



MALDIVES
CUSTOMS
SERVICE

Project Name: **Supply, Migrate, Installation and Configuration of IP CCTV VMS Systems,
including Professional Services; Training and Technical Support**

Tender Reference No.: **(IUL)14-PR/1/2022/98**

Tender Submission Date: **06th December 2022**

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Issued by: **Maldives Customs Service**

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1. INSTRUCTION TO BIDDER'S

1.1 Introduction

Maldives Customs Service (MCS) seeks experienced and reputed vendors, including support service providers and system integrators, who have proven expertise in the **Supply, Migrate, Installation and Configuration of IP CCTV VMS Systems, including Professional Services and Training with Technical Support**.

The purpose this request for proposal (RFP) is intended for competitive vendors who are interested in submitting proposals for the **Supply, Migrate, Installation and Configuration of IP CCTV VMS Systems, including Professional Services and Training with Technical Support**. This RFP provides vendors with the bill of materials and technical support requirements for successful responses.

The vendor is expected to examine all instructions, terms, and technical specifications in the RFP. Failure to furnish all information or documentation required by the RFP documents shall result in the rejection of the bid.

1.2 Employer's Right to Accept or Reject

MCS reserves the right to accept or reject any bid, to accept part/ package wise and to cancel the bidding process and reject all bids, at any time before the award of the contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for MCS's action.

1.3 Responsiveness of Tender

In responding to this RFP, the vendor accepts full responsibility for understanding the RFP in its entirety, and in detail, including making any inquiries to MCS as necessary to gain such understanding.

If a bid is not substantially responsive to the bidding documents, it shall be rejected. It may not subsequently be made responsive by the bidder by correcting the material deviation, reservation, or omission. MCS shall examine the bids to confirm that all documents and technical documentation requested in RFP have been provided and to determine the completeness of each document submitted.

MCS expects that the proposer would have allocated the required team compositions having specific skill sets and professional experience.

Most importantly, it is expected that the Bidder will maintain necessary resources on-site during crucial project stages that require closer interaction with MCS during installation, configuration, integration, training, testing, etc. The bidder shall attach the professional certificate of the engineer for reference.



2. TECHNICAL REQUIREMENT AND SCOPE OF WORKS

2.1 Bills of Material and Scope of Works

#	Requirements	Quantity
1. Supply, Migrate, Installation and Configuration of IP CCTV VMS Systems, including Professional Services; Training and Technical Support		1 LOT
1.1	Video Management System	1 Bundle
1.1.1	The VMS shall have a Server Hive Architecture wherein: <ul style="list-style-type: none"> a. All servers in a system are equal and synchronise system databases (device configurations, system configuration, user rights) in real-time without the need for operator configuration or an additional administrative interface. b. A user can connect to any system server to see and manage the entire system. c. Servers support automatic camera failover to ensure the limited loss of video recording in the event of hardware or network failure. 	1Nos
1.1.2	The specified VMS System shall comprise four (4) applications that work together seamlessly. <ul style="list-style-type: none"> a. Cloud b. Server c. Desktop Client d. Mobile Client 	
1.1.3	The VMS shall be supplied with a minimum 70 IP camera device license and Mimum 4 Display License. The license shall be perpetual.	
1.1.4	The VMS shall have built-in developer tools which are accessible from any System Server's Web Admin Interface (compatible with all major browsers) and should include, at a minimum: <ul style="list-style-type: none"> a. A Generic Events Generator b. Server API c. Video Source Integration SDK d. Storage SDK e. Metadata SDK 	
1.1.5	The VMS will use secure technologies for inter-application communication and security.	
1.1.6	The VMS will not require licenses to increase the number of supported devices, users, or servers.	
1.1.7	The VMS Server application shall support the following operating systems: <ul style="list-style-type: none"> - Windows 10 Home, Windows 10 Pro, Windows 10 Enterprise - Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 - Ubuntu 16.04 LTS, Ubuntu 18.04 LTS, Ubuntu 20.04 LTS - ARM / Debian Developer Boards: NVIDIA Jetson Devices, Raspberry Pi Devices 	
1.1.8	The VMS Server application should be a publicly available, free download.	
1.1.9	The VMS Server application should require no prerequisite proprietary or 3 rd party software and database technologies during installation.	
1.1.10	The VMS Server Application shall automatically discover, stream, and record any ONVIF Profile S IP camera located on the same subnet as the server application.	
1.1.11	The VMS Server Application shall manually discover, stream, and record RTSP, HTTP, or UDP (multicast, unicast) streams.	
1.1.12	The VMS Server application shall support up to 1000 concurrent TCP connections.	
1.1.13	The VMS Server application shall record and stream video of any resolution and frame rate limited only by hardware.	
1.1.14	The VMS Server application shall support automatic camera failover without any additional licenses.	
1.1.15	The VMS Server application will support unlimited users and custom user roles.	
1.1.16	The VMS Server application shall support any storage medium – HDDs, SSDs, SD cards, DAS, NAS, or other network-attached storage devices or locations.	



#	Requirements	Quantity
1.1.17	The VMS Server application shall support LDAP / Active Directory / Open LDAP integration for user login credential management.	
1.1.18	The VMS Server application shall record and stream H.264, H.265, and MJPEG streams.	
1.1.19	The VMS Server application shall record and stream AAC, PCM (Mu-Law, A-law), g726, and MP3 audio.	
1.1.20	The VMS Server application shall transcode streams on-demand for delivery to 3 rd party systems or devices in H.265, H.264, MJPEG or WebM codecs.	
1.1.21	The VMS Server application shall be able to provide pass-through high or low-res HLS streams from connected devices.	
1.1.22	The VMS Server application shall allow system administrators to recover archives from any storage medium using a re-index archive feature.	
1.1.23	The VMS Server application shall be able to send HTTP PUT or GET requests to 3 rd party systems or devices.	
1.1.24	The VMS Server application shall support Ipv4 or Ipv6 addressing.	
1.1.25	The VMS Server application shall allow operators to set custom network routing configurations for system servers to optimize network routing and usage.	
1.1.26	The VMS Server application shall allow operators to monitor the CPU, RAM, NIC, and HDD usage in real-time.	
1.1.27	The VMS Server application shall track all operator actions to allow audits.	
1.1.28	The VMS Server application shall generate automatic crash files every time there is an unexpected crash of the Server application.	
1.1.29	The VMS Server application shall allow operators to change the size of reserved disk space for storage drives.	
1.1.30	The VMS Server application shall support configuration and events from binary I/O contacts on supported devices – including IP cameras and I/O devices.	
1.1.31	The VMS Server application shall support sending email notifications via SMTP using TLS, SSL or unsecured connections.	
1.1.32	The VMS Server application shall support scheduled backup of recording archives to local, networked, or cloud storage locations.	
1.1.33	The VMS Server application shall allow on-demand backup of recording archives to local, networked, or cloud storage locations.	
1.1.34	The VMS Server application shall allow concurrent recording of all connected cameras/streams to two (2) servers in real time.	
1.1.35	The VMS Server application will have a web administration interface that allows users to view live or recorded video from a single camera at a time in high or low resolutions.	
1.1.36	The VMS Server application will have a web administration interface. That allows system administrators to view real-time server health monitoring statistics (CPU, NIC, and HDD usage).	
1.1.37	The VMS Server application will have a web administration interface that allows operators to cloud merge two systems together or disconnect the VMS Server from the VMS cloud application.	
1.1.38	The VMS Server application will have a web administration interface that allows users to view all available servers in the system.	
1.1.39	The VMS Server application will have a web administration interface that allows operators to switch between server interfaces.	
1.1.40	The VMS Server application will support any RAID configuration of the storage medium.	
1.1.41	The VMS Desktop Client application shall support the following operating systems: <ul style="list-style-type: none"> • Windows 7, 8, 10, 11 Window Server 2012, 2012R2, 2016, 2019 • Ubuntu 16.04 LTS / 18.04 LTS / 20.04 LTS • macOS 10.14 / macOS 10.15 	
1.1.42	The VMS Desktop application shall allow operators to view and interact with the following media types: <ol style="list-style-type: none"> a. Live Streams: H.265, H.264, MJPEG b. Offline Media: AVI MKV MP4 MOV TS M2TS MPEG MPG FLV WMV 3GP JPG PNG GIF BMP TIFF c. I/O Devices: Status and Triggers d. Servers: Real-Time Server Health Monitoring Status 	
1.1.43	The VMS Desktop application shall allow the operator to scroll to zoom in on any part of the Viewing Grid.	
1.1.44	The VMS Desktop application shall allow the operator to drag & drop to reassign cameras from one server to another.	



#	Requirements	Quantity
1.1.45	The VMS Desktop application will have a flexible timeline that allows operators to view the dates of any and all archived video in the System for a specific camera or groups of cameras.	
1.1.46	The VMS Desktop application will allow operators to manually create bookmarks – with a start time, end time, name, description, and tags – for later search. Automated Bookmarks shall also be able to be created using the Rules engine.	
1.1.47	The VMS Desktop application should allow operators to create automation using the Rules Engine.	
1.1.48	The VMS Desktop application shall allow operators to create Soft Triggers – programmable, 6ptimize6ble buttons which sit on top of streams in the Viewing Grid – to trigger any available system action.	
1.1.49	The VMS Desktop application shall have icons located on the top of live camera streams which allow operators to dewarp fisheye cameras, control PTZ cameras, apply client-side image enhancement, execute smart motion search, create zoom windows, rotate items to any orientation, and activate stream or file info.	
1.1.50	The VMS Desktop application shall allow operators to create Zoom Windows (up to 63 zoom windows on a single item in a 64-bit OS) – a magnified view of a part of a live stream, recorded videos, or static images.	
1.1.51	The VMS Desktop application shall allow operators the ability to execute a Smart Motion search by selecting a subset of a live camera stream with results shown in red on the flexible timeline. Smart Motion search should be able to search a year (12 months, 365 days) of archived video in less than one (1) second.	
1.1.52	The VMS Desktop application will allow users to search live cameras by name, manufacturer, IP address, MAC address, and status.	
1.1.53	The VMS Desktop application shall allow operators to search video archives by date and time with a responsive, adaptive timeline.	
1.1.54	The VMS Desktop application will have a Storage Analytics feature allowing operators to analyse the system’s storage capacity based on available drives and real-time and historical bandwidth analysis.	
1.1.55	The VMS Desktop application will allow the management and configuration of all System devices, users, and resources in a single unified interface.	
1.1.56	The VMS Desktop applications will automatically discover available systems on the same network as the computer running the desktop application.	
1.1.57	The VMS Desktop application will automatically recover and reconnect to a system in the instance the server the operator is connected to becomes inaccessible for any reason.	
1.1.58	The VMS Desktop application will allow operators to show or hide adaptive thumbnails in the timeline panel.	
1.1.59	The VMS Desktop application will allow batch configuration of camera recording schedules, fps, and quality.	
1.1.60	The VMS Desktop application will allow operators to drag and drop multiple system resources onto the Viewing Grid at the same time.	
1.1.61	The VMS Desktop Application will allow administrators to modify time 6ptimize6ble6on settings for the system to 6ptimiz online resources (NTP servers) or to set up a dedicated local time server.	
1.1.62	The VMS Desktop application will allow operators to view, search and export all system events and system logs and trails.	
1.1.63	The VMS Desktop application will allow administrators to back up and restore the system database.	
1.1.64	The VMS Desktop application will allow administrators to create an unlimited number of custom user roles.	
1.1.65	The VMS Desktop application will allow administrators to create and share lockable layouts.	
1.1.66	The VMS Desktop application will allow administrators to update layouts in real-time.	
1.1.67	The VMS Desktop application will allow users to record their screen in full resolution and up to 30fps.	
1.1.68	The VMS Desktop application will have a Video Wall mode which will allow operators to control the application remotely.	
1.1.69	The VMS Desktop application will have a Media Player mode which will allow operators to use the application as a media player.	
1.1.70	The VMS Desktop application will remember past system connections and user credentials and will allow operators to quickly search for and switch between systems.	
1.1.71	The VMS Desktop application will allow operators to adjust the aspect ratio and streaming quality (high resolution or low resolution) of items displayed on the viewing grid.	
1.1.72	The VMS Desktop application will display I/O devices as an individual items on the viewing grid and allow operators to create custom names for inputs and output.	
1.1.73	The VMS Desktop application will allow users to 6ptimize6 the layout of I/O panels on the item in the viewing grid, including indicators for inputs and buttons for	



#	Requirements	Quantity
	outputs.	
1.1.74	The VMS Desktop application will allow users to de-warp any fisheye lens using automatic calibration or manual calibration without needing any third (3 rd) party SDKs.	
1.1.75	The VMS Desktop application will allow users to create fully 7ptimize7ble viewing tours, which include any combination of live video streams, offline videos, images, websites (or URLs), I/O devices, and Server health monitoring status.	
1.1.76	The VMS Desktop application will allow system administrators to modify and save a shared layout to affect an instantaneous change to that layout on the VMS Desktop application of any user connected to the system viewing that layout (when the system administrator saves the layout, will update in real real-time any user viewing that layout).	
1.1.77	The VMS Desktop application will support two-way audio between operators and supported devices.	
1.1.78	The VMS Desktop application will support audio alerts as an action that can be played on users' computers or connected system devices.	
1.1.79	The VMS Desktop application will support PTZ presets and tours.	
1.1.80	The VMS Desktop application will support PTZ presets and tours in fisheye cameras using de-warp mode.	
1.1.81	The VMS Desktop application will allow operators to schedule recording for connected cameras and devices with options to force minimum and maximum storage durations.	
1.1.82	The VMS Desktop application will allow operators to configure pre and post-recording for motion events.	
1.1.83	The VMS Desktop application will allow operators to 7ptimize camera streaming quality from connected devices automatically using low, medium, high, and best quality selectors or manually in the camera.	
1.1.84	The VMS Desktop application will allow users to export videos by selecting an area on the timeline and right-clicking to export.	
1.1.85	The VMS Desktop application will support single video export in .avi, .mp4, or .mkv formats. It will offer the option to transcode any client-side effects (image enhancement, de-warping, timestamps) as part of the exported video.	
1.1.86	The VMS Desktop application will support multi-video export in an executable format to create a fully portable version of the VMS Desktop application, including all exported video files.	
1.1.87	The VMS Desktop application shall have a rapid review export feature which will allow operators to compress any length of video into a short video (e.g. export 8 hours of archives into a 30-second video clip).	
1.1.88	The VMS Desktop application shall allow system administrators to activate or deactivate system licenses on Internet-connected systems.	
1.1.89	The VMS Desktop application shall allow users to force open an alarm layout triggered by any system or 3 rd party event with one or many associated cameras or resources.	
1.1.90	The VMS Desktop application will have a hidden configurable method of increasing the number of items allowed on the viewing grid.	
1.1.91	The VMS Desktop application shall allow users to adjust the configuration of devices.	
1.1.92	The VMS Desktop application shall support keyboard shortcuts to control various interface options, including PTZ mode, Smart Search mode, & layout control.	
1.1.93	VMS will allow analytics from the camera and other supported devices with analytics	
1.1.94	The VMS Desktop application will force users to set an initial password for the camera upon enrollment for best cyber security practices.	
1.1.95	The VMS Desktop application should allow operators the ability to create and send custom Push Notifications to Mobile Application users.	
1.1.96	The VMS Desktop application should allow operators to access a camera web page as part of the Camera Settings dialogue both locally and remotely (proxied via VMS) with a dedicated browser window embedded in the Camera Settings Dialog.	
1.1.97	Technical Support: <ul style="list-style-type: none"> - 3-Years of Technical Support for the entire IP CCTV VMS System and its components - 8 x 5 On-site business hour availability and 2-hour response time 	1Nos
1.1.98	Local 3-Year Software Configuration; Migration Services and Change request	1Nos



#	Requirements	Quantity
1.1.99	Installation, Configuration, Migration and Vendor Certification Training as per item 1.5 Professional Services	1Nos
1.2	HPE MSA Storage Expansion (144TB RAW Capacity) for VMS with 3-Year Hardware Warranty and Technical Support	1 Bundle
1.2.1	HPE MSA 2040 16GbE Fibre Channel SFF Storage – Upgrade	1 Nos
1.2.2	HPE MSA 2040 SAS 12G 2U 12-disk LFF Drive Enclosure	2 Nos
1.2.3	HPE MSA 10TB 12G SAS 7.2K LFF (3.5in) Midline 512e Hard Drive	16 Nos
1.2.4	HPE 1.0m External Mini SAS High Density to Mini SAS Cable	4 Nos
1.2.5	HPE 3Y Care 24x7 SVC	1 Nos
1.2.6	HPE MSA 2060 LFF Enclosure Support	2 Nos
1.2.7	HPE Installation and Startup Service	1 Nos
1.2.8	HPE MSA Family Startup SVC	1 Nos
1.2.9	Hardware Warranty and Technical Support: <ul style="list-style-type: none"> - 3-Years of Hardware Warranty and Technical Support for the entire IP CCTV VMS Storage System and its components - 8 x 5 business hour availability and a 2-hour response time 	1 Nos
1.2.10	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.2.11	3-Year Hardware Configuration; Migration Services and Change request	1 Nos
1.2.12	Installation, Configuration, Migration and On-the-Job Training as per item 1.5 Professional Services	1 Nos
1.3	Remote Site VMS Systems	1 Bundle
1.3.1	HPE ProLiant DL20 Gen10 Plus 2LFF Non-hot Plug Configure-to-order Server	2 Nos
1.3.2	HPE DL20 Gen10+ 2LFF NHP CTO Svr	2 Nos
1.3.3	Intel Xeon E-2314 2.8GHz 4-core 65W FIO Processor for HPE	2 Nos
1.3.4	HPE 8GB (1x8GB) Single Rank x8 DDR4-3200 CAS-22-22-22 Unbuffered Standard Memory Kit	4 Nos
1.3.5	HPE 1TB SATA 6G Business Critical 7.2K LFF HDD	4 Nos
1.3.6	HPE ProLiant DL20 Gen10 Plus x8/x8 LP FIO Riser Kit	2 Nos
1.3.7	Broadcom BCM5719 Ethernet 1Gb 4-port BASE-T Adapter	2 Nos
1.3.8	HPE DL20 Gen10 290W Platinum Power Supply Kit	2 Nos
1.3.9	HPE iLO Advanced 1-server License	2 Nos
1.3.10	Factory Integrated	2 Nos
1.3.11	HPE 1U Short Friction Rail Kit	2 Nos
1.3.12	Factory Integrated	2 Nos
1.3.13	HPE Installation SVC	2 Nos
1.3.14	HPE Installation DL160/DL360e Service	2 Nos
1.3.15	HPE 3Y Tech Care Essential Service	2 Nos
1.3.16	HPE DL20 Gen10 Plus Support	2 Nos



#	Requirements	Quantity
1.3.17	HPE iLO Advanced Support	2 Nos
1.3.18	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.3.19	3-Year Hardware Configuration; Migration Services and Change request	2 Nos
1.3.20	Remote Installation, Configuration and On-the-Job Training as per item 1.5 Professional Services	2 Nos
1.3.21	9U Wall Mount Network Server Data Cabinet (600MM Wide x 600MM DEEP) with Rack Locking Lock & Key – Black	2Nos
1.3.22	APC Easy UPS On-Line, 1000VA Rackmount 4U, 230V, 4 x IEC C13 outlets, Intelligent Card Slot, LCD with Rail kit	2Nos
1.3.23	Rack PDU, Basic, 1U, 16A, 208/230V, (12) C13, (1) C20	2Nos
1.4	IP CCTV Camera and Access Control	1 Bundle
1.4.1	8MP PTZ Camera with Mounting Kit	1 Nos
1.4.1.1	8MP resolution PTZ Camera	
1.4.1.2	35x optical zoom and 16x digital zoom, Focal length: 7.4 to 256 mm	
1.4.1.3	IR viewable length 300m	
1.4.1.4	Day, night, auto, schedule, 140dB WDR	
1.4.1.5	PTZ Movement Range: 0° to 360° Pan,-20° to 90°Tilt	
1.4.1.6	Video Coding: H.265+/H.265 compression	
1.4.1.7	Protection: Water and dust resistant (IP67), vandal resistant (IK10), Lightning protection, surge protection	
1.4.1.8	Supported Analytics: Motion, Tampering, Line Crossing, Intrusion, Region Enter/Exit, Object Removal, Face detection, Vehicle Detection	
1.4.1.9	Connectivity: 1 RJ45 10/100M Ethernet port, Card Slot: Upto 256GB MicroSD on-board storage support	
1.4.1.10	Compatible Mounting accessories (wall or Poll Mount) shall be included.	
1.4.2	Face Recognition Access Control Terminal with Mounting Kit and Accessories	1 Nos
1.4.2.1	Face Recognition Access Control Terminal Capacity: 1500 Faces, 3000 Fingerprint, 3000 Cards, 150,000 event log LCD capacitive touch screen, 2MP wide-angle camera, built-in Mifare card reading, 10/100M RJ-45 Network Shall include all wall mounting and door lock accessories	
1.4.3	Hardware Warranty and Technical Support for Camera and Access Control: - 1-Years of Hardware Warranty and Technical Support for the IP CCTV Camera and its components - 8 x 5 business hour availability and a 2-hour response time	1 Lot
1.4.4	Local 1-Year 24 x 7 On-site Technical Support Services and Labour for Camera and Access Control	1 Lot
1.4.5	1-Year Hardware Configuration; Migration Services and Change requests for Camera and Access Control	1 Lot
1.4.6	Installation, Configuration and On-the-Job Training as per item 1.5 Professional Services for Camera and Access Control	1 Lot
1.5	Scope of Works: Professional Services for VMS and HPE Storage, including Training	1 Bundle
1.5.1	The vendor MUST have a minimum of the following full-time Certified Professional/Engineer under its payroll to provide installation, configuration, integration, migration and training services. All relevant engineer(s) certificates and supporting documents shall be included with the proposal.	1 Lot

#	Requirements	Quantity
	<p><u>Primarily required certificates of the engineer(s):</u></p> <ul style="list-style-type: none"> ● OEM Certified for the proposed VMS ● Cisco CCNA Certified for Routing and Switching Certified ● Cisco CCNA and CCNP Certified for Security Certified ● VMware Certified ● HPE Storage and Server Certified ● HPE Blade System Certified 	
1.5.2	<p>Perform site readiness assessment, ensuring the environment is ready for project commencement</p> <ul style="list-style-type: none"> ● Assessment for Production Site (1 site) ● Assessment for all CCTV Camera at HQ (1 site) 	
1.5.3	<p>Shall provide planning, deployment and user acceptance test details</p>	
1.5.4	<p>Installation, Configuration and Migration VMS System, VMS Storage System and VMS Network</p> <ul style="list-style-type: none"> ● Installation of the HPE MSA storage expansion disks: unpacking the components, inspecting them for damage and installing it according to product specification ● Installation of any additional hardware options ● Perform maintenance related tasks such as firmware updates ● Configure the IP CCTV VMS cluster in N+1 HA configuration in the HPE Blade Server Environment ● Configure all relevant VMware networking stacks ensuring high availability and maximum performance ● Configure and provision HPE MSA Storage LUNs required for the various VMS applications ● Configure and provision HPE MSA LUNs as recording and archive storage for VMS ● HPE MSA LUNs shall be provisioned to ensure optimal recording performance ● Configure all appropriate Cisco MDS Switch FC zoning required to provision SAN storage for new VMS servers and SAN storage for recording ● Configure Cisco Nexus Core Switching and VMware switching stack for optimal and high available VMS traffic path ● Plan and design VMS architecture ● Configure highly available VMS server applications with a minimum 02 instance ● Configure additional VMS server applications for remote sites ● Discover and migrate all existing IP cameras to the new servers ● Update to the latest stable firmware/patches for all existing IP cameras ● Add any supported I/O devices ● Configure user authentication integration with existing Microsoft AD ● Configure role-based access control for system administrators, monitoring users, developers, etc ● Configure failover redundancy ● Configure event logging and audit trail ● Configure recording groups and policies ● Configure rules and alert engine policies ● Configure VMS desktop client application ● Configure up to 5 custom layouts ● Configure digital maps ● Configure custom events and rules engine for critical cameras ● Configure OPENVINO video analytics rules for critical cameras ● Configure VMS mobile client application ● Design appropriate LAN, WAN, and DMZ security policies for IP CCTV System ● Configure security policies on existing Cisco NGFW 	

#	Requirements	Quantity
	<ul style="list-style-type: none"> IP CCTV System Network segmentation and configure appropriate security policy per segment Remote Site VMS System Installation and Configuration via Remotely- MCS team will do Remote Site VMS system shipping and mounting) PTZ camera cabling, mounting, installation and configuration to be used with the proposed VMS. Access control device cabling, mounting, installation and configuration Configure any related remote access connectivity policies 	
1.5.5	OEM Certified Training on the proposed VMS for Technical Engineer <ul style="list-style-type: none"> Instructor LED classroom training/Virtual Instructor LED training Official course materials and labs Shall include all expenses for the duration of the training 	2 PAX
1.5.6	On-the-job training for up to 02 technical people on installing, configuring, managing and troubleshooting the system and its components.	1 Nos
1.5.7	Provide the instructions on how to access appropriate product documentation and how to obtain additional optional integration assistance if required.	N/A
1.5.8	Comprehensive testing and detailed documentation on the configuration and settings of the delivered solution shall be provided.	N/A
1.6	Warranty and Subscription, including Local Technical Support The Successful Bidder must provide software subscription licenses, and technical support will comply strictly with the agreement. <ul style="list-style-type: none"> Proposed VMS: Three (3) Year 8 x 5 Technical Support and Labour HPE: Three (3) Year Hardware; 3 Year 8 x 5 Technical Support and Labour Proposed Camera and Access Control: One (1) Year Hardware; 1 Year 8 x 5 Technical Support and Labour Local Support: 3 Year 8 x 5 On-Site Technical Support Services Local Support: 3-Year 8 x 5 On-Site Software Config; Migration Services and Change request Migration Services and Change requests should be provided for all the replacement Hardware/Software All the replacement Hardware/Software setup testing and knowledge transfer services should be provided All services should perform by Proposed VMS, Cisco, VMware and HPE Certified Engineers. The hardware and software subscription and technical support period shall be as given in the bid proposal and/or otherwise agreed in conditions of the contract between Maldives Customs Service and the successful bidder. The successful bidder further warrants that all hardware and software subscriptions, including technical support provided, are backed by manufacturer/authorised channels. MCS reserves the right to reject the subscription and technical support if it is identified as a grey market subscription license or service.	
1.7	Service Level Expectations <ol style="list-style-type: none"> The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by the client's representative, and he or she shall be responsible for liaising with all vendors for rectification of faults within the Next Business Day. Defective equipment shall be replaced by the bidder at his own cost, including the cost of transport if any; The support service vendor shall provide all normal toolkits and test equipment needed to maintain the hardware to the engineer. System maintenance and support services will include the following activities: <ul style="list-style-type: none"> ✓ 24 x 7 Online Support. ✓ Patch updating and major/minor software version upgrading support. ✓ Phone/Email TAC support must be provided during the support period ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ The Bidder must maintain a local TAC support plan er for the maintenance period 	
1.8	Maintenance Support Services, including on-site Technical Support: <ul style="list-style-type: none"> On-site hardware repair/replacement and maintenance support service should be delivered by an experienced OEM Certified Engineer On-site diagnostics and repair service should be delivered by an experienced OEM Certified Engineer who should diagnose, repair, and test the unit to ensure optimal performance. Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help we need is there when we need it Flexible on-site response times that best meet the business requirements Service summary report should provide after each work performed, including recommendations for service to ensure optimal performance 	

#	Requirements	Quantity
	<ul style="list-style-type: none"> The Maintenance Support Engineer should ensure the unit operates with the latest firmware. Firmware upgrades shall be provided at no extra charge. During each maintenance visit, field service Engineers should run tests to verify that our system is functioning correctly in all operational modes, stopping problems before they start. Maintenance Support Engineer should follow a well-defined set of processes and procedures to provide quality services, as per Industry standards. The support service vendor shall maintain critical parts locally in Male' to provide after-sale support. 	
1.9	<p>Maintaining Field Technical Support Delivery Engineers (Locally Employed in Bidder's Organization) It is mandatory that the support service vendor must maintain the required support technical team as deemed as suited based on the requirements and milestones. It is expected that the support service vendor will maintain the necessary resources for on-site technical support during the annual maintenance contract period. The support service vendor MUST have a full-time Certified Professional/Engineer under its payroll.</p> <p><u>Primarily required certificates of the engineer(s):</u></p> <ul style="list-style-type: none"> OEM Certified for the proposed VMS Cisco Certified VMware Certified HPE Storage and Server Certified <p><u>The support service vendor shall submit the following documents:</u></p> <ul style="list-style-type: none"> Certifications copy of the relevant training ID card OR Passport Copy of the engineer 	
1.10	<p>DELIVERY OF HARDWARE AND INSTALLATION: The maximum delivery period allowed under this bid is 25 Calendar Days. Any proposal proposing a delivery period that exceeds the above will be disqualified.</p> <ul style="list-style-type: none"> The successful bidder shall deliver the goods within 20 Day(s) upon signing the contract. The successful bidder shall complete the installation within 05 Days (s) upon site readiness. 	
1.11		
1.11.1	<p>Any single firm, company, partnership, or other legal entity registered in the Republic of Maldives, only with 100% Maldivian shareholding parties, is eligible to submit the proposal for this tender.</p> <p>The bidder must fully read, understand, and comply with all areas of this RFP. Any other information passed during the Information Session, or an email will be considered a requirement of this RFP.</p> <p>The bidder must fully comply with the RFP Compliance Form for the vendor to be qualified for this project.</p> <p>a. Experience: The bidder should provide an approach and reference of successful implementation and technical support of a similar system, such as Data Centre Systems, Networking and Security. The bidder should provide descriptions of systems implemented/completed in the various organisation. The mentioned project references must include the names and contact information of the respective clients so that MCS can contact and verify the project summaries.</p> <p>b. Manufacturer's Authorization Letter / Certificate: It is mandatory that the vendor or proposer must be an Authorized Partner or Distributor of Cisco and HPE products and Services. The bidder that does not manufacture or produce the Goods it offers shall submit the <u>Manufacturer's Authorization Letter or Certificate</u> to demonstrate that it has been duly authorised by the manufacturer or producer of the Goods/Services to supply these Goods/Services in the Maldives. The authorisation letter must be referred to the project reference number.</p>	

#	Requirements	Quantity
	<p>c. Completed similar systems and support services projects (Value above MVR 500,000.00): The vendor should provide reference letters/documents of successful completion of similar systems and support services projects within the last five (5) years. The mentioned project references must include names and contact information of the respective clients if required; MCS can contact and verify the project summaries. The submitted reference documents should comply with the followings:</p> <ul style="list-style-type: none"> • Document should be from the client (signed and stamped) • Client opinion regarding the vendor performance and completion of the project. • Project names and project value <p>d. Team Composition for Technical Support: (All required certifications details refer to above relevant section) It is mandatory that the vendor maintain the required technical team as deemed as suited based on the requirements and milestones. However, MCS expects that the proposer would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the vendor will maintain the necessary resources for on-site technical support during crucial stages of the project that requires closer interaction with MCS during installation, configuration, integration, training, testing, etc. The bidder MUST have a full-time Vendor Certified Professional/Engineer under its payroll.</p> <p>The bidder shall submit the following documents:</p> <ul style="list-style-type: none"> • Certifications copy of the relevant training • ID card OR Passport Copy of the engineer 	
1.12		
1.12.1	<p>The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents.</p> <p>The complete original proposal must be submitted in a sealed package. Bidder shall be marked “Supply, Migrate, Installation and Configuration of IP CCTV VMS Systems, including Professional Services, Training and Technical Support” Vendor shall file all documents necessary to support their proposal and include them with their proposal.</p> <p>The bid document shall be submitted in the following format and include the following information:</p> <p>A detailed description of proposed equipment/services, including the scope of work (Annual Maintenance Support Service) and quotation, shall be submitted. (Quotation shall remain valid for 90 days from the date of submission of the Bid.)</p> <ol style="list-style-type: none"> a. Price Schedule Form b. Delivery and Installation Schedule c. Terms and Conditions d. Bill of Quantities and Services e. Warranty and Subscription, including Local Technical Support f. Service Level Expectations g. Maintenance Support Services, including on-site Technical Support h. Manufacturer’s Authorization Letter / Certificate or supporting documents i. Team Composition for Technical Support – Include Certified Engineer CVs j. Reference to the successful implementation of similar Data Centre Systems, Networking, Security and Services 	
1.13	OTHER DOCUMENTS AND NOTES	
1.13.1	<p>The bidet should submit the following document, and MCS shall confirm that the following legal documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected:</p> <ol style="list-style-type: none"> a. Company Registration Certificate b. Company Profile Information sheet issued by the Ministry of Economic Development 	

#	Requirements	Quantity
	<ul style="list-style-type: none"> c. SME Registration Certificate d. GST Registration Certificate e. MIRA Tax Clearance Certificate (last 30 days) f. Last 2 Year Financial Statements g. Bid Security (MVR 10,000/-). The Bid security shall be valid for thirty days (30) beyond the original validity period of the Bid, or beyond any period of extension if requested under ITB. h. Relationship letter (if the bidder has any family relationship with MCS executives) i. All the other relevant documents required/mentioned to submit in this bid document 	
1.13.3	Each person who attends the bid submission meeting can submit only one bid document.	
1.13.4	If a Bidder has a conflict of interest in one or more business entities, the bidder can submit one bid document.	
1.13.5	Price breakdown must be given for each section separately. Any recurrent subscription required beyond the warranty period must be quoted separately.	
1.13.6	The Successful bidder does not get any advance payment for this bid, and the payment will be made after the completion of the project.	
1.13.7	MCS has the right to change the scope of the project as the budget constraints	
1.13.8	The bid will be evaluated by the total value of the project.	
1.13.9	The bidder should submit Performance Security (2%) of the total value., if the bid value exceeds MVR 500,000/-. And the security should be verified bank or financial institution established in the Maldives. Also, the security should validate within the agreement period and extra 30 days after the agreement end.	
1.13.10	The price should be in Maldivian Currency (MVR)	
1.13.11	<p>If the contractor fails to deliver the project upon the agreed date, the fine will be taken under the following formula, and the fine will take up to 15% of the total value. Also, MCS have the right to terminate the agreement if the liquidate damage increases by over 15% of the total agreement.</p> <p>CP * 0.005 * LD CP (Contractor price) LD (Late duration)</p>	
1.13.12	<p>Bid Submission: Date: 06th December 2022 Time: 14:00Hrs Venue: Customs Building</p>	
1.13.13	<p>For Further Information: Mobile: 7946663 Phone: 3334272</p>	



3. EVALUATION CRITERIA

MCS shall evaluate the technical aspects of the Bid submitted in accordance with the RFP to confirm that all requirements specified in the RFP have been met without any material deviation or reservation.

3.1 Evaluation of the bid shall have been based on the following marking criteria.

Criteria	Marks
Price	70%
Technical <i>(marks break down below)</i>	30%
Total	100%

Technical (marks break down below)

Technical Criteria Detail	Marks
Completion of the Technical and Support Proposal, including supporting documents	5%
Technical Support and maintenance	Mandatory
Trained/Qualified staff (Team Composition)	Mandatory
Manufacturer's Authorization Letter / Certificate	Mandatory
Completed Similar Systems and Support Services Projects <i>Minimum 10 reference letters/purchase orders/contract copy or completion certificate:</i> - 2.5 points for each reference letters/completion certificate signed and stamped by the client - Completed similar systems and support services projects (value above MVR 1,000,000.00 per project) 25 points for proof of completed similar systems and support services projects within the last five (5) years.	25%
Total	30%

