

CORRIGENDUM

Reference No: PSeGS/NW_AMC/2019/1

Dated 17/10/2019

Tender document for comprehensive AMC of IT and non-IT equipment (Reference No: PSeGS/NW_AMC/2019/1 and E-Tender id 2019_GR_38006_1)

The following amendments have been made in the Tender document:

Clause No	Page No.	Original Clause	Revised Clause
3.1.1.8	6	“IT equipment” refers to routers, switches, UPS (excluding batteries), modems, converters, VC equipment (including display / TV), etc. Standby / temporary replacement must be provided for these equipment in case of equipment fault. The software and configurations of these equipment are excluded from AMC except where back to back agreement with OEM has been specifically requested.	“IT equipment” refers to routers, switches, UPS (excluding batteries), modems, converters, VC equipment (including display / TV), etc. Standby / temporary replacement must be provided for these equipment in case of equipment fault. The hardware, patch upgrades and software are to be covered in the AMC. Configurations and licenses shall be the responsibility of the Client.
3.1.1.9	6	“Non-IT equipment” refers to Air Conditioners (with stabilizers) and DG sets (including panels and excluding batteries and diesel). Standby / temporary replacement is NOT to be provided for these equipment in case of equipment fault. Only repair is to be done for these equipment.	“Non-IT equipment” refers to Air Conditioners (with stabilizers) and DG sets (including panels and excluding batteries, diesel and earthing). Standby / temporary replacement is NOT to be provided for these equipment in case of equipment fault. Only repair is to be done for these equipment.
5.1.3	20	Any kind of hardware and software failure must be covered in the AMC. However for IT equipment, software and configurations are excluded from AMC except for the following equipment whose back to back AMC agreement with the respective OEM must be executed by the Service Provider within 2 weeks Of signing of contract (Relevant documents to be submitted with quarterly invoice):	The hardware, patch upgrades and software are to be covered in the AMC. Configurations and licenses shall be the responsibility of the client.

SN	Equipment Type	Make	Model	Serial Number
1.	Router	Cisco	7609-S	SMQ1732101J
2.	Router	Cisco	9010	FOX2101G7SS
3.	Firewall	Cisco	ASA 5585	JMX2017808S
4.	Firewall	Cisco	ASA 5585	JMX2017808Q
5.	Firewall	Fortinet	Fortigate - 800C	FG800C3914802732
6.	Firewall	Fortinet	Fortigate - 800C	FG800C3913802957
7.	Chassis	CISCO	UCS 5108	FOX2006GB5V
8.	Chassis	CISCO	UCS 5108	FOX2053G85Z
9.	Prime Infrastructure (LMS)	CISCO	UCS C220	FCH2049V0LN
10.	SAN Storage	Dell	VNX e1600	CKM00164001737
11.	SAN Storage	HP	HP 3PAR StoreServ 7000	4C14167320
12.	SAN Switch	HP	NA	CZC413UTLS
13.	SAN Switch	HP	NA	CZC413UTMV
14.	Tape Library	HP	MSL4048	MXA413Z099
15.	SAN Storage	HP	3PAR StoreServ 7200	4C14167314
16.	Tape Library	HP	MSL4048	MXA413Z0BS
17.	SAN Switch	HP	NA	CZC413UTKX
18.	SAN Switch	HP	NA	CZC413UTM6
19.	SAN Disk Enclosure	HP	NA	7CE439P2XV
20.	SAN Disk Enclosure	HP	NA	SHM0974245S9798
21.	SAN Controller	HP	3PAR 7000	SGH4400D47
22.	SAN Switch	HP	8/24 Base 16-	CZC437U1N6

				ports			
		23.	MCU	Cisco	Telepresence MCU 5320	FOC2002NOJH	
		24.	MCU	Cisco	Telepresence MCU 5320	FO32010N7Z9	
		25.	CUCM	Cisco	N/A	FCH2016V2RY	
		26.	CUCM	Cisco	N/A	FCH2016V2RW	
5.1.4.1	21	In the beginning of the contract, the Service Provider is required to takeover all equipment mentioned in the commercial sheet for providing AMC services. The faulty equipment, if any, shall be repaired by the Service Provider within 1 month of signing of contract. The charges for these initial repairs (including spare parts) shall be including the AMC costs.				In the beginning of the contract, the Service Provider is required to takeover all equipment mentioned in the commercial sheet for providing AMC services. The faulty equipment, if any, shall be repaired by the Service Provider within 1 month of signing of contract. The list of the faulty equipment to be repaired along with the probable cause of fault is available at Annexure 'A'. It is clarified that up to 5% variation in this list of faulty equipments shall also be covered/repaired by the Service Provider. The charges for these initial repairs (including spare parts) are to be mentioned separately as indicated in the commercial sheet.	
5.1.4.7	21	In case the the equipment is declared EOL by the OEM, refurbished or old spare parts shall be allowed subject to the condition that the Service Provider must give six months warranty on the spare part. The warranty certificate for the spare part and EOL statement issued by OEM should also be submitted along with quarterly AMC invoice.				In case the equipment is declared EOL by the OEM, refurbished or old spare parts shall be allowed. The EOL statement issued by OEM should also be submitted along with quarterly AMC invoice.	
5.1.4.9	22	In the rare case that the equipment is found to be irreparable, the Service Provider should intimate the Client in writing along with detailed reasons for the same. The Client may call the Service Provider to discuss these stated reasons. If the reasons are accepted by the Client, the relevant SLA penalties shall not be applicable. The AMC of the concerned equipment shall be stopped promptly and no AMC charges shall be payable from the date of complaint. However, the Service Provider shall provide stand-by equipment for a maximum period of 60 days from the				In the rare case that the equipment is found to be irreparable, the Service Provider should intimate the Client in writing along with detailed reasons for the same. The Client may call the Service Provider to discuss these stated reasons. If the reasons are accepted by the Client, the relevant SLA penalties shall not be applicable. The AMC of the concerned equipment shall be stopped promptly and no AMC	

		date of intimation of irreparable equipment to the Client (Stand by replacement is applicable only for IT equipment). The cost of new equipment required as replacement of irreparable equipment shall be borne by PSeGS.	charges shall be payable from the date of complaint. However, the Service Provider shall provide stand-by equipment for a maximum period of 60 days from the date of intimation of irreparable equipment to the Client (Stand by replacement is applicable only for IT equipment). The cost of new equipment required as replacement of irreparable equipment shall be borne by the Client .
6.4.3	27	The call detail reports along with action taken report and preventive maintenance reports should be submitted along with each invoice, all corresponding to the same period. Further, if a faulty part has been replaced for an equipment which is not EOL, then the warranty certificate must be attached with the invoice. If a faulty part has been replaced for an equipment which is EOL, the warranty certificate for the spare part issued by Service Provider and EOL statement issued by OEM should also be submitted along with quarterly AMC invoice.	The call detail reports along with action taken report and preventive maintenance reports should be submitted along with each invoice, all corresponding to the same period. Further, if a faulty part has been replaced for an equipment which is not EOL, then the warranty certificate must be attached with the invoice. If a faulty part has been replaced for an equipment which is EOL, the EOL statement issued by OEM should also be submitted along with quarterly AMC invoice.
7.3	38	To be submitted by the bidder as per the format provided on the e-procurement website.	Format for Commercial Bid has been changed. Bidders must ensure that the revised commercial sheet is submitted.
7.5.5	43	Point 10 Back to back AMC agreement for equipment mentioned at clause 5.1.3	The entire point no. 10 of the said clause stands deleted

Annexure – A

Please [click here](#) to download the list of faulty equipment.

dgrpunjab.gov.in/pdf/Annexure-A-List-of-faulty-euipment.xlsx