



ಕರ್ನಾಟಕ ಸರ್ಕಾರ
ದಿ. 07 ಜುಲೈ 2023

ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸರ್ವಿಸ್ ಟೆಕ್ನಿಕಲ್ ಸಪೋರ್ಟ್
ವಾರಂಟಿ ಮತ್ತು ಸಪೋರ್ಟ್, 2023-24 ರಲ್ಲಿ
ವಿಸ್ತರಿಸುವ ಬಗ್ಗೆ

171-M(F2)/IUL/2023/329

07 ಜುಲೈ 2023

PC-171/2023/W364

ಹೆಚ್‌ಪಿಇ ಆರ್‌ಎಮ್‌ಸಿ ವಾರಂಟಿ ಮತ್ತು ಸಪೋರ್ಟ್, 2023-24 ರಲ್ಲಿ
ವಿಸ್ತರಿಸುವ ಬಗ್ಗೆ

Renewal of HPE AMC Warranty and Support for 1
Year

ಸರ್ವಿಸ್ ಟೆಕ್ನಿಕಲ್ ಸಪೋರ್ಟ್:

ವಿಸ್ತರಿಸುವ ಬಗ್ಗೆ:

ವಿಸ್ತರಿಸುವ ಬಗ್ಗೆ:

ವಿಸ್ತರಿಸುವ ಬಗ್ಗೆ:

وَمِنْهُمْ مَّنْ يَّهْدِي اللَّهُ إِلَى صِرَاطٍ مُسْتَقِيمٍ

2.0	ወጪ ምዕራፍ
2.1	<p>የሚሰጠው የገንዘብ ምዕራፍ በገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>
2.2	<p>Bid Registration Form " የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>
2.3	<p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>
2.4	<p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>
2.5	<p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>
2.6	<p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>
2.7	<p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>
2.8	<p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p> <p>የገንዘብ ምዕራፍ ስር ይገኛል፡፡</p>

وَحَدَّثَنَا عَنْ أَبِي هُرَيْرَةَ أَنَّ رَسُولَ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ قَالَ: «مَنْ جَاءَكَ مِنْ أَخِيكَ فَخَدِّعْهُ فَإِنْ أَبَى فَلَا تُقَرِّبْهُ شَيْئًا مِنْ عِلْمِكَ وَلَا مَالِكَ وَلَا نَفْسِكَ»

[illegible]

وَحَدَّثَنَا عَنْ أَبِي هُرَيْرَةَ أَنَّ رَسُولَ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ قَالَ: «مَنْ كَانَتْ لَهُ حَقٌّ عَلَى النَّاسِ مِنْ حَقِّهِ فَلْيَسْأَلْهُ مِنْهُ»

<p>03 (3) 02 (4) 03 (5) 04 (6) 05 (7) 06 (8) 07 (9) 08 (10) 09 (11) 10 (12) 11 (13) 12 (14) 13 (15) 14 (16) 15 (17) 16 (18) 17 (19) 18 (20) 19 (21) 20 (22) 21 (23) 22 (24) 23 (25) 24 (26) 25 (27) 26 (28) 27 (29) 28 (30) 29 (31) 30 (32) 31 (33) 32 (34) 33 (35) 34 (36) 35 (37) 36 (38) 37 (39) 38 (40) 39 (41) 40 (42) 41 (43) 42 (44) 43 (45) 44 (46) 45 (47) 46 (48) 47 (49) 48 (50) 49 (51) 50 (52) 51 (53) 52 (54) 53 (55) 54 (56) 55 (57) 56 (58) 57 (59) 58 (60) 59 (61) 60 (62) 61 (63) 62 (64) 63 (65) 64 (66) 65 (67) 66 (68) 67 (69) 68 (70) 69 (71) 70 (72) 71 (73) 72 (74) 73 (75) 74 (76) 75 (77) 76 (78) 77 (79) 78 (80) 79 (81) 80 (82) 81 (83) 82 (84) 83 (85) 84 (86) 85 (87) 86 (88) 87 (89) 88 (90) 89 (91) 90 (92) 91 (93) 92 (94) 93 (95) 94 (96) 95 (97) 96 (98) 97 (99) 98 (100) 99 (101) 100 (102) 101 (103) 102 (104) 103 (105) 104 (106) 105 (107) 106 (108) 107 (109) 108 (110) 109 (111) 110 (112) 111 (113) 112 (114) 113 (115) 114 (116) 115 (117) 116 (118) 117 (119) 118 (120) 119 (121) 120 (122) 121 (123) 122 (124) 123 (125) 124 (126) 125 (127) 126 (128) 127 (129) 128 (130) 129 (131) 130 (132) 131 (133) 132 (134) 133 (135) 134 (136) 135 (137) 136 (138) 137 (139) 138 (140) 139 (141) 140 (142) 141 (143) 142 (144) 143 (145) 144 (146) 145 (147) 146 (148) 147 (149) 148 (150) 149 (151) 150 (152) 151 (153) 152 (154) 153 (155) 154 (156) 155 (157) 156 (158) 157 (159) 158 (160) 159 (161) 160 (162) 161 (163) 162 (164) 163 (165) 164 (166) 165 (167) 166 (168) 167 (169) 168 (170) 169 (171) 170 (172) 171 (173) 172 (174) 173 (175) 174 (176) 175 (177) 176 (178) 177 (179) 178 (180) 179 (181) 180 (182) 181 (183) 182 (184) 183 (185) 184 (186) 185 (187) 186 (188) 187 (189) 188 (190) 189 (191) 190 (192) 191 (193) 192 (194) 193 (195) 194 (196) 195 (197) 196 (198) 197 (199) 198 (200) 199 (201) 200 (202) 201 (203) 202 (204) 203 (205) 204 (206) 205 (207) 206 (208) 207 (209) 208 (210) 209 (211) 210 (212) 211 (213) 212 (214) 213 (215) 214 (216) 215 (217) 216 (218) 217 (219) 218 (220) 219 (221) 220 (222) 221 (223) 222 (224) 223 (225) 224 (226) 225 (227) 226 (228) 227 (229) 228 (230) 229 (231) 230 (232) 231 (233) 232 (234) 233 (235) 234 (236) 235 (237) 236 (238) 237 (239) 238 (240) 239 (241) 240 (242) 241 (243) 242 (244) 243 (245) 244 (246) 245 (247) 246 (248) 247 (249) 248 (250) 249 (251) 250 (252) 251 (253) 252 (254) 253 (255) 254 (256) 255 (257) 256 (258) 257 (259) 258 (260) 259 (261) 260 (262) 261 (263) 262 (264) 263 (265) 264 (266) 265 (267) 266 (268) 267 (269) 268 (270) 269 (271) 270 (272) 271 (273) 272 (274) 273 (275) 274 (276) 275 (277) 276 (278) 277 (279) 278 (280) 279 (281) 280 (282) 281 (283) 282 (284) 283 (285) 284 (286) 285 (287) 286 (288) 287 (289) 288 (290) 289 (291) 290 (292) 291 (293) 292 (294) 293 (295) 294 (296) 295 (297) 296 (298) 297 (299) 298 (300) 299 (301) 300 (302) 301 (303) 302 (304) 303 (305) 304 (306) 305 (307) 306 (308) 307 (309) 308 (310) 309 (311) 310 (312) 311 (313) 312 (314) 313 (315) 314 (316) 315 (317) 316 (318) 317 (319) 318 (320) 319 (321) 320 (322) 321 (323) 322 (324) 323 (325) 324 (326) 325 (327) 326 (328) 327 (329) 328 (330) 329 (331) 330 (332) 331 (333) 332 (334) 333 (335) 334 (336) 335 (337) 336 (338) 337 (339) 338 (340) 339 (341) 340 (342) 341 (343) 342 (344) 343 (345) 344 (346) 345 (347) 346 (348) 347 (349) 348 (350) 349 (351) 350 (352) 351 (353) 352 (354) 353 (355) 354 (356) 355 (357) 356 (358) 357 (359) 358 (360) 359 (361) 360 (362) 361 (363) 362 (364) 363 (365) 364 (366) 365 (367) 366 (368) 367 (369) 368 (370) 369 (371) 370 (372) 371 (373) 372 (374) 373 (375) 374 (376) 375 (377) 376 (378) 377 (379) 378 (380) 379 (381) 380 (382) 381 (383) 382 (384) 383 (385) 384 (386) 385 (387) 386 (388) 387 (389) 388 (390) 389 (391) 390 (392) 391 (393) 392 (394) 393 (395) 394 (396) 395 (397) 396 (398) 397 (399) 398 (400) 399 (401) 400 (402) 401 (403) 402 (404) 403 (405) 404 (406) 405 (407) 406 (408) 407 (409) 408 (410) 409 (411) 410 (412) 411 (413) 412 (414) 413 (415) 414 (416) 415 (417) 416 (418) 417 (419) 418 (420) 419 (421) 420 (422) 421 (423) 422 (424) 423 (425) 424 (426) 425 (427) 426 (428) 427 (429) 428 (430) 429 (431) 430 (432) 431 (433) 432 (434) 433 (435) 434 (436) 435 (437) 436 (438) 437 (439) 438 (440) 439 (441) 440 (442) 441 (443) 442 (444) 443 (445) 444 (446) 445 (447) 446 (448) 447 (449) 448 (450) 449 (451) 450 (452) 451 (453) 452 (454) 453 (455) 454 (456) 455 (457) 456 (458) 457 (459) 458 (460) 459 (461) 460 (462) 461 (463) 462 (464) 463 (465) 464 (466) 465 (467) 466 (468) 467 (469) 468 (470) 469 (471) 470 (472) 471 (473) 472 (474) 473 (475) 474 (476) 47</p>
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وَمِنْهُمْ مَّنْ يَّهْدِي اللَّهُ سَبِيلَهُ وَمِنْهُمْ مَّنْ يَّضَلُّ اللَّهُ سَبِيلَهُ ۚ وَمَا يَضِلُّ إِلَّا السَّيِّئِينَ ۖ

4.0	<p>4.1</p> <p>4.2</p> <p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>7.0</p> <p>7.1</p> <p>8.0</p> <p>8.1</p>	<p>4.0</p> <p>4.1</p> <p>4.2</p> <p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>7.0</p> <p>7.1</p> <p>8.0</p> <p>8.1</p>
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وَمِنْهُمْ مَّنْ يَّهْدِي اللَّهُ سَبِيلَهُ وَمِنْهُمْ مَّنْ يَّضَلُّ اللَّهُ سَبِيلَهُ ۚ إِنَّ اللَّهَ ذُو الْقُدْرَةِ الْعَظِيمَةِ

[illegible]

[illegible][illegible]

وَحَدَّثَنَا عَنْ أَبِي هُرَيْرَةَ أَنَّ رَسُولَ اللَّهِ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ قَالَ: «مَنْ جَاءَ بِمَنْفَعَةٍ لِقَوْمٍ فَهُوَ شَرِيكٌ لَهُمْ فِيهَا».

[illegible]

[illegible]

17.7	<p>17.09</p> <p>13-K/CIR/2018/01</p> <p>PR-14</p>
17.8	<p>17.09</p> <p>13-K/CIR/2018/01</p> <p>PR-15</p>
17.9	<p>17.09</p>
18.0	<p>18.0</p>
18.1	<p>17.11</p> <p>13-K/CIR/2018/01</p> <p>PR-16</p>
19.0	<p>19.0</p>
19.1	<p>10.33</p>
19.2	<p>19.1</p>
19.3	<p>19.3</p>
19.4	<p>19.4</p>

سُوْ شُورَ 2 جِ تَرَوَتَرَوَر
جِ تَرَوَتَر - 1 (هَوَسَر زَنَزَرَ مَكَمَلَسَر زَنَزَرَ سَبَحَ "وَدِسَر مَوَر اِنَرْ كَمَلَسَر هَوَسَر)

$\frac{1}{2} \cdot \frac{1}{2} \cdot \frac{1}{2} \cdot \frac{1}{2} = \frac{1}{16}$
 $\frac{1}{2} \cdot \frac{1}{2} \cdot \frac{1}{2} \cdot \frac{1}{2} = \frac{1}{16}$
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 $\frac{1}{2} \cdot \frac{1}{2} \cdot \frac{1}{2} \cdot \frac{1}{2} = \frac{1}{16}$

عَمْرُوهُ - 2 (عَمْرُوهُ عَمْرُوهُ عَمْرُوهُ)

سورة: د قیامت ۲۸ آیتونه لري. د قیامت په نامه یې یادولای شو. د قیامت په نامه یې یادولای شو. د قیامت په نامه یې یادولای شو.

ދިވެހިސަރުކާރުގެ ގެޒެޓްގައި ބަޔާންކުރި ގޮތުގައި

ބަދަލު - 3 (އަދަދު - 3) - ބަދަލު (މިއަހަރު)

Form of Bid Security (Bank Guarantee)

WHEREAS,[name of Bidder] (hereinafter called "the Bidder") has submitted his Bid for the Project no.....issued by the Ministry of Communication, Science & Technology onfor construction of[name of Contract] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We [name of Bank] of [name of country] having our registered office at (hereinafter called "the Bank") are bound unto[name of Purchaser] (hereinafter called "the Purchaser") in the sum of *..... for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

SEALED with the Common Seal of the said Bank thisday of20.....

THE CONDITIONS of this obligation are:

- (1) If, after Bid opening, the Bidder withdraws his Bid during the period of Bid validity specified in the Form of Bid;
or
- (2) If the Bidder having been notified of the acceptance of his Bid by the Purchaser during the period of Bid validity:
 - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or
 - (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or
 - (c) does not accept the correction of the Bid Price pursuant to Clause 27,

* The Bidder should insert the amount of the Guarantee in words and figures denominated in Maldivian Rufiyaa. This figure should be the same as shown in Clause 16.1 of the Instructions to Bidders.

we undertake to pay to the Purchaser up to the above amount upon receipt of his first written demand, without the Purchaser's having to substantiate his demand, provided that in his demand the Purchaser will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE..... SIGNATURE OF THE BANK

މުވާދާ ދަށުން ދަންނަވާ ބޭނުންކުރާ ފޯމު، ބޭނުންކުރާ ފޯމު 4 - (ބޭނުންކުރާ ފޯމު - ބޭނުންކުރާ ފޯމު)

ބޭނުންކުރާ ފޯމު 4 - (ބޭނުންކުރާ ފޯމު ބޭނުންކުރާ ފޯމު - ބޭނުންކުރާ ފޯމު)

Form of Performance Bank Guarantee (Unconditional)

To:
[name & address of Purchaser]

WHEREAS [name and address of Supplier] (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. dated to execute [name of Contract and brief description of Works] (hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Supplier, up to a total of * [amount of Guarantee] [amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

*An amount is to be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract, in Maldivian Rufiyaa.

We hereby waive the necessity of your demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract documents which may be made between you and the Supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until the date of issue of the Defects Correction Certificate.

SIGNATURE AND SEAL OF THE GUARANTOR

Name of Bank

Address

Date

މުވާދާ ދަށުން ދަންނަވާ ގޮތުގައި، ބޭނުންކުރާ ފަރާތް، ރިއާޔަތް ދަންނަވާ ގޮތުގައި

ބޭނުންކުރާ 5 (އެއްވަނަ ބަޔާންކުރާ ގޮތުގައި ދަންނަވާ - ސަބަބު ފަދަ)

Form of Bank Guarantee for Advance Payment

To:
[name & address of Purchaser]

.....
[name of Contract]

Gentlemen:

In accordance with the provisions of the Conditions of Contract, of the above-mentioned Contract,
[name and address of Supplier] (hereinafter called "the Supplier") shall deposit with
[name of Purchaser] a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of [amount of Guarantee]
[amount in words].

We, the
[Bank or Financial Institution], as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to
[name of Purchaser] on his first demand without whatsoever right of objection on our part and without his first claim to the Supplier, in the amount not exceeding * [amount of Guarantee]
[amount in words].

We further agree that no change or addition to or other modification of the terms of the Contract or of Works to be performed there under or of any of the Contract documents which may be made between
[name of Purchaser] and the Supplier, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

* An amount is to be inserted by the Bank or Financial Institution representing the amount of the Advance Payment, in Maldivian Rufiyaa.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until
[name of Purchaser] receives full repayment of the same amount from the Supplier.

Yours truly,

SIGNATURE AND SEAL:

NAME & ADDRESS OF BANK/INSTITUTION

Technical Specification and Requirements

Project Name: Renewal of HPE AMC Warranty and Support for 1 Year

#	Requirements	Qty
MAINTANANCE AND SUPPLY OF 1-YEAR HARDWARE REPAIR/REPLACE, SUPPORT SERVICE INCLUDING 24 X 7 LOCAL TECHNICAL SUPPORT		
1.1	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE 3PAR 8200 Storage <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service Parts and Material provided 4 Hr Onsite Response Access to Advance Tech Specialists Remote Delivery Service Advanced HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response Access to Advance Tech Specialists 	1 Bundle
1.2	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE 3PAR 8400 Storage <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service Parts and Material provided 4 Hr Onsite Response Access to Advance Tech Specialists Remote Delivery Service Advanced HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response Access to Advance Tech Specialists 	1 Bundle
1.3	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE MSA 2040 SAN Storage <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service Parts and Material provided 4 Hr Onsite Response Advance Exchange Parts Exchange 	1 Bundle

#	Requirements	Qty
	<ul style="list-style-type: none"> Remote Support and Diagnosis HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	
1.4	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE MSA 2050 SAN Storage <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service Parts and Material provided 4 Hr Onsite Response Advance Exchange Parts Exchange Remote Support and Diagnosis HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	1 Bundle
1.5	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE C7000 Chassis <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service Parts and Material provided 4 Hr Onsite Response Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite No Usage Limitation HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	2 Bundle
1.6	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE VC FlexFabric-20/40 F8 <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service 4 Hr Onsite Response Parts and Material provided Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite No Usage Limitation HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support 	2 Bundle

#	Requirements	Qty
	<ul style="list-style-type: none"> Standard Response 	
1.7	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE VC FlexFabric-10 <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service 4 Hr Onsite Response Parts and Material provided Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite No Usage Limitation HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	2 Bundle
1.8	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE VC 16Gb 24Port FC <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service 4 Hr Onsite Response Parts and Material provided Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite No Usage Limitation HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	2 Bundle
1.9	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE BL460c Gen8 <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service 4 Hr Onsite Response Parts and Material provided Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite No Usage Limitation HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	4 Bundle
1.10	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE BL460c Gen9	4 Bundle

#	Requirements	Qty
	<ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service 4 Hr Onsite Response Parts and Material provided Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite No Usage Limitation HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	
1.11	Supply of HPE 1 Year Tech Care Essential and 24x7 Local Technical Support for HPE BL460c Gen10 <ul style="list-style-type: none"> HPE Hardware Maintenance Onsite Support <ul style="list-style-type: none"> 24 hrs, Day 7 Hardware Problem Diagnosis Onsite Support Service 4 Hr Onsite Response Parts and Material provided Global Coverage NextAvail TechResource Remote NextAvail TechResource Onsite No Usage Limitation HPE Software Technical Unlimited Support <ul style="list-style-type: none"> 24 Hrs Day 7 Software Technical Support Software Electronic Support Standard Response 	3 Bundle
1.12	Local 1-Year 24 x 7 On-site Technical Support Services and Labor for Item no 1.1 to 1.11	1 Nos
1.13	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W of Item no. 1.1 to 1.11	1 Nos
1.14	1-Year Software Configuration; Migration Services and Change request for <ul style="list-style-type: none"> HPE 3PAR SSMC HPE 3PAR SP HPE 3PAR Startup service HPE 3PAR Replication Configuration service HPE 3PAR Adaptive Optimization Configuration Service HPE 3PAR Storage Rebalancing and Tuning Service HPE InfoSight Configuration Service HPE C7000 Startup service HPE VC Configurations HPE VC FC Configuration HPE BL460c Startup service HPE MSA Startup service HPE SAN Network Configuration Service VMware Deployment Service for HPE BL460c HPE EVA Storage Rebalancing Service 	1 Nos
1.15	Service Level Expectations	1 Lot

#	Requirements	Qty
	<p>a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by client's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day.</p> <p>b) Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any.</p> <p>c) The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer.</p> <p>d) System maintenance and support services will include the following activities.</p> <ul style="list-style-type: none"> ✓ 24 x 7 on-line Support. ✓ Patch updating and major / minor software version upgrading support. ✓ Phone/Email TAC support must be provided during support period ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ Local TAC support plan must be maintaining by the Bidder for the maintenance period. 	
1.16	<p>Maintenance Support Services including on-site Technical Support:</p> <ul style="list-style-type: none"> • On-site hardware repair/replace, and maintenance support service should be delivered by experienced HPE Certified Engineer • On-site diagnostics and repair service should be delivered by experienced HPE Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance. • Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help we need is there when we need it • Flexible on-site response times that best meets the business requirements • Service summary report should provide after each work performed including recommendations for service to ensure optimal performance • Maintenance Support Engineer should check and ensuring the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge. • During each maintenance visit, field service Engineers should run tests to verify our system is functioning correctly in all operational modes, stopping problems before they start. • Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard. • Replacements of parts; labour; travels & accommodation and components should be included in the annual AMC • The support service vendor shall maintain critical parts locally in Male' to provide after sale support. At minimum the following spare parts should be available for a period of one (1) year annual maintenance contract for immediate replacement <ul style="list-style-type: none"> ○ 1Nos HPE 3PAR 8400 2N+SW Storage Controller ○ 1Nos HPE 3PAR 8200 2N+SW Storage Controller ○ 2Nos HPE 3PAR 8000 400GB+SW SFF SSD ○ 2Nos HPE 3PAR 8000 1.8TB+SW 10K SFF HDD ○ 2Nos HPE 3PAR 8000 6TB+SW 7.2K LFF HDD ○ 1Nos HPE MSA 2050 SAN Controller SFF Storage ○ 1Nos HPE MSA 2040 SAN Controller SFF Storage ○ 2Nos HPE MSA 2.4TB 12G SAS 10K SFF HDD 	1 Lot

#	Requirements	Qty
	<ul style="list-style-type: none"> ○ 2Nos HPE MSA 6TB 12G SAS 7.2K LFF HDD ○ 2Nos HPE MSA 1.8TB 12G SAS 10K SFF HDD ○ 2Nos HPE MSA 1.2TB 12G SAS 10K SFF HDD ○ 1Nos HPE BLc7000 Enclosure ○ 2Nos HPE 2400W Gold Hot Plug Power Supply ○ 1Nos HPE VC FlexFabric-20/40 F8 Module ○ 1Nos HPE VC 16Gb 24Port FC Module ○ 1Nos HPE VC FlexFabric-10 Module ○ 1Nos HPE BL460c Gen8 Motherboard ○ 1Nos HPE BL460c Gen9 Motherboard ○ 1Nos HPE BL460c Gen10 Motherboard ○ 2Nos HPE 300GB 6G SAS 10K SFF HDD ○ 2Nos HPE 3TB 6G SAS 7.2K MDL HDD 	
1.17	<p>Maintaining of Field Technical Support Delivery Engineers (Locally Employed in Bidder's Organization)</p> <p>It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. It is expected that the support service vendor will maintain necessary resources for on-site technical support during annual maintenance contract period. The support service vendor MUST have full time Certified Professional/Engineer under its payroll.</p> <p><u>Primary required certificates of the engineer(s):</u></p> <ul style="list-style-type: none"> • HPE 3PAR Installation, Startup and Support Certified • HPE 3PAR Service and Solutions Qualification Certified • HPE Storage Solution Certified • HPE BladeSystem Certified • HPE Virtual Connect • HPE Entry Storage HPE MSA <p><u>Additional required certificates of the engineer for Connected Hardware:</u></p> <ul style="list-style-type: none"> • Cisco CCNA Certified for Routing and Switching Certified • Cisco CCNA and CCNP Certified for Security Certified • CheckPoint Certified Administrator • VMware Certified <p><u>The support service vendor shall submit the following documents:</u></p> <ul style="list-style-type: none"> • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer 	1 Lot
1.18	HPE Virtual Connect Training (Instructor-led - HPE Certified Institute)	3 Pax

Note to Bidders:

1. All Training components must include Food, accomodation, Ticket Fare, Exam fees and any other fees applicable to carry out the Training mentioned in the specifications.
2. All trainings must be carried out by a HPE approved/certified training center.
3. Bidder must be either a registered HPE Partner or should provide authorisation document from HPE or HPE distributor approving the sale.
4. HPE Virtual Connect Training (Item No 1.18):
 - Cost for the item has to be submitted separately.

- Duration for Completion of the training will not be included in the duration for this project.
- Separate request for training will be made based upon the availability of staffs and availability of the training itself.

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#	Description	Part Number	Qty	Rate	Total
1	Renewal of HPE AMC Warranty and Support for 1 Year (As per the given technical information -Annex 7)				
2	HPE Virtual Connect Training (Instructor-led - HPE Certified Institute)				
Sub Total					
GST 8%					
Grand total					

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			٥٠٠٠٠ لایحه / ١٠٠٠٠٠ سکه سکه سکه:
			٥٠٠٠٠ لایحه / ١٠٠٠٠٠ سکه کریه کریه / ١٠٠٠٠٠ سکه:
٥٠٠٠٠ لایحه / ١٠٠٠٠٠ سکه	٥٠٠٠٠ لایحه / ١٠٠٠٠٠ سکه		٥٠٠٠٠ لایحه / ١٠٠٠٠٠ سکه کریه کریه / ١٠٠٠٠٠ سکه:

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دَرْ سَعُو رِخُو سِر رِزَرُو عَزَمُو:

وَمِنْهُمْ مَّنْ يَّهْدِي اللَّهُ سَبِيلَهُ وَمِنْهُمْ مَّنْ يَّضَلُّ اللَّهُ سَبِيلَهُ ۚ وَمَا يَضِلُّ إِلَّا السَّيِّئِينَ ۖ

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5. اِنِّى اَرْسَلْتُكَ بِرَحْمَةٍ مِّنْى

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6. تَرْجُمَةُ الرَّحْمَنِ الرَّحِيمِ

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7. $\frac{1}{x^2} = x^{-2}$ $\frac{d}{dx} x^{-2} = -2x^{-3} = -\frac{2}{x^3}$

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15. زُرَّهَ سَوْفُورٌ كَرْدٌ رَمُورٌ

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16. $\frac{1}{2} \times \frac{1}{2} \times \frac{1}{2} \times \frac{1}{2} \times \frac{1}{2}$

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24. የግዢ ሰነድ ለመስጠት የሚያስፈልጉትን ሰነዶች ይጻፉ

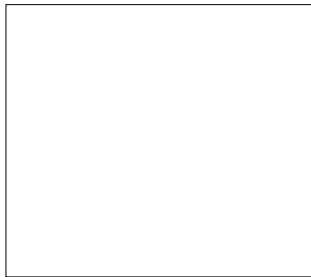
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وَمِنْهُمْ مَّنْ يَّهْدِي اللَّهُ فَمَا لَهُ مِنْ حِصَّةٍ وَلَا أَجْرٍ

1 **بَعَثْنَا رُوحًا**

مری مرے

(2) فَوَسِّرْ دُرُورًا دُرًّا

بَحْرُ حُرُوحٍ 2

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(19) فَوَسِّرْ دَارَ حَرَّةٍ دَارَ عِلْمٍ

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3 වන කොටස

අලුත් සේවයක් සඳහා අලුත් සේවයක් සඳහා

(19 වන කොටස)

1	අලුත් සේවයක් සඳහා අලුත් සේවයක් සඳහා (අලුත් සේවයක් සඳහා)	
1.1	අලුත් සේවයක්	අලුත් සේවයක්
1.2	අලුත් සේවයක්	අලුත් සේවයක්
1.3	අලුත් සේවයක් / අලුත් සේවයක්	අලුත් සේවයක් / අලුත් සේවයක්
1.4	අලුත් සේවයක්	අලුත් සේවයක්
1.5	අලුත් සේවයක්	අලුත් සේවයක්
1.6	අලුත් සේවයක්	අලුත් සේවයක්
1.7	අලුත් සේවයක්	අලුත් සේවයක්
2	අලුත් සේවයක් සඳහා අලුත් සේවයක් සඳහා (අලුත් සේවයක් සඳහා)	
2.1	අලුත් සේවයක්	අලුත් සේවයක්
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2.3	අලුත් සේවයක් / අලුත් සේවයක්	අලුත් සේවයක් / අලුත් සේවයක්
2.4	අලුත් සේවයක්	අලුත් සේවයක්
2.5	9790052	අලුත් සේවයක්
2.6	අලුත් සේවයක්	අලුත් සේවයක්
2.7	අලුත් සේවයක්	අලුත් සේවයක්