PCA Support and Renewal 1 Package खरिद सम्बन्धी स्पेशिफिकेशनमा संशोधन सम्बन्धी सूचना

यस निर्देशनालयबाट मिति २०७९/०६/१२ गते तदनुसार 28ᵗʰ September, 2022 मा प्रकाशित संकेत नम्बर PHQ/G/NCB/2079-080/30 को PCA Support and Renewal खरिद सम्बन्धी बोलपत्र कागजातमा उल्लिखित स्पेशिफिकेशनको बुँदा नम्बर २ र ३.५ मा Support Date December 31ˢᵗ, 2023 हुनु पर्नेमा अन्यथा भएको हुँदा स्पेशिफिकेशनमा सो अनुसार संशोधन भएको व्यहोरा सम्बन्धित सबैको जानकारीको लागि यो सूचना प्रकाशित गरिएको छ ।

Ammended Specification of PCA Support and Renewal

Items No.	Name of goods or related services	Technical description, specification and standard
		Requirements
1	**Hardware Support and annual warranty renewal**	
	Support and Warranty	OEM support and warranty provided should be valid at least till December 31st, 2023.
	Manufacturer Authorization	If the bidder is supplying the support and warranty from the third party, the bidder shall provide Manufacturer Authorization Letter from the manufacturer. If the bidder itself claims to be the manufacturer of the listed products, such bidder shall provide the proof of being the manufacturer.
1.1	Support and warranty renewal of Oracle Server X8-2 Compute Nodes	Quantity: 4 servers
		2x 24 cores Processor 2.4 GHz clock speed
		384 GB RAM
		2 x 1.2 TB Hard disk Drive
		2 x 100Gbps Ethernet ports
		1(G) and 2 x 10/25 Gb RJ 45 Ethernet E ports
		Oracle Customer Support Identifier No.: 22929622, 24100523
1.2	Support and warranty renewal of Oracle Server X8-2 Management Nodes	Quantity: 2 servers
		2x 16 cores Processor 2.3 GHz clock speed
		384 GB RAM
		2 x 1.2 TB Hard disk Drive
		2 x 100Gbps Ethernet ports
		1(G) and 2 x 10/25 Gb RJ 45 Ethernet E ports
		Oracle Customer Support Identifier No.: 22929622
1.3	Support and warranty renewal of Oracle SAN Storage	Quantity: 1
		Oracle ZFS Storage Appliance ZS7-2
		20 x 1.2TB 10000 rpm 2.5-inch SAS-3 HDD with Brackets
		20 x 14TB 7200 rpm 3.5-inch SAS-3 HDD with Brackets
		Storage Controller
		Dual controller with Each controller is configure with : 512 GB DDR4-2133 DIMM Memory 2 x Dual ports16 Gb Fibre Channel PCIe Universal HBA 2 x 2 Sun Storage 16 Gb FC short wave optics 1 x Quad Port 10G Base-T adapter
		Oracle Customer Support Identifier No.: 22929622, 22929624, 22929625
1.4	Support and warranty renewal of Oracle Capacity Storage	Quantity: 1
		20 x 14TB 7200 rpm 3.5-inch SAS-3 HDD
		2 X 200GB SSD, 2 X 7.68 TB SSD
		Oracle Customer Support Identifier No.: 24100523

1.5	**Support and warranty renewal of Switch**	Quantity: 4
		Cisco Nexus 9336C-FX2 Switch 36 Port 100 GbE
		Oracle Customer Support Identifier No.: 22929622
1.6	**Support and warranty renewal of Switch**	Quantity:1
		Cisco Nexus 9348GC-FXP Switch 48 Port Gb Ethernet Switch
		Oracle Customer Support Identifier No.: 22929622
1.7	**Support and warranty renewal of External Switch**	Quantity:1
		Cisco Catalyst 9500
		Contract Number: 204901386
1.8	**Support and warranty renewal of RACK with PDUs**	42U height Oracle Rack
2	**Oracle Software Support and annual warranty renewal**	
	Support and Warranty	**OEM support provided should be valid for at least till December 31st, 2023.**
	Manufacturer Authorization	If the bidder is supplying the support and warranty from the third party, the bidder shall provide Manufacturer Authorization Letter from the manufacturer. If the bidder itself claims to be the manufacturer of the listed products, such bidder shall provide the proof of being the manufacturer.
2.1	License and Support renewal of Virtualization Server and Management Software	License Software update and Support of Oracle Virtualization Server and Management Software
		Oracle Customer Support Identifier No.: 22929622
2.2	License and Support renewal of Operating Software	License Software update and Support of Oracle Solaris and Oracle Enterprise Linux
		Oracle Customer Support Identifier No.: 22929622
3	**Support and Service**	
3.1	**Support and Service**	The service provider should be able to execute back to back Service Support Agreement with listed equipment manufacturers and should able to provide the proof of support renewal by logging in respective manufacture web support portal.
3.2		The service provider should be an authorized Field Support Service provider in case of Oracle Hardware equipment.
3.3		The service provider should be able to login to respective equipment manufacturer's support portal and should able to download software program updates, patches, fixes, security patches, critical patch updates of Operating System software.
3.4		The service provider should be able to provide onsite hardware

		support with free replacement parts/units for faulty devices.
3.5		**The service provider should be able to provide support service 24 hours, 7 days a week at least till <u>December 31st, 2023.</u>**
3.6		The service provider should be able to access to respective manufacturer's support portal 24 x 7 and should be able to log service request online.
3.7		The service provider should be able to perform prescribed system maintenance, including installing software updates for system software, maintaining file system, replacing air filters and batteries as needed and tracking proactive diagnostic information.