Ref: FSM/Computer/AMC/2012-13/
Date : 25th May, 2012

Dear Sir,

**Re: On-site Annual Maintenance Contract for HP & IBM Servers, Network switches , HP Peripherals and Software**

FORE School of Management, one of the premier Business Schools in India invites quotation for **Annual Maintenance Contract** for the computer systems as per list attached. The systems under LAN/WLAN are connected to Internet through Cyberoam Firewall. Authentication is made through the servers for Internet as well as for mail (Zimbra). The systems are located at Computer Labs/department/ faculty desks at FORE. These systems are vital and sensitive from the academic as well as communication point of view. Linux mail server is running 24 hours on one of the HP AMD Opteron Servers. Therefore, system integration knowledge is mandatory while network downtime and loss of data are not acceptable. The present AMC for these systems will expire shortly.

You are also required to provide a resident engineer for 8 hours every day (9 AM to 5 PM) excluding either Sunday or Saturday. The engineer must have good communication skill and professional attitude, besides good technical knowledge. The center is open 7 days a week (9 AM to 9 PM). In addition you are required to do preventive maintenance quarterly for systems. Virus protection activities will also be under the scope of AMC while the software is provided by FORE.

If you are interested and have the expertise in Windows (all flavours), Linux, Zimbra, Wi-Fi, Networking and are maintaining this type of set up (provide evidence), **send your offer for the same in two separate closed envelope super scribing " Quotation for AMC – Technical bid" and " Quotation for AMC – Commercial bid" respectively so as to reach us on or before 4.00 PM on 4th June, 2012..** Also attach your client list with number of systems and setup you are maintaining along with the Technical bid. Technically fit vendors will qualify for Commercial evaluation. The envelopes have to be dropped in the Tender Box kept at the Security Gate of FORE.

The list of systems and peripherals is attached (Annexure). Kindly quote your offer item wise, so that cumulative offer value may be calculated easily.

For any further technical clarification, you may contact the undersigned.

Thanking you,

Yours sincerely,

(Sunit Datta)
Manager (Systems)
E-mail: **sunit@fsm.ac.in**

Annexure

Item	Qty
A. Printer	
HP Deskjet 2360	4
HP Deskjet 4268	3
HP LaserJet 1505	1
B. Scanner	
C. Systems	
i) IBM x342 Server (Rack Mountaed) - 86694RX	1
PIII 1.26 Ghz, Dual Processor, 1 GB RAM(4 x 256MB)	
1.44MB FDD, 24X CDROM, 10/100 Mbps E. Card	
Hot swappable 3x18.2 GB HDD Ultra 160 SCSI 10K RPM - 37L7205	
Redundant SMPS, Redundant Ethernet Card	
IBM Netfinity Serve RAID 4LX Ultra SCSI Controller	
Win 2000	
4 PORT console KVM Switch	
IBM 15" Col. Monitor E54 Black, 104 KB Black. Mouse Black	1
ii) HP Proliant DL 385	**1**
64 BIT AMD Opteron Dual Processor 2.4 GHz,2x145 GB SCSI HDD, 2 GB RAM, CDROM, FDD, Redundant NIC, Redundant Power Supply, Rack Mount (Windows 2003 , **ASP linked to webserver**) (**Appln Server**)	
iii) HP Proliant DL 385	**1**
64 BIT AMD Opteron Dual Processor 2.4 GHz,4x72 GB SCSI HDD, 2 GB RAM, CDROM, FDD, Redundant NIC, Redundant Power Supply, Rack Mount (**CRM Server**)	
D. Network Switches	
CISCO 2950	3
Dlink 24 Port	1
E. Software Maintenance	**1**
Support on OS for all the above mentioned servers and support for Zimbra on mail Server, Linux on Library Server, Webserver and DNS Server	
F. Resident Engineer	1