

Requirements for Hardware Maintenance Contract
For
Fiji Ports Corporation Limited

Fiji Ports Corporation Limited and its subsidiaries, Ports Terminal Limited and Fiji Ships & Heavy Industries Limited are Government Commercial Companies (100% government owned).

The Information Technology and Communications Department (ITCD) requires SLA for HMC_S from reputable ITC Vendors who are required to provide the following information :

1.0...Background information on Vendors :

- An updated Company Profile
- A list of customers on SLA with the company on the Servers
- A list of certified personnel along with certifications (Preferably in IBM Server Maintenance)

2.0...Requirements of the Tender :

- Quarterly servicing, formal signed reports, follow-ups on hardware issues
- Maximum downtime in Suva and Lautoka shouldn't exceed 0.5 hours maximum
- Server logs Monitoring and follow-ups
- The vendor should have each part of each server mentioned in this document at any point of time available for replacement in case of hardware failure

3.0...The tender should include a copy of Maintenance contract that should cover the following :

- Penalty that Fiji Ports Corporation Ltd can charge (in monetary terms) if any of the clauses highlighted above are not met
- The Annual hardware maintenance Costing (vat inclusive),charged quarterly
- The Contract should be for 2 years, reviewed annually

Servers in Fiji Ports Corporation Limited that will be under Hardware maintenance:

	Model
1	IBM System x3650 M2
2	IBM system x3650
3	IBM System x3650
4	IBM System x3650
5	eserver x series 346
6	eserver x series 346
7	xSeries 345
8	eserver xseries 335
9	eserver xseries 335
10	eserver xseries 330

11	eserver xseries 330
12	ibm x3250 M2

One Server is in Lautoka, and Eleven other servers are in Suva area.

All completed tender Documents should be submitted as follows :

Request For Tender – FPCL SMC

The Chief Executive Officer

Fiji Ports Corporation Limited

Muwaiwalu House, Walu Bay, Suva

The Tenders are to be dropped in Tender Box (marked RFT – FPCL SMC) placed in the Lobby of Muwaiwalu House in Walu Bay before 4.00pm of 26th December,2011.

For any further information, contact Deepak@fijiports.com.fj or call on 3279105.

[End of Document-Page 3 of 3]