RFP NO: CO: BOBCARD/ IT RFP / 2024-25, RFP Dated: 23rd October, 2024.

RFP for procurement of Servers, Network and Software component and Implementation.

➢ The bidder should manage the implemented solution for next one year after project declare as go live by BOBCARD.

➢ The successful bidder 's resources will be required onsite during this one-year support.

➢ This will be managed service support for entire setup along with day-to-day operation bidder should perform the existing VM, database and data migration but not limited to listed activities.

➢ The clauses mentioned in RFP will be applicable throughout this one-year support. SLA and penalty will be applicable as mentioned in the RFP 4. Service Levels page no 17. And the tickets logged in ticketing tool provided by BOBCARD.

SLA	Penalty
98%	2% of Quarterly Support Cost
95%	3% of Quarterly Support Cost
95%>	5% of Quarterly Support Cost

➢ Below is the summary of inventory including UAT, Dev, Production & DR as on day for which bidder has to support under managed services. The increase in inventory will be 20% year on year.

➢ 350 + VMs, where in 50% Windows & 50% Linux.

➢ 20 Oracle DB, 20 MS SQL DB, 14 MySQL DB

➢ The proposed solution/devices/Hardware/Software should be in leader's quadrant of Gartner magic quadrant at least one year out of last three financial year.