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**Maldives Land and Survey Authority**  
Ministry of Housing and Infrastructure  
Male', Republic of Maldives.

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**MALDIVES LAND AND SURVEY AUTHORITY**  
Male', Republic of Maldives

# **Terms of Reference**

## **For support and maintenance of GIS server infrastructure**

**August 2016**



## 1. Purpose

Maldives Land and Survey Authority hosts GIS server which provides location based services to the government agencies and the public. This Terms of Reference provides our requirements for support and maintenance services for GIS infrastructure.

## 2. Definitions:

Supporting Hardware: All Computer equipment specified in Annex 1, or any computer equipment(s) replaced by Support Provider in place of the equipment specified in Annex 1.

Support Provider: Any party that is contracted to provide Maintenance support services for Hewlett Packard's (HP) Hardware

Vendor: Hewlett Packard (HP).

Client: Maldives Land and Survey Authority

## 3. Agreement

The Support contract period is for one year. The agreement begins when it has been signed by both parties.

## 4. Service Description

Support Provider should offer installation, configuration, troubleshooting, documentation and assistance with client to keep the GIS Servers up running.

## 5. Cost Schedule

Support Service will be paid monthly. No further charges should be levied for the responsibilities stated in Clause 6.



## 6. Responsibilities and terms

Responsibilities by the support providers are as follows:

1. Assist with Supporting Hardware lifecycle management
2. Rectify all hardware related problems that occur in Supporting Hardware. If Supporting Hardware in question is critical for the operation of infrastructure, Support Provider must rectify on the same day by providing complete replacement, repair or a temporary solution. If it is a temporary solution, Support Provider must provide details and a proper maintenance timeline which will fully rectify the problem. If Supporting Hardware is not critical, problems should be rectified 5 business days.
3. Support Provider should provide original warranties from vendors for Supporting Hardware that are being replaced.
4. Maintain a client hardware inventory that will be updated at least quarterly. This will be the sole inventory which support services will be provided to.
5. Coordinate with other ITS Departments and 3rd party vendors as needed.
6. Log changes to any server's environment.
7. Perform planned maintenance on a scheduled basis based during the maintenance window agreed to by Client and Support Provider.
8. Provide the client contact with notification of service disruptions and emergency maintenance as soon as feasible.
9. Review each supported hardware annually, or as agreed by both Client and the Support Vendor, to evaluate the IT needs of the customer and provide appropriate recommendations.

In order to protect the interests and assets of the client, Support Provider may be required to render services beyond those described in this document. Such additional support is provided at the Support Provider with Client consultation. This work may result in additional charges.



### Client's responsibilities are as follows:

1. Assign and maintain an on-site departmental technical contact (liaison) for Support Provider. The technical contact will provide application support for the customer's application or can act as a liaison to the customer's infrastructure support group.
2. Respond to Support Provider inquiries in a professional and timely manner.
3. Agree to a maintenance window for scheduled maintenance, either for the site or by system.
4. Consult with Support Provider before making hardware or software changes related to supported systems.
5. Adhere to a hardware and software lifecycle which meets or exceeds the minimum configuration requirements for the systems supported for the customer based upon recommendations provided by Vendor or Client.
6. Provide timely payment for support services charges monthly.
7. Responsible for communicating specific service availability and any service interruptions or outages to application users.

## 7. Key Metrics

- During normal business hours, Incidents must be responded to within four (4) hours after notification to the service provider using email.
- During normal business hours, Service Requests must be responded to within one (1) business day after notification to the service provider using the email.

## 8. Communication

A **Service Request** means any request made by a client to the Support provider for routine operational support. To make a Service Request or report an Incident, the client may use the following communication means to report incidents.

1. Email to designated support email address.
2. Phone support provider number.



During normal business hours, Service Requests must be responded to within one (1) business day after notification to the service provider. Service Request changes can be made at any time.

## 9. Routine Maintenance

Because hardware should be regularly upgraded to allow for growth and change in the use of information technology, the client expects routine maintenance to be scheduled periodically to comply with new standards and upgrades. Support Vendor can notify the Client when such work is needed. Growth or change initiated by the Customer may warrant a Service Review of their current environment.

## 10. Confidential Information

The Support Provider and the Client shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

## 11. Warranty

1. The Support Provider warrants that all the hardware replaced are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
2. Support Provider further warrants that the hardware replaced shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the Maldives.
3. The warranty shall remain valid for twelve (12) months after the replaced hardware, or any portion thereof as the case may be, have been delivered to and accepted.
4. The Client shall give notice to the Support Provider stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.
5. Upon receipt of such notice, the Support Provider shall repair or replace the defective hardware or parts thereof, at no cost.



## 12. Force Majeure

For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the Support Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Support Provider. Such events may include, but not be limited to, acts of the Support Provider in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. If a Force Majeure situation arises, the Support Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Support Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



## Annex 1

### List of hardwares that Support Provider must provide maintenance and support

No.	Machine Product Code	Description
1	2S6017B090	HP Storage Works 2312fc G2 Dual Controller Modular Smart Array
2	2S6019D111	HP Storage Works MSA2000 Dual I/O 12 x LFF 3.5" Drive Storage Enclosure
3	CZC202UH0S	HP 8/24 Base (16) Full Fabric Ports Enabled SAN Switch
4	SGH020XLWK	HP ProLiant DL360 Generation 6 (G6) Rack CTO Chassis
5	SGH020XLXV	HP ProLiant DL360 Generation 6 (G6) Rack CTO Chassis
6	SGH020XLXW	HP ProLiant DL360 Generation 6 (G6) Rack CTO Chassis
7	SGH020XLXT	HP ProLiant DL360 Generation 6 (G6) Rack CTO Chassis
8	SGH202XKKV	HP ProLiant DL360 G7 Rack Mount Server