

Request for Quotation / 報價請求

Subject:	IT Equipment & Network Maintenance and Support Service		
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煩請按下列要求報價：

No.	Item / Model / Description	Qty.
<u>Service Period: 01.07.2022 to 30.06.2023 (12 months)</u>		
<u>Service Level</u>		
1. Provide at least one 7 x 24 support hotline for critical issue 2. 6 x 12 nd and 3 rd level maintenance and support services 3. 1 hour response, 2 hours onsite for critical issue and 4 hours onsite for normal		
<u>Scope of work</u>		
To perform a number of specific activities. Details of this activities are described in the table below, along with purpose and frequency of each:		
#	Activity	Frequency
A1	Perform preventive maintenance, which include and not limit to health check, performance monitor and maintain server uptime. Provide information of any potential issues, recommendation for the enhancement of performance and security protection.	Monthly
A2	Monitor the utilization and performance of storage, CPU and memory	Monthly
A3	Monitor network capacity and performance, and identify where network capacity is reaching its limit	Monthly
A4	Check status of system vulnerability and security software updates	Monthly
A5	Support the equipment and systems (refer to the part B) identify and troubleshoot software and hardware problem, take responsibility for liaising with third-parties to resolve issues.	As necessary
A6	The supplier will investigate any suspicious activity or unexpected software behavior that could be the result of malicious software or individuals, such as viruses or hacking	As necessary

A7	In the event of a significant IT failure or problem (e.g. complete server failure or security breach), the supplier will do everything possible to restore service.	As necessary
A8	Update hardware firmware, install software patches, service packs and configuration change; Update will usually be tested before being rolled out, and work will be performed out of office hours or at mutually agreed time.	As necessary
A9	Document changes of network diagram	As necessary
A10	Provide on-loan equipment and parts if a defective equipment cannot be recovered within 72 hours. Consultancy and support for the replaced equipment and recovery into agreed configurations.	As necessary
A11	<p>According to the CVE alert and the CVE relate to our environment, need the patch or firmware update to solve the issue (10 service man days per year, 1 man day = 1 office day = 8 hours of office hour = 4 hours of non-office hour , minimum of half man-day per call), the service content includes:</p> <ul style="list-style-type: none"> - Existing device/ system fine-tuning and re-configuration (New device installation, implementation and relocation excluded); - Firmware and patch update / upgrade; - Standby services for emergency response to high-risk and emergency events; - Telephone, email and on-site support services; - Technical consultant will provide SOW and estimated token cost for each job request after discussed with customer; 	As necessary

Equipment, Software and Services covered:

The replacement of damaged parts, software subscription, hardware and technical support for the Item B1 will be included.

#	Description	Qty.
<u>B1. Hyper-converged infrastructure</u>		
B1.1	<p>Hardware</p> <p>Sangfor aServer-2200 x 3 nodes (E5 2660v4 x 2, 128GB Memory, 128GB OS Disk, 6 x 1GB + 2 x 10GE), include (for 3 nodes):</p> <ul style="list-style-type: none"> - 8TB 7200RPM 3.5" SATA HDD (Enterprise) x 16; - Intel SSD 2.5" 960GB-SSD x 7; - Dual Optical 10GE x 3; - SFP+ 10GE Multimode Optical Module x 12 	1 Set
B1.2	<p>Software</p> <ul style="list-style-type: none"> - Superdog USB Key x 1; - Sangfor aSV x 6 CPU; - Sangfor aSAN x 6 CPU; - Continuous Data Protection Base Software 	1 Set

<u>B2. Network Equipment</u>		
B2.1	Juniper SRX345 Services Gateway	2 Set
B2.2	Juniper EX4300-48T	2 Set
B2.3	Juniper EX3400-48T	1 Set
B2.4	Ruckus ZoneDirector 1125	1 Set
B2.5	Cisco Catalyst 2960S 24GigE	5 Set
B2.6	Cisco Catalyst 2960S 48GigE	2 Set
B2.7	Cisco Catalyst 2960S 24GigE PoE	2 Set
B2.8	Cisco Catalyst 3750X 48 Port Data IP Base	2 Set
B2.9	Cisco SG550XG-8F8T 16 Port 10G Stackable Managed Switch	2 Set
B2.10	Cisco SG550XG-24F-K9 24 Port 10G Stackable Managed Switch	2 Set
<u>B3. Application System</u>		
B3.1	Microsoft Windows Server - Active Directory - DNS	2 Virtual

條款:

1. 報價時請列明所有條款
2. 報價請以澳門幣結算及付款方式
3. 註明完成項目週期