

Date 16th June 2025

QUOTATION FOR: Calling sealed quotation for Go Anywhere Managed File Transfer (HTTPS)- Secure Folder Solution Annual Maintenance Contract (AMC) & Professional Services and Support for One Year.

Reference as per approved Work Requisition dated 09/06/2025, Sealed and superscribed quotation for the Service mentioned bellow in Annexure 'A' are invited by the undersigned to reach us on/before 27th June 2025 up to 15:30 hrs. The quotation shall be superscribed as "QUOTATION FOR: Go Anywhere Managed File Transfer (HTTPS)- Secure Folder Solution Annual Maintenance Contract (AMC) & Professional Services and Support for 1 Year. Including Security Paths and new versions and first level troubleshooting.

Where" (and address to THE DIRECTOR, CIRT, PUNE – 411 026).

Quotation will be opened on 27 June 2025 at 16:30 PM at CIRT. Quotation received after the due date or quotation not complying with our terms and conditions given overleaf are liable to be rejected. your representative may be present at the time of opening quotation.

Note:

- 1) Please enclose Go AnyWhere Services and Support cost for one year in the quotation.
- 2) Your rates should include GST and other taxes if applicable.

Thanking You,

Yours Faithfully,

Head-ASD

Terms and Conditions

Annual Maintenance Contract (AMC) for Go Anywhere Managed File Transfer (MFT) – Secure Folder HTTPS Solution

1. Parties

This Annual Maintenance Contract (“Agreement”) is entered into by and between:

- **Service Provider:** [Your Company Name], having its registered office at [Your Address], hereinafter referred to as “Provider.”
 - **Client:** CIRT, having its office at **Post Box No. 1897, Pune-Nasik Road, Pune – 411026. Landmark: Pune – Nasik Road** hereinafter referred to as “Client.”
-

2. Scope of Services

Under this AMC, the Provider agrees to offer the following support and maintenance services for the Go Anywhere MFT Secure Folder HTTPS Solution:

- First Level Troubleshooting and resolution of software issues.
 - Assistance with patches, upgrades, and minor version updates.
 - Configuration tuning and system optimization.
 - Professional Services Go Any Where ticket.
 - Advance Admin and Operational Level Remote Support.
 - Technical support via email, phone, or remote access during business hours.
 - Quarterly performance and security reports (if applicable).
 - Documentation support for audit or compliance needs.
-

3. NDA

- NDA will be required to sign between the Service provide and CIRT.
-

4. Term and Renewal

- This AMC is valid for a period of **12 months** from the effective date of the renewal period.
-

5. Version Upgrade

New version upgrades and Patches of Go Anywhere Managed File Transfer (MFT) Secure Folder HTTPS Solution.

6. Support Hours

- Standard Support: Minimum **Monday to Friday**

7. Service Level Agreement (SLA)

- Response Time: Within **4 working hours** from ticket logging.
- Resolution Time: Based on the complexity, but typically within **1-2 business days** for standard issues.
- High-priority incidents (service outages/ Software down): Addressed on an urgent basis with progress updates every 2 hours.

8. Fees and Payment

- The payment is payable within 30-day after acceptance of work order and signing of the NDA.

9. Termination

- Either party may terminate the agreement with **30 days' written notice**.

12. Governing Law and Jurisdiction

This agreement shall be governed by and construed in accordance with the laws of Pune Jurisdiction, and any disputes shall be subject to the exclusive jurisdiction of the courts of Pune Jurisdiction.

Annexure 'A'

Sr.No	Description	Quantity	Unit Rate	Toal Amount
1	<p>Go Anywhere Managed File Transfer (HTTPS)- Secure Folder Solution Annual Maintenance Contract (AMC) & Professional Services and Support for One Year from date of AMC renewal Including Security Paths and new versions and first level troubleshooting Monday to Friday.</p> <ul style="list-style-type: none"> • First Level Troubleshooting and resolution of software issues. • Assistance with patches, upgrades, and minor version updates. • Configuration tuning and system optimization. • Professional Services Go Any Where 2 tickets. • Advance Admin and Operational Level Remote Support. • Technical support via email, phone, or remote access during business hours. • Quarterly performance and security reports (if applicable). • Documentation support for audit or compliance needs. 	01		
2	Total Amount Including GST			