

## **ANNEXURE - III**

### **SCOPE OF WORK**

The brief scope of Work of the successful bidder is to Supply, Install, Configure and Maintain proposed Unified Storage System. The services covered as part of the bidder includes, but not limited to the following:

- 1) Supply, Installation and Maintenance of Unified Storage System as per IUCAA's requirement with coordination of IUCAA team. The proposed Unified Storage System will be integrated with IUCAA's current VMWare Infrastructure (both VDI and Server Infrastructures). The approximate current data capacity of both the infrastructure is ~150 TB and is served from 3PAR SS7200. Bidder/OEM should make sure that entire VMWare data will be migrated from 3PAR SS7200 storage system to proposed storage system.
- 2) IUCAA will install proposed Unified Storage System at Pune Office. IUCAA reserves the right to shift the Unified Storage System to new location/s and services will continue to be in force at the new location.
- 3) The successful bidder needs to design the Setup Architecture including physical infrastructure and logical design as per IUCAA's need.
- 4) The successful bidder shall co-ordinate with IUCAA team to support for configuration issues, hardware replacement etc.
- 5) The successful bidder will configure, install, de-install, re-install, re-configure (in case IUCAA need any configure change) at no extra cost during the entire contract period.
- 6) Supply, commission, install, test, configure, integrate with existing system and maintain the Unified Storage System and add on components, which are approved by IUCAA.
- 7) Break-fix support of supplied Unified Storage System and OS/ firmware upgrades for the appliance.
- 8) The successful bidder shall provide patches/ upgrades of OS/ firmware during warranty and AMC period without any extra cost to IUCAA. The successful bidder will provide timely proactive deployment of latest firmware versions / security patches in coordination with IUCAA team.
- 9) There should be 4 hours response time, 24x7x365 support for any technical issue for all the supplied products through this RFP directly from the OEM and the bidder. The issue must be resolved in maximum of 24 working hours.
- 10) Confidentiality of the IUCAA's setup must be maintained by bidder and OEM.

- 11) Engineer from bidder must have adequate knowledge for handling the installation, configuration and support & services for Unified Storage System.
- 12) The successful bidder needs to provide complete call logging details along with escalation matrix.
- 13) The successful bidder needs to specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, cables, connectors, network cards / ports, UPS, environmental conditions, illumination etc
- 14) If any services, functions or responsibilities not specifically described in this scope but are inherent, necessary or customary part of the services and are required for proper performance or provision of the services in accordance with the scope, they shall be deemed to be included within the scope of the services, as if such services, functions or responsibilities were specifically required and described in this scope and shall be provided by the bidder at no additional cost to IUCAA.
- 15) After installation, the bidder needs to provide training program to IUCAA team of 3-4 members, regarding installation, configuration, operation, basic troubleshooting etc as per IUCAA's requirement. Detailed training requirement will be shared with the successful bidder.
- 16) Bidder is expected to provide post installation support to the IUCAA. The successful bidder will provide the assistance whenever required. Warranty and AMC support will be provided by the successful bidder.
- 17) Documents should be delivered by the bidder to IUCAA including user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, technical specification, system configuration documents, debugging/diagnostics documents etc

