Corrigendum for :

"AMC for IT Infrastructure and Management at IIA Koramangala (Main Campus and Bhaskara Hostel) and CREST, Hosakote. "

"Scope of Items"

1. Web

   Responsibilities of the support engineer are as follows:

   1. On-site support engineer should keep the server updated with latest OS and security patches on a regular basis.

      Should be read as:

      On-site support engineer should be responsible for smooth and complete migration/update of web applications with the database intact (1 production Web server & 2 Test web server) in the following scenarios:

      ➢ Migration to a completely new hardware infrastructure
      ➢ Hardware infrastructure upgrade
      ➢ Whenever the next stable/secure version of CMS is available based on the status report of each web application

      Scope of migration includes:

      ➢ Sharing of detailed migration plan along with the activity checklist clearly specifying the time taken against each activity.
      ➢ Thoroughly checking/testing the compatibility issues if any on the test server before carrying out the migration on the production server.
      ➢ Post migration testing of the production server for individual web applications (functionality and page availability)

   2. Monitoring and prevention of attacks:

   (In addition to the existing point)

   The test report must be similar to the attached specimen "IIA Test Report format"

   4. Periodic developmental activities

      (In addition to the existing point)

   ➢ The onsite support engineer for web will be responsible for preparing proper documentation before taking up new developmental activities which must include scope

of the work, which version of CMS selected, Data base structure (ER Diagram), and UML diagrams (Use case and Activity diagram are mandatory. Sequence diagrams are required only for the web applications).

5. Database backup and maintenance

  ➢ On-site support engineer/NOC support will be responsible for daily backup and maintenance of entire database for different applications available on the webserver and store it on IIA backup server.

  Should be read as:

  On-site support engineer/NOC support will be responsible for daily backup and maintenance (including optimization) of entire database for different applications available on the webserver and store it on IIA backup server.

5. "24/7 support" *should be read as* " 24/7 NOC support"

During regular office hours (Mon–Sat, 9 – 6), problem logging (raising of issue tickets) and reporting to IIA authorities within 1 hour and proactive involvement in problem resolution.

After office hours, problem logging (raising of issue tickets) and reporting to IIA authorities within 1 hour + emergency remote/onsite support (on–call basis), otherwise NBD for non-critical issues.

6. Pro-active Monitoring and Reporting

  5. a. Server, switches and service availability

   Web server : 80,443,3306
   Mail server : 25,80,443,587,465,993,995,3306
   Print/Cups Server : 631
   LDAP & DNS Server : 389,636 and 53
   SBG Server : 25,41443
   FTP server : 21,80
   KSO : 443,3306
   Cloud server : 80,3306
   ERP server : 443,5432
   PRINTS(Library) : 80,443
   LIBSYS(Library) : 8080
   koha.iiap.res.in(Library) : 80
   ELOG : 80,443,3306
   ADITYA1 : 80,3306
   TMT/UVIT : 80,443
   EPABX (2 nos.) – 80,5061

Video capturing server: 80,443,3000,3306
Cluster–I (NOVA): 5000,6817,6819,8649,8651,3306,22,8306, 43671,7070, 41803,80
Cluster – II (HYDRA): 1700, 15001,15004,712,721,111,16286
And any other servers procured in near future.

 Managed Switches :
Cisco 4510RE = 1 no
Cisco 2960S = 4 no
Cisco 3850 = 1 no
Juniper EX2200 = 3 no
HP 1920 = 4 no
HPE Aruba 2930F 48 port = 1 no
Dell PowerConnect 24 Port = 2 no
D-Link Switches : 2 no
And any other switches procured in near future.

• Ping availability of all other Servers(25 Servers Approx) and devices.
   And any other servers procured in near future.

b. Response Time
c. Packet Loss
d. CPU, Memory and Disk Utilization
e. Fault Management
d. URL Availability
e. Link Availability for public servers and ISP (NKN & Sify)
f. Monthly executive summary report for the antispam server

6. Network and bandwidth monitoring

a. Availability monitoring
b. Alerts for Rx/Tx discards and errors
c. Monitor traffic for latency and utilization with threshold alerts for early detection of degradations.
d. Identify highly utilized and under-utilized links
e. Event log management and monitoring for network devices through web console & logging activity for the following:
   ➢ Securing the network from internal attacks
   ➢ Historical Analysis and Reports: current usage & future requirements are addressed thru performance management & capacity planning
   ➢ The historical graphs & reports help in understanding utilization and load patterns on servers and will assist in forecasting resource requirements well in advance
f. Half-yearly submission of network audit reports to check for security issues and network bottlenecks if any.

7. Data center resource monitoring and reporting

Monitor PAC and UPS parameters through BMS software using the BMS system

8. Value Addition Services:

a. Configuration of VLANS, trunk ports & Ethernet channels
b. Configuration of IPSEC VPN
c. Configuration of Firewall rules & Security policies
d. Switches IOS upgradations

Eligibility Criteria of the Vendor:

1. Vendor must have at least 5 years of experience in government institutions with similar platform, Unix environment. Experience in research organizations preferred.

   Should be read as:

Vendor must have at least 3 years of experience in government institutions/premier non-government institutions with similar platform, Unix environment. Experience in research organizations preferred.

5. Must provide reference letter from at least one client.

   Should be read as:

Must provide atleast three customer references. These customer references must be substantiated with individual customer letters relating to the experience in the above-mentioned technical domain.

6. Must have executed at least three similar projects in the last 5 years.
(Attach copies of PO)

   Should be read as:

Must have executed at least three similar projects in the last 3 years for contract value not less than 20 Lakhs.
(Attach copies of PO)

3. Additional:

➢ In case if any system support engineer proceeding on a leave, the vendor should provide an alternative man power resource with proper knowledge transfer of the present responsibilities of the concerned support engineer.

- ➢ In case of web engineer proceeding on leave exceeding 2 days, the vendor should provide an alternative man power resource with proper knowledge transfer of the present responsibilities of the concerned web engineer.
- ➢ The vendor must provide the details of technical capabilities and experience of the resources that they have identified for staffing for this requirement including the alternative resources.

Contract Clauses:

1. Penalty clauses to be agreed on.

   Should be read as:

   SLA has to be agreed upon by both the parties on the accepted terms and conditions. This must include QoS to be maintained (including consistency of man power allocation/alternative resources) and penalty in case of breaches amongst other things.

4. On-site deputation requires qualified personnel with minimum 2 years of relevant experience.

should be read as:

On-site deputation of system support engineer requires qualified personnel with minimum 2 years of relevant experience and webserver support engineer requires qualified personnel with minimum 5 years of relevant experience.

Penalty Clauses:

1. Failure in 24/7 NOC support for monitoring and reporting of the problem with in 1 hr during regular office hours/after office hours will invite penalty. This also includes failure on vendor's part to maintain consistency in onsite man power resource allocation.

2 failures of similar nature - 1% of the quarterly charges.

2-5 failures of similar nature - 3% of the quarterly charges.

Beyond 5 failures of similar nature - 5% of the quarterly charges.

2.Failure in maintenance and keeping of the Web Server up-to-date with all necessary software and security patches including executing the daily web backups will invite penalty. This also includes failure on the vendor's part to provide monthly test report for the web server audits as well as maintain consistency in onsite man power resource allocation.

2 failures of similar nature - 1% of the quarterly charges.

2-5 failures of similar nature - 3% of the quarterly charges.

Beyond 5 failures of similar nature - 5% of the quarterly charges.