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|-----------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Organisation Name</b>    | <b>Indian Institute of Geomagnetism, New Panvel</b>                                                                        |
| <b>Tender No.</b>           | <b>IIG/Tender/AMC/05/2021</b>                                                                                              |
| <b>Type of Organization</b> | <b>Research Centre</b>                                                                                                     |
| <b>Product Category</b>     | <b>AMC for the Veritas NetBackup appliances &amp; software for 1 year</b>                                                  |
| <b>Tender Type</b>          | <b>Single BID</b>                                                                                                          |
| <b>Tender Value</b>         | <b>Rs. 4,65,000/-</b>                                                                                                      |
| <b>Performance Security</b> | <b>3% of the value of the order</b>                                                                                        |
| <b>Location</b>             | <b>Indian Institute of Geomagnetism<br/>Plot No.5, Sector-18, Kalamboli Highway,<br/>New Panvel, Navi Mumbai – 410 218</b> |
| <b>Contact</b>              | <b>Purchase &amp; Stores Officer</b>                                                                                       |
| <b>Email</b>                | <b><u><a href="mailto:stores@iigs.iigm.res.in">stores@iigs.iigm.res.in</a></u></b>                                         |
| <b>Phone</b>                | <b>022-27484102</b>                                                                                                        |
| <b>FAX</b>                  | <b>022-27480462</b>                                                                                                        |

INDIAN INSTITUTE OF GEOMAGNETISM  
(AN AUTONOMOUS ORGANISATION OF THE DEPARTMENT OF SCIENCE &  
TECHNOLOGY, GOVT. OF INDIA)

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LIMITED TENDER ENQUIRY FOR service and support FOR VERITAS NETBACKUP  
APPLIANCES & SOFTWARE **FOR 1 YEAR**

Tender No. IIG/TENDER/AMC/05/2021

TENDER DOCUMENT

AT

Indian Institute of Geomagnetism (Department of Science & Technology)

Plot No.5, Sector-18, Kalamboli Highway,

New Panvel, Navi Mumbai – 410 218

**Subject: Limited tender enquiry to engage the AMC party for service and support of the Veritas NetBackup appliances & software solution for 1 year**

IIG has procured VERITAS backup solution consist of Veritas Netbackup 5240 (Hardware) & NetBackup 8.2(Software) in June 2018. This appliance is in operational condition. This is specifically in use for continuous online backup of critical servers and desktops of IIG IT infrastructure. After expiry of warranty period we are looking for local expertise agency to provide service and support for this appliance along with comprehensive hardware AMC contract.

Sealed quotations are hereby invited for the comprehensive AMC for the Veritas NetBackup appliances & software solution for 1 year at Indian Institute of Geomagnetism, Plot No.5, Sector-18, Kalamboli Highway, New Panvel, Navi Mumbai – 410 218.

**Description of the Veritas NetBackup appliances & software solution**

| Description                                                                                          | Quantity |
|------------------------------------------------------------------------------------------------------|----------|
| SYMC NetBackup BNDL 5230 Appliance 14 TB with 1 GB Ethernet-8GB FC                                   | 1        |
| NetBackup Platform Base Complete Edition Veritas Netbackup 5240 (Hardware) & NetBackup 8.2(Software) | 1        |

**Scope of work and Terms and Conditions**

**Scope of work:**

- 1. Comprehensive hardware AMC for Veritas Netbackup 5240 appliance (Hardware) & NetBackup 8.2(Software).**
- 2. Regular Service and support for backup solution management, configuration and troubleshooting.**
- 3. Netbackup 8.2 software**
- 4. Client side application agent installation and administration support**
- 5. Regular updates of Netbackup software and hardware firmware as per veritas service and support policy.**
- 6. Provide support for Veritas backup solution related integration work with other server, storage, network system**
- 7. Support should be remote and on site as per severity and need of the service call.**
- 8. To carry out Backup and restoration of any kind of data.**
- 9. To provide Day to day admin activity support whenever needed.**

## **TERMS & CONDITIONS**

1. The prices quoted are in INR inclusive of all taxes.
2. The party provide the support for 1 year in co-ordination with OEM/OEM authorized service partner.
3. Tenders not confirming to the Terms and Conditions and specifications mentioned in the tender documents are liable to be rejected
4. Institute reserves the right to accept or reject any tender offer without assigning any reason.

### **Price Validity:**

Four months from the date of opening of the price bid.

### **Payment Schedule:**

Bill of AMC to be presented six monthly basis.

### **Tender Details:**

Tenders are to be submitted in single sealed envelope mentioning “**Limited tender enquiry for the AMC of service and support for the Veritas NetBackup appliances and software for 1 year or send Email on [neeta.walunj@iigm.res.in](mailto:neeta.walunj@iigm.res.in).**”

To,  
The Purchase & Stores Officer,  
Indian Institute of Geomagnetism  
Plot No.5, Sector-18, Kalamboli Highway,  
New Panvel, Navi Mumbai – 410 218

On or before 28 October, 2021 by 15.00 Hrs.

Any bid received by IIG New Panvel after the deadline for submission of bids prescribed by IIG New Panvel, will be summarily rejected and returned unopened to the Bidder. IIG New Panvel shall not be responsible for any postal delay or non-receipt /non delivery of the document. No further correspondence on this subject will be entertained.