

**Response to Bidders Queries - Power Information Technology Company (PITC)  
Tender No. PITC/G-224(80)/12-2022**

**for “Support /maintenance services for already deployed hardware/equipment and software at PITC centralized call center”**

Sr No	Firm Name	Queries by bidder	Clarifications by PITC																								
1		The related existing Huawei contract ID or serial number of deployed equipment.	The existing equipment list is attached at Annex – I with model numbers.																								
2	M/s Zong	Please confirm the Level of service required. (Refer to below table)	Vendor will be responsible to ensure up time of deployed hardware/equipment and software for 24/7 operations of call centre and will provide all related facilities.																								
Huawei Co-Care Services provide multiple maintenance service packages to flexibly meet CSPs requirements.																											
<table border="1"> <thead> <tr> <th data-bbox="358 684 776 720">Service item</th> <th data-bbox="776 684 943 720">Basic</th> <th data-bbox="943 684 1089 720">Standard</th> <th data-bbox="1089 684 1230 720">Premier</th> </tr> </thead> <tbody> <tr> <td data-bbox="358 720 776 793">Technical Assistance Center (TAC) Support (L3 Only)</td> <td data-bbox="776 720 943 793">24x7</td> <td data-bbox="943 720 1089 793">24x7</td> <td data-bbox="1089 720 1230 793">24x7</td> </tr> <tr> <td data-bbox="358 793 776 829">Online Self-help Support</td> <td data-bbox="776 793 943 829">Yes</td> <td data-bbox="943 793 1089 829">Yes</td> <td data-bbox="1089 793 1230 829">Yes</td> </tr> <tr> <td data-bbox="358 829 776 865">Rights to Software Updates</td> <td data-bbox="776 829 943 865">Yes</td> <td data-bbox="943 829 1089 865">Yes</td> <td data-bbox="1089 829 1230 865">Yes</td> </tr> <tr> <td data-bbox="358 865 776 900">Advance Hardware Replacement</td> <td data-bbox="776 865 943 900">9x5xNBD-S</td> <td data-bbox="943 865 1089 900">9x5xNBD</td> <td data-bbox="1089 865 1230 900">24x7x4</td> </tr> <tr> <td data-bbox="358 900 776 951">Rights to Maintenance Tools</td> <td data-bbox="776 900 943 951">Yes</td> <td data-bbox="943 900 1089 951">Yes</td> <td data-bbox="1089 900 1230 951">Yes</td> </tr> </tbody> </table>		Service item		Basic	Standard	Premier	Technical Assistance Center (TAC) Support (L3 Only)	24x7	24x7	24x7	Online Self-help Support	Yes	Yes	Yes	Rights to Software Updates	Yes	Yes	Yes	Advance Hardware Replacement	9x5xNBD-S	9x5xNBD	24x7x4	Rights to Maintenance Tools	Yes	Yes	Yes	
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Rights to Maintenance Tools		Yes	Yes	Yes																							

## Annexure- I

<b>Hardware Description</b>	<b>Vendor</b>	<b>Model</b>
Storage	Huawei	2600 V3
Voice Gateway	Huawei	U1960
Servers (BC1M23HG5B)	Huawei	RH2288 V3
Servers (BC1M23EC03)	Huawei	RH2288 V3
Network Switches for Agents	Huawei	S1720
Core Switches	Huawei	S5720
Firewall	Huawei	USG6350