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Product Specification for SYSTROME System Integration for Networking and Computing Devices 2 Days 5

विनिर्देश Specification	उप-विनिर्देश Sub-Spec	मूल्य Value
Buyer and Seller/ System Integrator Obligations and Responsibilities	Buyer's Obligations	Buyer to provide adequate space and access to the authorized personnel of the system integrator to work in the specified area. Buyer shall also nominate a Nodal officer from its organization to coordinate with System integrator, To make available power connection, Air conditioner, dehumidifier needed to maintain environmental condition required to operate all the items of the system (unless these items are part of items to be supplied by vendor and ordered separately.)
	Obligation and responsibilities of System Integrator	To ensure that all information, data and or documents given to them by the Buyer are kept confidential. The entire work of system integration and associated information as well as access to the buyer premises is given to the vendor/service provider/ system integrator under trust and hence any leakage of information or passing of the information for any commercial purpose/exploitation or any other purpose whatsoever shall amount to committing an offence of stealing and criminal breach of trust liable for criminal prosecution, No documents shall be allowed to be taken or transmitted outside the Buyers premises without written permission from buyer, in any manner what so ever. No employee of vendor/Service Provider/ system integrator shall share any documents or information relating to it to any outside unauthorized person. Any Violation will render immediate termination of contract along with forfeiture of Performance Security. Service Provider shall be wholly responsible in case of failure and will be liable to be prosecuted under the jurisdiction of the local court, The Service Provider shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by buyer, out of Buyer premises without prior written permission from Buyer
	OEM Authorisation	System Integrator has authorisation from OEM for all the hardware and software products covered in the system interation, Agreed to provide undertaking from OEM in the Name of Purchaser that OEM will provide support and spare for offered system for life time of equipment, Agreed to provide OEM confirmation that offered system are the latest (not end life).
Scope of Supply	Synopsis	System Integration is a process of building computing systems for clients by combining hardware, software, networking and storage products from multiple vendors/OEMs. The complete system may be distributed at multiple location with one or more control centre connected to each location
	Hardware and software items included in the scope of integration or CAMC	Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW)
	Scope of Installation Commissioning and Integration	Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW)
	Total Number of Locations	50
	Classification of Locations	Location X (Tier 1) : Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Ahmedabad, Pune location Y (Tier 2): Agra, Ajmer, Aligarh, Amravati, Amritsar, Asansol, Aurangabad, Bareilly, Belgaum, Bhavnagar, Bhiwandi, Bhopal, Bhubaneswar, Bikaner, Bilaspur, Bokaro Steel City, Chandigarh, Coimbatore Nagpur, Cuttack, Dehradun, Dhanbad, Bhilai, Durgapur, Erode, Faridabad, Firozabad, Ghaziabad, Gorakhpur, Gulbarga, Guntur, Gwalior, Gurgaon, Guwahati, Hubli-Dharwad, Hamirpurannur, Kanpur, Kochi, Kottayam, Kolhapur, Kollam, Kota, Kozhikode, Kurnool, Ludhiana, Lucknow, Madurai, Malappuram, Mathura, Goa, Mangalore, Meerut, Moradabad, Mysore, Nanded, Nashik, Nellore, Noida, Palakkad, Patna, Perinthalmanna, Pondicherry, Purulia Allahabad, Raipur, Rajkot, Rajahmundry, Ranchi, Rourkela, Salem, Sangli, Shimla, Siliguri, Solapur, Srinagar, Thiruvananthapuram, Thrissur, Tiruchirappalli, Tirur, Tirupati, Tirunelveli, Tiruppur, Tiruvannamalai, Ujjain, Bijapur, Vadodara, Varanasi, Vasai-Virar City, Vijayawada, Vellore, Warangal, Surat and Visakhapatnam Location Z (Tier 3): All other cities
Locationwise Scope of System integration	Number of X Locations	50
	Hardware and software items included in the scope of integration at X Location	Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW)
	System and Integration requirement at location X	Building and Deploying integrated system by connecting various hardware and software components
	Number of Y Locations	50
	Hardware and software items included in the scope of integration at Y	Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW)

location	
System and integration requirement at Location Y	Building and Deploying integrated system by connecting various hardware and software components.
Number of Z Locations	50
Hardware and software items included in the scope of integration at Z location	Firewalls - Packet filtering firewall : Circuit-level gateway : Stateful inspection firewall : Application level gateway : Next-generation firewall (NGFW)
System and integration requirement at Location Z	Building and Deploying integrated system by connecting various hardware and software components.
Technical Support Features	Support from Monday to Friday from 9:30 AM to 6:00 PM IST (Except Vendor Holidays)
Warranty Period of Comprehensive Maintenance and Technical Support included in the scope of integration & installation (Months)	12
Annual Comprehensive Maintenance and Technical Support after expiry of warranty period (Year)	First Year
High Severity Priority Issue, P1 Consists of	Customer declared critical issue with the concurrence of customer and vendor management
Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) for X Locations (Maximum in Hours)	10
Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) for Y Locations (Maximum in Hours)	10
Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) for Z Locations (Maximum in Hours)	10
Rectification	

Scope of Technical Support	Time of High Severity Priority Issue (P1) for X Locations (Maximum in Hours)	60
	Rectification Time of High Severity Priority Issue (P1) for Y Locations (Maximum in Hours)	60
	Rectification Time of High Severity Priority Issue (P1) for Z Locations	60
	Penalty for Non Adherence to P1 Response Time of Technical Support Value (Maximum 5 % of Technical Support Value)	NA
	Medium Severity Priority Issue, P2 Consists of	Any fault which causes failure of a non-critical feature of the application
	Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) for X Locations (Maximum in Days)	6
	Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) for Y Locations (Maximum in Days)	6
	Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) for Z Locations (Maximum in Days)	6
	Rectification Time for Medium Severity Priority Issue (P2) in X Locations (Maximum in days)	6
	Rectification Time for Medium Severity Priority Issue (P2) in Y Locations	6

(Maximum in days)	
Rectification Time for Medium Severity Priority Issue (P2) in Z Locations (Maximum in days)	6
Penalty for Non Adherence to P2 Response Time of Technical Support Value (Maximum 3 % Technical Support Value)	NA
Low Severity Priority Issue, P3 Consists of	Any remote upgrade or support not associated with resolution of a P1 or P2 issue
Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) for X locations (Maximum in days)	6
Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) for Y locations (Maximum in days)	6
Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) for Z locations (Maximum in days)	6
Rectification Time for Low Severity Priority Issue (P3) for X locations (Maximum in days)	6
Rectification Time for Low Severity Priority Issue (P3) for Y locations (Maximum in days)	6
Rectification Time for Low Severity Priority Issue (P3) for Z locations (Maximum in days)	6
Penalty for Non Adherence to	

	P3 Response Time of Technical Support Value (Maximum 2 % Technical Support Value)"	NA
Training	Number of days for which training to be provided at each location	2
	Batch size of the trainee	5
	Training Coverage	NA
<p>टिप्पणी Note:: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.</p>		
<p>ईपीबीजी विवरण ePBG Detail</p>		
<p>NA</p>		
<p>नियम और शर्तें Terms and Conditions</p>		
<p>1. General Terms and Conditions-</p> <p>1.1 This contract is governed by the General Terms and Conditions, conditions stipulated to this Product/Service as provided in the Marketplace.</p> <p>1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable</p>		
<p>नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।</p> <p>Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.</p>		