



CLOUD BOX

IT INFRASTRUCTURE LLC



TECHNOLOGY SIMPLIFIED

TRUSTED

IT ADVISORS

Client	Radisson Blu Hotel Ajman	Attention	Mr. SYED ALI
Account Manager	Anju M R	Reference	CBIT-ERP/CRM-255/04/15/2020
Date	Thursday, 28 September, 2023		
Subject	RFP: Server AMC		

PROPOSAL

Server AMC

Commercial PROPOSAL No. CBIT-1755



REVISION 1.1

DATE Thursday, September 28, 2023

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Dear,

Thank you for providing us with the opportunity to propose our Services to your esteemed organization.

Cloud Box mission is to inspire, enable and empower our employees, our clients, and our communities to prosper.

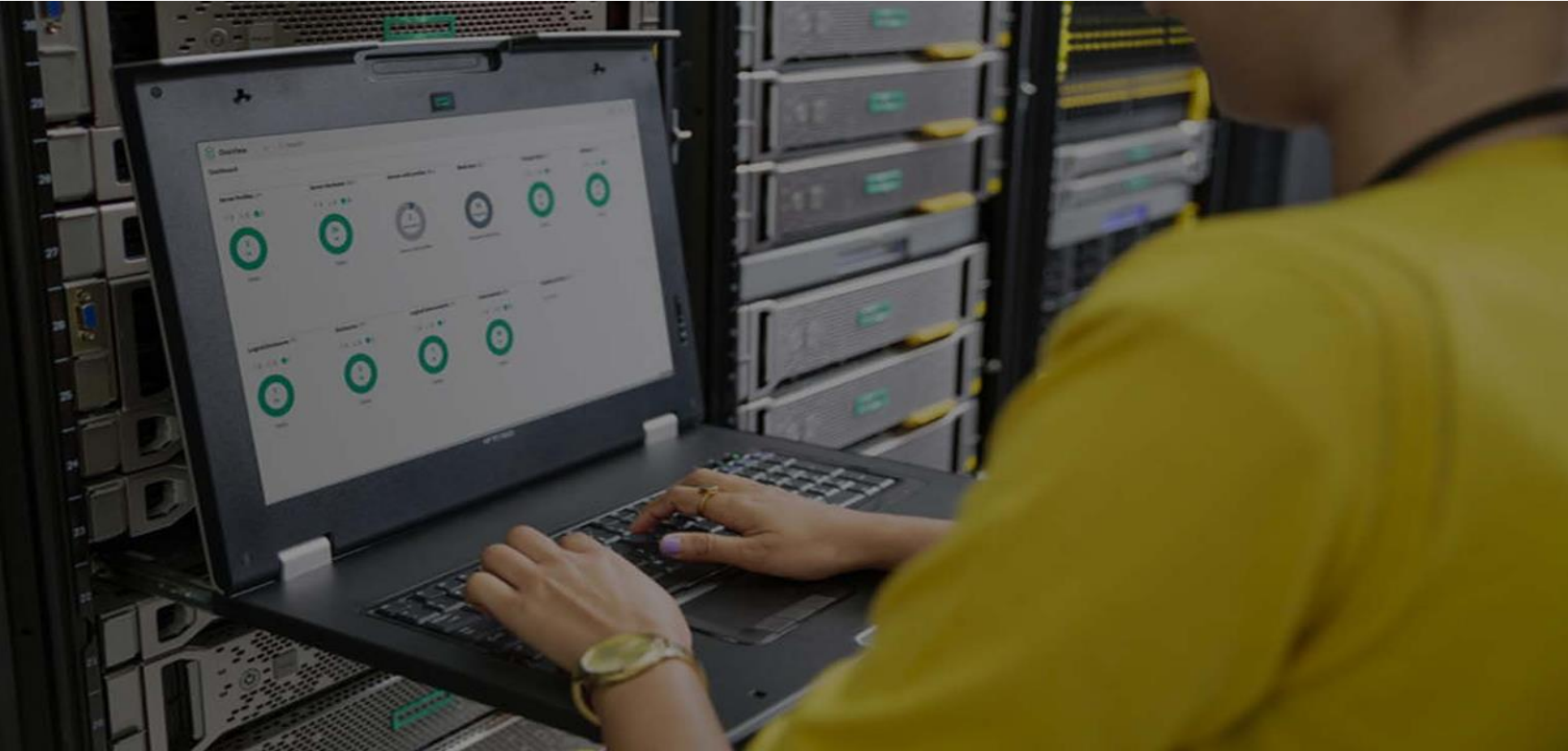
We support leaders of organizations by gathering best-in-class expertise, matching exceptional people with opportunities to drive efficiencies and accelerate success for our clients.

Our culture is built on a “people first” principle—we achieve the very best client services by ensuring the proper support, development, and satisfaction of Cloud Box consultants. Cloud Box Teams are catalysts of innovation, create lasting partnerships, and are committed to delivering superior results.

Regards

Mohammed Sameer

ENTERPRISE ACCOUNT MANAGER



OUR APPROACH, HOW WE DO IT

At Cloud Box Our People: Staying ahead of business trends. We see technology within the context of our clients' businesses.

CBIT is flexible to client's requirements in that it does not represent any software or hardware vendor but is open into providing technical recommendations. We normally share insights in regard to our solutions with our prospective clients and discuss how we can create a risk-free business environment to their businesses. We work with each client to come up with a practical set of technology measures that align with the client business needs.

Proactively monitor and diagnosing issues to deliver solutions ahead of any pain that would slow business functions or impair business growth. The result is more focused technology resources. The result is more effective technology strategies. The result is better business health. Exceeding its customers' expectations without compromising the project's quality, cost and time. Long life relationship and capacity building to our customers is the compass that drives CBIT.

WHY CLOUD BOX

You are working with the trusted IT advisors, who are looking out for your best interests. We harvest our team knowledge to collectively craft the solutions that make business technology work for our clients and our self. We focus on end-to-end IT Solutions that enhance business productivity while addressing possible risks and security concerns that may harm company's information assets, the main decision-making drivers.

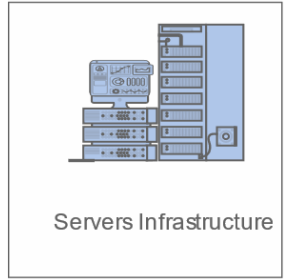
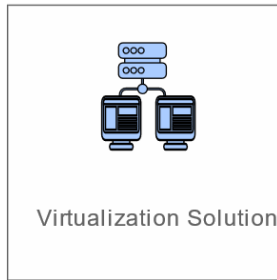
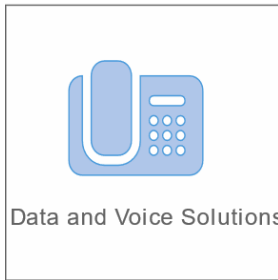
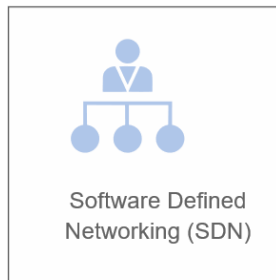
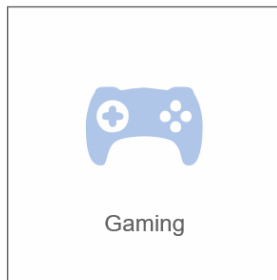
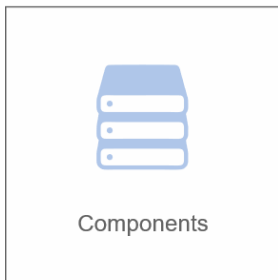
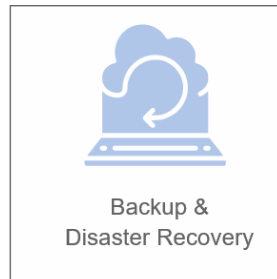
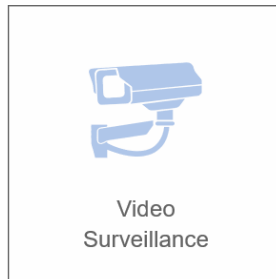
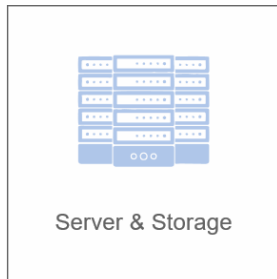
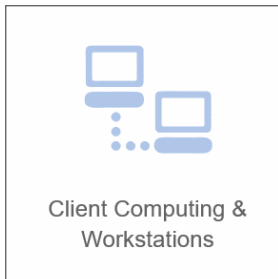
Our deep industry knowledge enables us to provide customers with effective solutions that help them improve security, compliance, system reliability and productivity. We deliver on our commitments, so that our customers can build strong relationships and trust with their customers to achieve profitable growth and win in the marketplace.

Our investment in our people, means we attract the best and we retain them for years, with our experienced and highly skilled team, we provide expertise both on-site and, in the cloud, we have real-world experience and credentials.

Technology changes daily: We are dedicated to stay informed of technology changes; we are able to bring the best of that we discover to the table.

OUR SERVICES

- Data Virtualization Solution
- Enterprise and Data Center Networking
- Mobility and Wireless Solutions
- Performance Management
- Private and Hybrid Cloud
- Security Solutions
- IT Infrastructure Management
- Data Center Infrastructure
- Infrastructure Monitoring
- Capacity Management
- System security, Virus protection
- Active Directory Services
- Data and Voice Network
- Backup and Storage Solutions
- System Upgrades, Patch installations
- Virtualization Solutions
- IP Telephony
- CCTV Solutions
- Retail Solutions
- Firewalls
- Intrusion detection and prevention systems
- Access Control Systems
- Corporate Antivirus
- Vulnerability scan and penetration testing
- Cloud services
- Microsoft 365
- Azure services



FEW OF OUR PARTNERS

VERITAS

VEEAM

Acronis

 Red Hat

 SUSE

Jabra^{GN}

kaspersky

eset

 Bitdefender

 TREND
MICRO

CITRIX

 Microsoft

vmware

DELL

Lenovo

AVAYA


GRANDSTREAM
CONNECTING THE WORLD

 Polycom

EnGenius

infilink
TECHNOLOGIES


CISCO

FORTINET

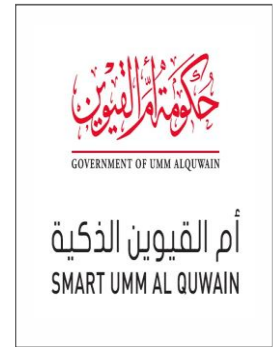
NetApp


Hewlett Packard
Enterprise

odoo



FEW OF OUR CUSTOMERS



Objective:

Cloud Box would offer a comprehensive AMC contract to maintain the system availability and the critical Systems of Radisson Blu Hotel avoiding infrastructure interruption to maintain the service continuity and infrastructure resilience.

Project Approach:

- 1- Information Gathering about the items under the AMC contract.
- 2- Hardware inspection.
- 3- Conducting Maintenance & Corrective or Predictive Maintenance.
- 4- Collect all information to meet the performance needed.
- 5- Original Hardware replacement whenever necessary for Servers.
- 6- Hardware firmware upgrade if necessary and OS Patching.
- 7- Support & upgrade firmware to latest version.
- 8- Responded to tickets by Infrastructure Team with an agreed SLA.
- 9- Monthly Visits to do Preventive Maintenance & Corrective Maintenance (12 Visit a year).
- 10- Service report will be provided to the concerned team with the maintenance details, finding and recommendation if any.
- 11- Application/Storage Throughput, IOPS performance etc.
- 12- Provide consultancy if required to Infra Team whenever requested for the mentioned Systems
- 13- After the installation end user training will be conducted to the concerned team.

Project Scope:

- 1- On-Site support/Maintenance service to be provided shall consist of preventive maintenance and Remedial maintenance to keep the Equipment in proper condition.
- 2- Remedial cost shall be provided at no additional cost to Radisson Blu Hotel .
- 3- Contracted items troubleshooting incase of any failure or system down situation
- 4- Replacement of faulty equipment /spare in case of system down situation.
- 5- Replacement of faulty equipment/spares in case of any failures.
- 6- Change of the configuration, or any new configuration. Changes in the configuration policies affecting application functionality.
- 7- Consultation on future expansions.
- 8- Diagnosis of the contracted material for hardware and software malfunctioning.
- 9- System level hardware & software technical support.
- 10- If required re-installation, configuration, reconfiguration of the listed equipment.
- 11- Supply and installation of patches to correct bugs, as well as occasional updates.
- 12- Minimum (12) Twelve preventive maintenance visits, the maintenance to include hardware cleaning and proper maintenance, relevant operating system updates, general fixed, product minor and major updates, configuration and replacement of faulty systems.
- 13- Preventive maintenance covers backup of all system/equipment under the contract
- 14- Preventive maintenance must cover all the tested updated, patches, firmware and service packs to all items covered in the contract.
- 15- Preventive maintenance must cover all tested updates, Patches, firmware and service packs to all products covered equipment/products.
- 16- Preventive Maintenance must include health check to all items covered under the contract and report should be submitted to Radisson Blu Hotel IT Department
- 17- Parts replaced during the period of maintenance services shall be at no cost to Radisson Blu Hotel .
- 18- Genuine/Original and new Equipment/parts if in case required to replace.
- 19- To Keep a standby unit, while RMA (Return Material Authorization) processing for the defective unit.
- 20- To keep stock of Equipment/spare parts for all contracted items, and should not be out of operation due to unavailability of equipment/spare parts

- 21- Onsite Support Visits/Calls should be Unlimited, and Remote Support/Email/Telephonic Support also should be Unlimited
- 22- Support/maintenance services for 24X7 including public holidays and weekends (24 hours a day, 7 Days a week). All planned outages for maintenance to take place will be scheduled with Radisson Blu Hotel IT Department and Cloud Box coordination.

Deliverables:

- 1- Healthy infrastructure environment for servers & Storage.
- 2- Scandisk, defrag and free disc space check for SAN.
- 3- Monthly maintenance checkup for mentioned devices.
- 4- Firmware update for all devices to latest version.
- 5- Provide any kind of hardware or software failure with in case of replacement, the replaced component must be branded and genuine.
- 6- Preventive Maintenance & corrective.
- 7- Support for Devices in case of any incident.
- 8- Email configuration to send traps or notifications in case of failure.
- 9- Comprehensive Support – 24x7x365
- 10- Troubleshooting Configuration & any functional issues related to setup and in the contracted items/appliances.
- 11- Replacement of faulty equipment/spares in case of any failures.
- 12- Consultations on future expansions.
- 13- Co-ordination and support with hardware, software vendors will be done by Cloud Box
- 14- Preventive Maintenance and remedial maintenance as per Radisson Blu Hotel Scope
- 15- Health check report for listed items as per the Radisson Blu Hotel Scope of work, Service report at the closure of each case.
- 16- Support Timelines – As required by Radisson Blu Hotel as per SLA mentioned above
- 17- This AMC is comprehensive includes Service + Hardware and Software of the listed items.

Items covered under the AMC:

#	Servers	Windows OS	Serial Number	Model No	Product number:
1	Domain Controller	Windows server 2012 R2 STD	CZJ7130C43	HPE DL380 Gen9 8SFF CTO Server	719064-B21
2	Interface	Windows server 2012 R2 STD	CZ171400VX	HPE DL20 Gen9 G4400 NHP Ety Svr	829889-291
3	Iscale	windows server 2012 STD	CZJ7130C44	HPE DL380 Gen9 8SFF CTO Server	719064-B21
4	Secondary - Domain Controller	Windows server 2019 STD	CZ29390GT0	HPE DL380 Gen10 4210 1P 32G 8SFF Svr	P02464-B21
5	Paytrax/Vicas/FMC	Windows server 2012 R2 STD	CZJ7130C45	HPE DL380 Gen9 8SFF CTO Server	719064-B21

Annual Support & Maintenance

This agreement is for 12 months. Start date is from signing of the agreement by both parties and collection of first payment.

Declaration: We hereby confirm the agreement of all the specific mentioned terms and conditions of the Tender. We have read the requirements and responsibilities and agree to comply with Radisson Blu Hotel rules and regulations

Pricing information for the servers and Storage:

Pricing Option	AMOUNT
One Year AMC including vendor support for one year	12,000 AED

VAT is not included in the price.

Payment: Monthly basis after each visit Cloud Box will submit the invoice.

AUTHORIZATION

CLIENT agrees to the scope of work as outlined on the above proposal dated **Thursday, September 28, 2023**

Cloud Box IT Infrastructure is directed to proceed with the scheduling as outlined on the proposal. Authorization and commencement of above work requires a signed copy of this proposal and a down payment with following details.

CLIENT

Cloud Box IT Infrastructure

Organization name	Organization name
Title	Title
Signature	Signature
Date	Date

CONTACT US

CLOUD BOX IT INFRASTRUCTURE LLC

TELL US A LITTLE ABOUT YOUR BUSINESS AND WE WILL GET BACK TO YOU WITH SOME IDEAS AS SOON AS POSSIBLE.

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www.cloudboxit.com

WE'RE HERE TO HELP | Our business hours

Sunday to Saturday - 9:00 a.m. to 9:00 p.m.

