

Clarification on query for Tender No. IGL/ET2/CP/CM17348 dated 03.02.2023, for AMC OF HARDWARE INFRASTRUCTURE & SOFTWARE

AT DC & DR.

Query								IGL Response
Line No.	Type	Model	Serial No.	Start Date	End Date	SLA	HWMA/SWMA	Support End Date
1	2498	R06	109641F	11-Dec-22	10-Dec-24	24X7 97%	HWMA	No Change
2	2498	R06	109649T	11-Dec-22	10-Dec-24	24X7 97%	HWMA	No Change
3	2498	R06	109648P	11-Dec-22	10-Dec-24	24X7 97%	HWMA	No Change
4	2498	R06	109648R	11-Dec-22	10-Dec-24	24X7 97%	HWMA	No Change
5	2077	224	7812296	11-Dec-22	10-Dec-24	24X7 97%	HWMA+SWMA	No Change
6	9846	AE2	1371270	11-Dec-22	10-Dec-23	24X7 97%	HWMA+SWMA	OEM support shall be provided till 10-Dec-23. Bidder has to provide support on best effort basis for further 1 year i.e. till 10-Dec-24
7	9846	AC3	78BT981	11-Dec-22	10-Dec-24	24X7 97%	HWMA+SWMA	No Change
8	9846	AC3	78BT971	11-Dec-22	10-Dec-24	24X7 97%	HWMA+SWMA	No Change