# **Datacenter Infrastructure Monitoring Maintenance RFQ**

MIC2 is issuing a request for quotation to renew the hardware and software maintenance for its existing DCIM system located in HQ datacenter.

Duration of the support contract is for **3 years.**

# **Hardware Bill of Quantity**

**Spare parts to be delivered to MIC2 Warehouse:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FusionModule2000-Monitor System** | | **Quantity** | **Unit Price** | **Total Price** |
| ECC800 | ECC800-MCU controller-SMS support | 2 |  |  |
| EN3MEIM03C101 | IT Cabinet Collector | 4 |  |  |
| UT-H606 | Other Network Accessory-Smart ETH gateway-48VDC-POE | 2 |  |  |
| GRS-RHSI | Sensor Signal Controller-Multi-function Sensor (Smoke /Temperature/humidity detection )-POE/Zigbee | 2 |  |  |
| 33010445 | Sensor-Liquid Level Sensor-Non positioning water immersion sensor detecting rope-5m | 2 |  |  |
| EBTSensor005 | temperature and humidity sensor | 6 |  |  |
| TE820H103B | Temperature sensor-cabinet temperature sensor- -10 degC~ +55 degC- +- 0.5degC(@ 25degC) - with 6 temperature detection points, 2.35m | 4 |  |  |
| **iManager NetEco For Data Center V600R008** | | |  |  |
| S5320-28X-PWR-SI | Network Equipment,Switch,S5320-28X-PWR-SI(24 Ethernet 10/100/1000 PoE+ ports,4 of which are dual-purpose 10/100/1000 or SFP,4 10 Gig SFP+,with 2 AC power) | 1 |  |  |
| IDSECC500SE0 | Energy Control Center 500 Serial | 1 |  |  |
| IDSRS485CMB0 | Controller - communication board, -RS485 communication board - supports 5 way isolated RS485 communication | 1 |  |  |
| IDSAIDIEXTB0 | Controller -AI/DI expansion board -AI/DI detection - support 4 channel AI/DI detection | 1 |  |  |
| 33010311 | Sensor-Smoke Sensor-12VDC-NO/NC | 1 |  |  |

|  |  |
| --- | --- |
| **GRAND TOTAL PRICE 1** |  |

# **Service level agreement**

|  |  |
| --- | --- |
| **Description** | **Total Price** |
| **4** preventive maintenance visits per year – Total 12 visits in 3 years. |  |
| unlimited corrective visits including but not limited software and/or hardware, cabling with accessories failure for 3 years |  |
| software support and updates including new features (SSA) for 3 years |  |

|  |  |
| --- | --- |
| **GRAND TOTAL PRICE 2** |  |

* Bidder must be an authorized Huawei partner especialized in datacenter vertical.
* Bidder must have certified Huawei engineer. Minimum 1 engineer certified as datacenter professional.
* Bidder must get an SSA (Software Service Agreement) from Huawei for the DCIM.
* Bidder must provide a list of engineers CV.
* Bidder must share previous implementation references for Huawei Fusion solution and DCIM solution in Lebanon and in the region.
* Bidder must be able to perform both hardware and software maintenance.

# **Key performance indicators**

|  |  |
| --- | --- |
| **KPI Package** | |
| **Help Desk** | 7\*24 |
| **Technical support information Sharing** | Access to Huawei Tech |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Remote CSR handling** | **Severity** | **Service Availability Time** | **Response Time** | **Emergency Recovery Time (98%)** | **Resolution Time (98%)** |
| Critical | 7\*24 | 15 min | 16Hr | 49 CD |
| Major | 5\*8 | 30 min | 14 CD |  |
| Minor | 5\*8 | 30 min | NA | 81 CD |
| Technical Enquiry | 5\*8 | 120 min | NA | 28 CD |
| **Software update and implementation** | Included | | | | |

# **Killing Factor**

* Bidder must be an authorized Huawei partner especialized in datacenter vertical.
* Bidder must share previous implementation references for Huawei Fusion solution and DCIM solution in Lebanon and in the region.