



## Bid Document for Server and Network Support Service IT

### Quantifiable Specification

Work to be carried out on a man-hour basis with a minimum commitment of 500 man-hours for two years and maximum of 800 man-hours per year. For the support, vendor will send one or two engineers with expertise in Microsoft, Network, Backup, RHEL, Storage and VMware with respect to nature of support requires.

In case of fault in servers you have to send support engineer within one hour of reporting the problem, or in urgent situations attend to the problem remotely. Remote access to the servers may not be provided routinely for security reasons. Vendor have to maintain details of logs of complain made date and time wise, work performed, visits to attend calls , nature of problem, action taken to resolve the problem in a prescribed format which will be countersigned by ITER India IT responsible officer.