

COMPREHENSIVE AMC FOR HPC FACILITY

SCOPE OF WORK UNDER AMC

- a) **The party has to submit Manufacturer Authorization Certificate (MAC) for maintenance & service of HPC servers- duly approved by Lenovo (Original Equipment Manufacturer) to confirm service support agreement with OEM.**
- b) 3 years of Comprehensive AMC for all hardware and software components mentioned in annexure- I
- c) AMC Start date: Date of Release of Purchase Order
- d) At the beginning of AMC period, it is in the scope of party to restore HPC cluster to normalcy by repair/replacement of defective part/component/item (as mentioned in annexure-I) , if any
- e) **Supply and replacement of all defective parts/components of items mentioned in annexure-I is to be done by the party without any additional cost during the AMC tenure.** All parts shall be routed through Stores, IPRC. Damaged Hard disk in case of replacement shall be retained by IPRC due to information security guidelines of the organization. All other damaged parts excluding hard disk may be taken back by party after removal from machine.
- f) Quarterly preventive maintenance servicing shall be carried out (At least once in three months) on mutually agreed dates.
- g) Attending any number of break-down calls within 24 hrs of intimation by our contact person without any additional charges
- h) To provide support/troubleshoot/install new or upgrade existing software packages in HPC cluster and also resolve all sorts of software, hardware and Network (Ethernet and Infiniband) related issues of the cluster. The party has to provide the latest update or version of software mentioned in annexure-I during the AMC tenure
- i) The preventive maintenance for air cooling system and fire suppression system shall be carried out as per checklist provided by IPRC at the time of service
- j) The party should deploy service personnel who are having good knowledge and experience in handling HPC system

- k) Maintenance Log Book shall be maintained by the service provider and their engineer have to make entries in this log book whenever they undertake preventive/breakdown maintenance and the same will be certified by the IPRC focal point
- l) The maintenance Engineer of service provider shall submit a quarterly maintenance status report for each system to the focal point. The maintenance reports and quarterly bills shall be submitted through focal point. The focal point will forward the quarterly certificate to Accounts sections to the effect that service provider has carried out and completed their responsibilities in maintenance of the systems for release of payment
- m) **Recovery Clause:** It is the responsibility of the vendor to ensure high availability of HPC systems at IPRC Mahendragiri, as the facility is required for day to day activities. The following Recovery terms shall be applicable during AMC tenure:

SI no.	Problem	Baseline Performance	Penalty
1	In case of major breakdown (more than 2 nodes or complete shutdown of at least one of the cooling unit)	Party has to make the Cluster up and make operational within 20 days	0.5 % per day of the quarterly bill excluding service tax , subject to maximum of 10% of quarterly bill
2	In case of minor breakdown (2 nodes or less)	Party has to make the Cluster up and make operational within 10 days	0.25 % per day of the quarterly bill excluding service tax , subject to maximum of 10% of quarterly bill

- n) IPRC shall not be responsible for any loss of life or injury of the service personnel while performing the contract at our premises due to the natural calamities/accident/explosion etc. Hence insurance of the workers/staff deployed against such eventualities shall be done by party and no compensation shall be paid by us
- o) In the event of any damage to our property/ hardware due to the negligence of party's personnel, the responsibility shall solely rest with party for rectifying or compensating for the damage
- p) The party shall arrange for the police verification of service personnel and submit the report