of software, data recovery, start-up/shutdown, User management, Security management, taking daily backups, log maintenance, database administration, availability of critical services, Monitor CPU, Memory & other vital resources etc...) Tape drives required for taking backups would be provided by ChPA.
- Maintenance of Logbook/Worksheet etc.

- Facility management (including installation-reinstallation of SW, setting up systems, End-User-Support)
- Preventive maintenance after approval from ChPA to be carried out.
- Maintenance of asset list under maintenance at least once a quarter.
- Contract includes replacement of all parts of hardware in Inkjet and Laser jet printers, software uploading data recovery in case of corruption of data in the computers, Battery for UPS under Contract.
- Contract includes deployment of sufficient skilled manpower onsite to ensure compliance of SLA. Minimum required strength during 0900-1800 Hrs is 12 along with 1 Team Leader and during 1800-0900 Hrs is 2 with a hot seat exchange thereby providing 24*7 coverage.

Terms and Conditions:

- Notwithstanding anything contained in this document, it is the responsibility of the contractor to ensure comprehensive repair/maintenance/replacement of the equipment/spare in the BoM. This includes labour and genuine spares at site.
- Payment would be made once in 6 months after successful completion of maintenance period.
- Chennai Port Authority reserves the right to increase/decrease/modify/substitute line items in the Bill of Material with/without the written consent of the contractor. In such an event, bills would be paid based on per unit cost for that item/category.
- The contractor has to maintain 10% of the total contract value as Security Deposit during the contract.
- The contractor must comply with all applicable statutory regulations in vogue viz (ESI act, Minimum wages act etc.). Minimum wages should be mentioned as central Govt. wages. As and when the central Govt. is revised the Minimum wage to be amended during the contract period.
- Manpower to be deployed onsite are categorized as Highly Skilled Workers and the rates as applicable for Class A area are to be paid by the contractor.
- Resources should be deployed along with the existing Resident Service Engineer to ensure site handling comfort level for the backup resource.
- Backup support resource should be provided in the absence of the existing Resident Service Engineer due to any eventuality.
- For site survey request/clarifications email is to be addressed to ddedp@chennaiport.gov.in vrajakumar.chpt@gov.in & j.vijaysenthil.chpt@gov.in.

Statutory Requirement:

PAN, TIN, GST Registration, Certification of Registration of Companies – in case of Companies, as applicable – copy of the above Documents shall be produced.

You are therefore requested to submit your budgetary offer as per the format provided at Annexure –A for the Comprehensive Annual Maintenance Contract for the quantity of materials specified and subject to the conditions stipulated above to the Sr. Deputy Director (EDP), IVth Floor, Centenary Building Chennai Port Authority, 1, Rajaji Salai, Chennai – 600 001 on or before 05.03.2022@1500Hrs

Annexure-A

S.No (A)	Equipment (B)	Unit Nos (Appx) (C)	Rate/Unit for 1 year (D)	Gross Amount (E) For Total Nos in (C)	GST Amount (F) For Amount mentioned in (E)	Total Amount for Unit Nos in (C) inclusive of taxes for 2 years' maintenan ce.
1	ACER/HCL	280				
2	HP	10				
3	Lenovo	5				
4	DELL 7020	250				
5	DELL 9010	15				
6	DELL 3020	3				
7	WIPRO	14				
8	Dell Vostro460 n series(touch)	1				
9	DELL INSPIRON 7780 AIO TOUCH	1				
10	Acer Mini (veriton)	1				
11	DELL INSPIRON 5400 AIO TOUCH	3				
12	DELL INSPIRON 5459 AIO TOUCH	1				
13	THIN CLIENTS	200				
14	UPS	840				
15	LIPI LINE PRINTER	7				
16	EPSON	45				

17	HP Laser/Inkjet/officejet Printers	298				
18	SCANJET(Sanners)	3				
19	SUN V440 SERVER	2				
20	SUN STOREDGE 3500 SERIES	2				
21	SUN BLADE 150 CONSOLE	1				
22	Dell power vault 122t	1				
23	MASTER MIND INTEL(R) XEON™	2				
24	HP PROLAINT DL380 G5	1				
25	ATEN KVM MASTER VIEW 4 PORT CS-84A	1				
26	UPS NUMERIC 10KVA With ATS Switch	2				
27	UPS NUMERIC 10KVA SUPPORTING BATTERIES	40				
28	CISCO 4503 L3 CORE SWITCH	1				
29	CISCO SWITCH/ DLINK SWITCH/ DAX SWITCH	125				
30	SWITCHES INTEX/NETGEAR/COM PEX	3				
31	CISCO ASA 5510 SERIES	1				
32	SUN SPARC ENTERPRISE M3000	1				
33	IBM SYSTEMX3200	1				
34	HCL INFINITY GLOBAL LINE 2700 HC	1				

35	WIPRO NETPOWERZ150I	1				
36	CISCO CISCO - 4507R+E	2				
37	CISCO CISCO - ASA - 5516-X	2				
38	EMC - SAN Switch EMC - DS-3008	2				
39	CISCO - UCSB-B200-M3 BLADE SERVERS	6				
40	CISCO - Blade chasis UCS-MINI-Z0001	1				
41	UNILINE UPS - UNILINE 10KV UPS	2				
42	HIPOWER - 12V 150 AH BATTERIES	48				
43	ATENKVM - KVM SWITCH+CONSOLE	1				
44	EMC - SAN Storage — EMC - VNXe3200	1				
45	TANDBERG - TAPE LIBRARY MAGNUM 2X24	1				
46	ACER Veriton 4085	1				
47	Lenovo Think centre A070H	1				
48	ATEN master view KVM Switch + console 16 port	2				
49	Team Leader	1				
50	Resident Engineer	14				

**Sr. Dy. Director-EDP
Chennai Port Authority**