



MALDIVES
CUSTOMS
SERVICE

Project Name: **Supply, Installation, Configuration, Migration and Integration of Cisco SDWAN Network, including 24 X 7 Local Technical Support**

Tender Reference No.: **(IUL)14-PR/1/2022/101**

Tender Submission Date: **11th December 2022 (Sunday)**

Tender Submission Time: **13:30hrs**

Issued by: **Maldives Customs Service**

Issue Date: **30th November 2022**



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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 having proven expertise in **Supply, Installation, Configuration, Migration and Integration of the Cisco SDWAN Network, including 24 X 7 Local Technical Support**.

The purpose of this request for proposal (RFP) is intend for competitive vendors who are interested in submitting proposals for the **Supply, Installation, Configuration, Migration and Integration of the Cisco SDWAN Network, including 24 X 7 Local 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.

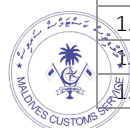
Most importantly, it has expected that the Bidder will maintain necessary resources on-site during crucial stages of the project that requires closer interaction with MCS during installation, configuration, integration, training, testing, etc. The bidder shall attach the professional certificate of the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



2. TECHNICAL REQUIREMENT AND SCOPE OF WORKS

2.1 Bills of Material and Scope of Works

#	Requirements	Response
1. Supply, Installation, Configuration, Migration and Integration of the Cisco SDWAN Network, incl. 24 X 7 Local Technical Support		1 LOT
1.1	Cisco SDWAN High Available Bundle for Aggregation Site with 3-Year Software Subscriptions and Support	1 Bundle
1.1.1	Cisco Catalyst 8500 Series 4x SFP+ and 8x SFP, 4x10GE, 8x1GE	2 Nos
1.1.2	Cisco 3-Year Solution Support 8X5XNBD Cisco Catalyst 8500 Series 12-port SFP+,	2 Nos
1.1.3	Cisco Catalyst 8500L Rack mount kit- 19" 1R	2 Nos
1.1.4	Cisco Network Plug-n-Play Connect for zero-touch device deployment	2 Nos
1.1.5	Cisco U.S. Export Restriction Compliance license for C8000 series	2 Nos
1.1.6	Cisco UNIVERSAL (Unified IOS XE SD-WAN Image)	2 Nos
1.1.7	Cisco C8500L 400W AC Power Supply, Reverse Air	4 Nos
1.1.8	Cisco Power Cord Jumper, C13-C14 Connectors, 2 Meter Length	4 Nos
1.1.9	Cisco DNA Premier On-Prem Lic 3-Year – up to 1G (Aggr, 2G)	2 Nos
1.1.10	Cisco Solution Support for SW- DNA Premier OnPrem Lic, T2, 3-Year	2 Nos
1.1.11	Cisco Umbrella SIG Essential (additional) for DNA Premier, 3-Year	200 Nos
1.1.12	Cisco DNA Premier Stack – up to 1G (Aggr, 2G)	2 Nos
1.1.13	Cisco Network Premier Stack – up to 1G (Aggr, 2G)	2 Nos
1.1.14	Cisco Umbrella for DNA Premier	200 Nos
1.1.15	Cisco C8500L 32GB DRAM	2 Nos
1.1.16	Cisco 10GBASE-ER SFP Transceiver Module, Enterprise-Class- Connectivity Acc. for Production to DR Site	8 Nos
1.1.17	Cisco 1GBASE-SX SFP Transceiver Module	8 Nos
1.1.18	Cisco Catalyst 8000 Edge M.2 USB 16GB	2 Nos
1.1.19	Cisco Catalyst 8000 Edge- NO RFID	2 Nos
1.1.20	Cisco IOS XE SD-WAN boot-up mode for Unified image	2 Nos
1.1.21	Cisco SDWAN On-Prem Deployment Option	2 Nos
1.1.22	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.23	3-Year Software Configuration; Migration Services and Change request	2 Nos
1.1.24	Installation, Configuration, Migration, Integration & Training as per item 1.4 Professional Services for Cisco SDWAN	2 Nos
1.2	Cisco SDWAN Device Bundle for Branch Site(s) with 3-Year Software Subscriptions and Support	1 Bundle
1.2.1	Cisco ISR 1100X 8P Dual GE SFP Router Pluggable SMS/GPS	21 Nos
1.2.2	Cisco 3-Year Solution Support 8X5XNBD ISR 1100X 8P	21 Nos
1.2.3	Cisco Power Supply 66-Watt AC V2 for C890 and C1100 series	21 Nos
1.2.4	Cisco Network Plug-n-Play Connect VBOND Provisioning for SDWAN	21 Nos
1.2.5	Cisco Network Plug-n-Play Connect SDWAN SW Device Provisioning	21 Nos
1.2.6	Cisco Power Cord Jumper, C13-C14 Connectors, 2 Meter Length	21 Nos
1.2.7	Cisco Eco-friendly- Ship router with only Power cables only	21 Nos
1.2.8	Cisco ISR 1100 Series SD-WAN IOS XE Universal	21 Nos
1.2.9	Cisco DNA Premier On-Prem Lic 3-Year – up to 25M (Aggr, 50M)	21 Nos
1.2.10	Cisco Umbrella for DNA Premier	500 Nos
1.2.11	Cisco SDWAN On-Prem Deployment Option	21 Nos
1.2.12	Cisco DNA Premier Stack – up to 25M (Aggr, 50M)	21 Nos
1.2.13	Cisco ISR1100 8P-SV Network Stack Advantage Lic	21 Nos
1.2.14	Cisco IPSEC HSEC License for Cisco ISR 1100 8P-SV Series	21 Nos
1.2.15	Cisco IPSEC PLUS 100 Mbps License for Cisco ISR 1100 8P-SV Series	21 Nos
1.2.16	Cisco Umbrella SIG Essential (additional) for DNA Premier, 3-Year	21 Nos
1.2.17	Cisco 1100 Series Router Rackmount 2 Wallmount Kit	21 Nos
1.2.18	Cisco 1000BASE-LX/LH SFP transceiver module, MMF/SMF	21 Nos
1.2.19	Cisco CAT18 LTE Advanced PRO Pluggable for ALL Global Regions	21 Nos
1.2.20	Cisco FW Switching Load for LM960 Generic- Worldwide	21 Nos
1.2.21	Cisco Solution Support for SW- DNA Premier OnPrem Lic, T0, 3-Year	21 Nos
1.2.22	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	21 Nos
1.2.23	3-Year Software Configuration; Migration Services and Change request	21 Nos
1.2.24	Installation, Configuration, Migration, Integration & Training as per item 1.4 Professional Services for Cisco SDWAN	21 Nos



#	Requirements	Response
1.3	SDWAN On Premise Mgmt Server with 3-Year Software Subscriptions and Support	1 Bundle
1.3.1	Cisco Subscription for Cisco SD-WAN Controller provisioning	2 Nos
1.3.2	Cisco Customer On-Premises deployment	2 Nos
1.3.3	Cisco On-Prem Hosted Cisco vManage node 3-Year Subscription	2 Nos
1.3.4	Cisco On-Prem Hosted Cisco vSmart node 3-Year Subscription	2 Nos
1.3.5	Cisco On-Prem Hosted Cisco vBond node 3-Year Subscription	2 Nos
1.3.6	Cisco Self-service portal Controller Provisioning for SDWAN	2 Nos
1.3.7	HPE 380 Gen10 Server Node	2 Nos
1.3.8	HPE Intel Xeon-Gold (2.1GHz/20-core/125W) FIO Processor Kit) or better	2 Nos
1.3.9	HPE 16GB (1x16GB) Dual Rank x8 DDR4-2933 CAS-21-21-21 Registered Smart Memory Kit	16 Nos
1.3.10	HPE DL38X Gen10 SFF Box1/2 Cage/Backplane Kit	2 Nos
1.3.11	HPE 480GB SATA 12G Read Intensive SFF SC SSD Kit	4 Nos
1.3.12	HPE 1.92TB SAS 12G Read Intensive SFF (2.5in) SC SSD Kit	12 Nos
1.3.13	HPE Ethernet 10/25Gb 2-port SFP28 Adapter with transceiver, 5m Fiber Optic MM Cable	2 Nos
1.3.14	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	2 Nos
1.3.15	HPE Smart Array P816i-a SR Gen10 12G SAS Modular Controller	2 Nos
1.3.16	HPE Ethernet 10/25Gb 2-port SFP28 Adapter with transceiver, 5m Fiber Optic MM Cable	2 Nos
1.3.17	HPE 1600W Flex Slot Platinum Hot Plug Low Halogen Power Supply	4 Nos
1.3.18	HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed	2 Nos
1.3.19	HPE 2U Cable Management Arm for Easy Install Rail Kit	2 Nos
1.3.20	HPE 2U Small Form Factor Easy Install Rail Kit	2 Nos
1.3.21	HPE DL380 Gen10 High-Performance Heat Sink Kit	2 Nos
1.3.22	HPE 3-Year Tech Care Essential Service	2 Nos
1.3.23	HPE 380 Gen10 Support, 3 Year	2 Nos
1.3.24	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.3.25	1-Year Software Configuration; Migration Services and Change requests	2 Nos
1.3.26	Installation, Configuration, Migration, Integration and Training as per item 1.5 Professional Services for SDWAN On Premise Mgmt Server	2 Nos
1.4	Scope of Works: Professional Services for Cisco SDWAN, including Training	1 Bundle
1.4.1	The vendor MUST have a minimum of the following full-time OEM 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. <u>Primarily required certificates of the engineer(s):</u> <ul style="list-style-type: none"> • Cisco CCNA and CCNP Certified • VMware Certified • 3CX Certified • Microsoft Certified • HPE Storage and Server Certified 	
1.4.2	Perform site readiness assessment, ensuring the environment is ready for project commencement <ul style="list-style-type: none"> • Assessment for aggregation sites (1 site) • Assessment for all branch sites (20 sites) 	
1.4.3	Shall provide planning, deployment and user acceptance test details	
1.4.4	Shall provide comprehensive planning and design for Cisco SDWAN solution covering major use cases such as <ul style="list-style-type: none"> • Secure Automated WAN • Application Performance Optimization • Secure Direct Internet Access • Multicloud Connectivity • Direct Cloud Access • Guest Access with Application Firewall and URL Filtering 	
1.4.5	Configure Enterprise Firewall with App Aware Policy	
1.4.6	Configure required L3 routing	
1.4.7	Configure full path optimization	
1.4.8	Configure load-balancing for multiple WAN	
1.4.9	Configure Policy-Based Routing	
1.4.10	Design and configure QoS policies	
1.4.11	Configure centralized and localized DNS-layer security policies for all sites	
1.4.12	Configure Cisco Umbrella Secure web gateway policies for all sites <ul style="list-style-type: none"> • URL filtering configuration • Cisco Secure Endpoint configuration for Malware protection • Cisco Secure Malware Analytics configuration • App control policies configuration • Roaming user protection configuration 	



#	Requirements	Response
1.4.13	Configure Cisco Cloud Access Security Broker for all sites	
1.4.14	Cisco Umbrella Cloud-Delivered Firewall configuration for all sites <ul style="list-style-type: none"> Existing edge firewall policies migration L3 and L4 firewall policies configuration Layer 7 firewall policies configuration IPs configuration for selected sites 	
1.4.15	Cisco Secure X configuration	
1.4.16	Configure comprehensive logging and Cisco vAnalytics	
1.4.17	Configure dashboards, overall health, network health, topology, etc	
1.4.18	Cisco Certified Training for 01 Technical Engineer <ul style="list-style-type: none"> Implementing Cisco SD-WAN Solutions Instructor LED classroom training Official course materials and labs Shall include all expenses for the duration of the training 	
1.4.19	On-the-job training for up to 02 technical people on installing, configuring, managing and troubleshooting the Storage system and its components.	
1.4.20	Provide instructions on how to access appropriate product documentation and how to obtain additional optional integration assistance if required.	
1.4.21	Comprehensive testing and detailed documentation on the configuration and settings of the delivered solution shall be provided.	
1.5	Scope of Works: Professional Services for SDWAN On Premise Mgmt Server	1 Bundle
1.5.1	The vendor MUST have a minimum of the following full-time OEM 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. <u>Primarily required certificates of the engineer(s):</u> <ul style="list-style-type: none"> Cisco CCNA and CCNP Certified VMware Certified 3CX Certified Microsoft Certified HPE Storage and Server Certified 	
1.5.2	Perform site readiness assessment, ensuring the environment is ready for project commencement.	
1.5.3	HPE Server hardware rack mounting, management cabling, LAN/storage cabling and power cabling as per manufacturer guidelines	
1.5.4	Firmware update to the latest stable version	
1.5.5	Enterprise secure remote management configuration	
1.5.6	SDWAN Management hosting cluster deployment <ul style="list-style-type: none"> Configure hosts as per VMware best practices Configure storage provisioning Configure VMware high availability Configure VMware networking and relevant segmentation 	
1.5.7	Plan and design Cisco SDWAN on-premise deployment <ul style="list-style-type: none"> Brief session on Cisco SDWN architecture and components Brief session on Cisco WAN edge platform types, capabilities 	
1.5.8	Deploy Cisco SDWAN controllers on the vSphere cluster <ul style="list-style-type: none"> Configure SDWAN component VMs (vManage, vBond, vSmart) Configure and segment the required networks for the VMs Configure controller certificates Integrate controllers and install licenses Configure ZTP for WAN Edge Appliances 	
1.5.9	Configure monitoring and reporting	
1.5.10	Configure backup policies	
1.5.11	On-the-job training for up to 02 technical people on installing, configuring, managing and troubleshooting the Storage system and its components.	
1.5.12	Provide the instructions on how to access appropriate product documentation and how to obtain additional optional integration assistance if required.	
1.5.14	Comprehensive testing and detailed documentation on the configuration and settings of the delivered solution shall be provided.	
1.6	Scope of Works: Professional Services for Service Migration and Integration	1 Bundle
1.6.1	The vendor MUST have a minimum of the following full-time OEM 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. <u>Primarily required certificates of the engineer(s):</u> <ul style="list-style-type: none"> Cisco CCNA and CCNP Certified VMware Certified 3CX Certified Microsoft Certified HPE Storage and Server Certified 	



#	Requirements	Response
1.6.2	NCIT GNM Network migration services for connected sites (MPS, Maldives Post, Department of Immigration)	
1.6.3	Cisco ISR4331 BGP service migration and integration for G-TAS Application	
1.6.4	Dark fibre connectivity migration services for up to two sites	
1.6.5	Ubiquiti Air-Fiber wireless point-to-point site connectivity integration for up to 5 sites	
1.6.6	Central 3CX PBX communication and messaging services migration from existing Cisco firepower firewall to Cisco SDWAN	
1.6.7	Configure high-priority QoS policies for all 3CX PBX services on Cisco SDWAN	
1.6.8	Configure VMware host(s) switching and routing in the Primary site	
1.6.9	Configure VMware host(s) switching and routing in the DR site	
1.6.10	DMZ and published services integration with existing Cisco Firepower NGFW	
1.6.11	Migrate all existing transport channels (MPLS, Broadband Internet, Dedicated Internet) to the new Cisco SDWAN with minimal downtime	
1.6.12	Design and migrate all existing security policies on redundant Cisco Edge firewalls to new Cisco SDWAN	
1.6.13	Migrate Cisco Threat Grid services and policies to Cisco SDWAN	
1.6.14	Migrate Cisco AMP services and policies to Cisco SDWAN	
1.7	<p>Warranty and Subscription, including Local Technical Support</p> <p>The Successful Bidder must provide software subscription licenses, and technical support will comply strictly with the agreement.</p> <ul style="list-style-type: none"> • Cisco: Three (3) Year SmartNet; 3 Year 24 x 7 Technical Support and Labour • Cisco: Three (3) Year Subscription; 3 Year 24 x 7 Technical Support and Labour • HPE: Three (3) Year Hardware; 3 Year 24 x 7 Technical Support and Labour • HPE: Three (3) Year Subscription; 3 Year 24 x 7 Technical Support and Labour • Local Support: 3 Year 24 x 7 On-Site Technical Support Services • Local Support: 3-Year 24 x 7 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 Cisco, VMware, Microsoft and HPE Certified Engineers. <p>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/authorized channels. MCS reserves the right to reject the subscription and technical support if it is identified as a grey market subscription license or service.</p>	
1.8	<p>Service Level Expectations</p> <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 to liaise 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 for the maintenance of 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 ✓ Local TAC support plan must be maintained by the Bidder for the maintenance period. 	
1.9	<p>Maintenance Support Services, including on-site Technical Support:</p> <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 • 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. 	



#	Requirements	Response
1.10	<p>Maintaining Field Technical Support Delivery Engineers (Locally Employed in Bidder's Organization)</p> <p>It is mandatory that the support service vendor should 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"> • Cisco CCNA and CCNP Certified • VMware Certified • 3CX Certified • Microsoft 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 	
1.11	<p>DELIVERY OF HARDWARE AND INSTALLATION:</p> <p>The maximum delivery period allowed under this bid is 180 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 165 Day(s) upon signing the contract. • The successful bidder shall complete the installation within 15 Days (s) upon site readiness. 	
1.8	<p>MINIMUM BIDDER'S QUALIFICATION AND PROPOSAL REQUIREMENTS:</p> <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, with any other information passed during the Information Session or any information passed via 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. <u>Experience:</u></p> <p>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. <u>Manufacturer's Authorization Letter / Certificate:</u> 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 authorized 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> <p>c. <u>Completed similar systems and support services projects (Value above MVR 1,000,000.00):</u> 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. <u>Team Composition for Technical Support:</u> <i>(All required certifications details refer to above relevant section)</i></p> <p>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><u>The bidder 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 	
1.9	PROPOSAL SUBMISSION FORMAT:	



#	Requirements	Response
1.9.1	<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 <u>“Supply, Installation, Configuration, Migration and Integration of Cisco SDWAN Network, including 24 X 7 Local Technical Support”</u> 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: A detailed description of proposed equipment/services, including the scope of work (Annual Maintenance Support Service) and quotation, shall be submitted. (<i>Quotation shall remain valid for 90 days from the date of submission of the Bid.</i>)</p> <ol style="list-style-type: none"> Price Schedule Form Delivery and Installation Schedule Terms and Conditions Bill of Quantities and Services Warranty and Subscription, including Local Technical Support Service Level Expectations Maintenance Support Services, including on-site Technical Support Manufacturer’s Authorization Letter / Certificate or supporting documents Team Composition for Technical Support – Include Certified Engineer CVs Reference to the successful implementation of similar Data Centre Systems, Networking, Security and Services 	
1.10	OTHER DOCUMENTS AND NOTES	
1.10.1	<p>The bidder 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"> Company Registration Certificate Company Profile Information sheet issued by the Ministry of Economic Development SME Registration Certificate GST Registration Certificate MIRA Tax Clearance Certificate (last 30 days) Last 2 Year Financial Statements Bid Security (MVR 25,000/-). 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. Relationship letter (if the bidder has any family relationship with MCS executives) All the other relevant documents required/mentioned to submit in this bid document 	
1.10.3	Each person who attends the bid submission meeting can submit only one bid document.	
1.10.4	If a Bidder has a conflict of interest in one or more business entities, the bidder can submit one bid document.	
1.10.5	Price breakdown must be given for each section separately. Any recurrent subscription required beyond the warranty period must be quoted separately.	
1.10.6	The Successful bidder does not get any advance payment for this bid, and the payment will be made after the completion of the project.	
1.10.7	MCS has the right to change the scope of the project as the budget constraints	
1.10.8	The bid will be evaluated by the total value of the project.	
1.10.9	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.	
1.10.10	The price should be in Maldivian Currency (MVR)	
1.10.11	<p>If the contractor fails to deliver the project upon the agreed date, the fine will take 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> $CP * 0.005 * LD$ <p>CP (Contractor price) LD (Late duration)</p>	
1.10.12	<p>Bid Submission: Date: 11th December 2022 (Sunday) Time: 13:30Hrs</p>	



#	Requirements	Response
	Venue: Customs Building	
1.10.13	For Further Information: Mobile: 7946663 Phone: 3334272	

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 <u>Minimum 10 reference letters/purchase orders/contract copy or completion certificate:</u> - 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%

