

CLARIFICATION # 01
TE # PROC-SERVICES/CB/PE&FD-4727/2020
SERVICE LEVEL AGREEMENT OF PDMS HARDWARE

Clause 2

- The term “Maintenance and Support services on behalf of OEM with local support” may kindly be explained in terms of exact delivery requirements from OEM and local partner respectively. If additional two years warranty is required from OEM/Manufacturer, than the same may kindly be confirmed for clarity. Is this a mandatory requirement?
- It is further submitted that for UPS, the OEM will be APC. Please advise, if batteries replacements is also to be included in the scope.

Clarification:

Maintenance and support services PDMS Hardware for next 02 Two years is mandatory which includes OEM extended warranty of hardware (Mentioned in clause 2.0 from Serial No 1 to 12) and Local support for Operating System (Mentioned in clause 2.0 in Serial No 13).

USP will be the part of SLA, however batteries being consumable part will not be the part of SLA.

Clause 3.1

- Kindly elaborate on Administered and security issues and expected specific support and services from the vendor.
- As we understand, vendor is required to consistently monitor your system for which no mechanism is indicated to perform monitoring function. Kindly advise your preferences in this regard so that solution can be offered accordingly.

Clarification:

Standard procedures have been explained already in Clause 3.1 of TOR, however issues/incidences highlighted/reported in periodic health checkup by the vendor shall be discussed and mutually decided in the monthly Service Review meetings with OGDCL Team (already mentioned in Clause 3.1 on page 5) and vendor has to suggest solutions for any security threat.

Clause 3.2

- Scope and details of hardware/systems by OGDCL for connectivity and allied requirements may kindly be advised.
- As we understand, vendor will install Operating Systems, configure and make the platform ready. In case of disaster, if complete restoration is required then it will need a valid system and most critical data backup which is customer’s responsibility. Moreover, configuration of SQL Database may also be required. In view of the above kindly clarify specific jobs in detail for vendor in case of disaster.

Clarification:

Vendor will only be responsible for inter server connectivity. External connectivity is not the responsibility of vendor.

Vendor will install Operating Systems, configure and make the platform ready. In case of disaster, if complete restoration is required then it will need a valid system and periodic backup is being recorded on Tap Library (which is already under maintenance by the vendor), most recent backup shall be available from Tap Library to perform disaster recovery. SQL Server Installation, Clustering, Configuration will be the responsibility of vendor with assistance from software provider in our case MS Schlumberger.