

INFORMATION FOR BIDDERS

Request for Proposals of Horizontal Scaling of Existing Industrial Application Management Compute Nodes, Scaling up of APC UPS and Merge with Existing ICT Infrastructure

Bid Announcement Ref: FNK-I/IUL/2022/599

Bid Number: 599

Bid Submission Date: 18th December 2022 @11:00 AM.

**Bid Submission Address: FENAKA CORPORATION LTD.
PORT COMPLEX, 7TH Floor
HILAALIE MAGU, MALE'**

Fenaka Co. Ltd. is seeking bids for the following items; interested bidders are invited to submit their bids for supply of the items as instructed in this document. Please ensure that all bids comply with the instructions, failure to comply with the instructions may result in disqualification of bid.

Note:

- 1. This tender document is the property of FENAKA Corporation LTD and is not transferable.*
- 2. This bid document has -- pages.*

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Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of FENAKA Corporation Ltd is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by FENAKA Corporation Ltd to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. FENAKA Corporation. makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. FENAKA Corporation Ltd may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Introduction

Fenaka Corporation is in the process of horizontally scaling of industrial application servers that consists of HPE DL380 Gen 10 Servers. Fenaka Corporation invites technically complete and commercially competitive bids from reputed vendors for the scale up of servers in existing infrastructure and capacity upgrade of existing UPS. This upgrade includes hardware, software licenses, and configuration. This RFP is intended for competitive vendors who are interested to bid for Supply and Configuration of industrial application servers and UPS. The vendor who is desirous to take up the role of solution provider is requested to give technical and commercial proposals in accordance with the terms and conditions mentioned in this document.

Part I – Specification for the requested Upgrade of Existing HPE Servers and APC Industrial UPS

- **Vendor has to comply with each and every line item of this RFP.**
- Maximum Delivery Time: 70 Days, delivery timeline over this will be disqualified.
- The bidder should submit valid letter from the OEMs confirming following:
 - Vendors must be an authorized partner for the solution(s) they propose (documentation required) OR Authorization letter from OEM / Technology partner.
 - Support including spares shall be made available for next 2 years.
 - Software upgrades shall be made available for next 3 years.
- The bidder must have executed single order of Maldivian Rufiyaa 1.5 Million or more for the installation of HCI Systems, in any ministry or government company or commercial business in Maldives during the last 3 financial years. An authenticated / verified copy of the Purchase Order and Completion Certificate(s) should be submitted along with the technical details.
- Similar solution should be installed and run in at least one company (State Owned Enterprise) or government office in Maldives for at least One year.
- The vendor shall not assign or transfer this project or part thereof to any other supplier

- Terms & conditions compliance statement must be attached with technical bid. Vendor must quote for all items as listed in the specifications. The specifications of the total system shall be as per specifications or better.
- The bidder shall keep the price valid for 120 days from the date of RFP submission.
- The bidder shall be responsible for configuring of all equipment procured under this project i.e. Supply and configuration of the System.
- The bidder will also be responsible to maintain / support / replacement of malfunctioning equipment + technical redundant infrastructure, Switches without affecting overall system during warranty period.
- The bidder will be responsible to attend to issues / problems reported on priority basis within 6 hours.
- Training: - Vendor will provide training of Minimum 10 days to the person who is maintaining the system.
- As on date of submission of bid, proposed hardware should not have been declared end of sale, end of support / end of life. The proposed hardware/software should have roadmap for end of sale minimum 3 years and end of support / end of life for minimum next 5 years.
- Bidder must have back to back support relation with the OEM's whose products are offered by the bidder, in case the bidder is not an Original Equipment Manufacturer (OEM). A commitment letter from the OEM must be submitted along with the Technical bid.
- Any upgrade and updates of software/firmware for 1 year, i.e., during warranty period, shall be made available by the vendor without any additional cost and further extension of warranty of the system should be possible.
- The Bidder undertakes that it has not supplied /is not supplying same or similar product/systems or subsystems at a price lower than that offered in the present Bid in respect of any other Ministry /Government Company of the Maldives.

Installation and Configuring (must provide documents)

- Landscape diagram: Landscape diagram for storage area network with labeling
- Scope of work: Detail scope of work should specify
- Should provide general design diagram of Server cabling and UPS cabling
- Rack mounting and cabling for cabling of servers.
- Startup configuration of UPS
- Installation Surge Protector on incoming feeds.
- Update all components of server and UPS to latest stable firmware
- Creation of configuration documentation
- Installation: Maximum 30 days from the date of supply
- The system will be considered as installed and accepted only after successful uninterrupted operation of the entire system at site for period of minimum 30 days.
- If any of the above clause seems to be ambiguous, kindly request for further explanation.
- Final Acceptance Test (FAT): After successful testing, Acceptance Test Letter will be issued by Fenaka Corp.
- The date on which Acceptance letter is issued shall be deemed to be the date of successful commissioning of the HCI system under this project.

1. Horizontal Scaling of Existing HPE DL380 Gen 10 Plus compute servers for Industrial Applications with Additional Three (03) DL380 Gen 10 Plus servers and Upgrading APC UPS that supports 12KW Load for 195 minutes

Three additional compute nodes are added to existing industrial service management cluster in order to distribute work loads of existing servers that manages power grid related services and all the three nodes will be connected horizontally in a non-cache coherent fashion through a high speed low latency network fabric. This is to achieve required performance for industrial applications that deals with power grid systems, reduce downtime for critical services and higher fault tolerance to industrial applications for power management systems. Additionally the vendor should provide additional HPE SAN storage appliance that can be added as extension to the existing HPE SAN on the infrastructure for applications that requires legacy storage protocols and virtual storage license for clustering physical storage on each servers.

This implementation is intended for industrial power management application that satisfies below:

- (a) Requires to maximize the number of client connections supported across multiple head end servers.
- (b) Have multiple head end servers available to manage all concurrent client connections from various data collectors.

- **Relevant Configuration of summary Three (03) industrial application management compute nodes, APC UPS with Surge Arrester , SAN and Server Rack**
 - **Three (03) HPE DL380 Gen 10 Plus servers:**
 - (a) Dimension of the nodes: 2U
 - (b) 3 x HPE DL 380 Gen10 Plus 8SFF Node.
 - (c) Each node should have two Intel Xeon-Gold 6348 2.6GHz 28-core 235W or a processor which offers higher performance than Xeon-Gold 6348 processor.
 - (d) 3 X HPE 256G 12 RDIMM – 4 x 64 GB DIMMs.
 - (e) 2 x 800 GB SSF write intensive SSD on each per compute node –Total raw capacity on each node must be 1.6 TB or higher.
 - (f) 4 x 3.84 TB SSF read intensive SSD per compute node – Total raw capacity on each node must be 15.36 TB or higher.
 - (g) All slots in the node must be populated with fans and high performance heat sink must be attached to each processor.
 - (h) Each node should be supplied with two (02) 10/25G 2-port Ethernet adaptors.
 - (i) Required Fiber patch codes and SFP+ modules for uplinks that covers 4 uplink ports on each node.
 - (j) Required Ethernet patch codes must be included that covers all the Ethernet ports of the servers.
 - (k) Each node should have two redundant power supply of minimum 1600W.
 - (l) Each node should be supplied with required cables, cable management and mounting accessories.
 - (m) The nodes should be compatible with Vmware recommendation for VSAN implementation. If the specification described in this section does not permit or not a valid to drive VSAN features, vendor can specify a compatible configuration that should not be lower base configuration than prescribed.

- (n) All three (03) compute nodes should be able to support NSX-T network virtualization and can be configured as Edge Transport compute nodes.
- **Adding Industrial APC UPS 30 KVA 400V 3- Phase that supports 12KW Load for 120 minutes to existing Symetra UPS:**
 - (a) 1 x Industrial UPS 3S 30 kVA 400V 3:3 UPS, 2 internal 7Ah modular battery strings, expandable to 4 with one year support.
 - (b) 1 x 3 Phase 20 kA DIN Rail Mount Surge Arrester
 - (c) Installation of 20 kA 3phase surge arrestor on incoming feed.
 - (d) All cabling and plugs (if required) must be included in the proposal.
 - (e) UPS should be pre-loaded with batteries that supports 12KW load for 120 minutes.
 - (f) The UPS should have factory installed input, output and bypass breakers along with emergency power off button.
 - (g) All cooling fans of the UPS must be populated and dust filters must be installed.
 - (h) Maximum configurable output of the UPS must be no less than 30KW
 - (i) Adhere to all national and local electrical codes.
 - (j) A vendor must be provide all installation and must configure load sharing between existing APC Symetra UPS in the data center according to industry best practices.
- **HPE MSA 2060 SAN Storage with usable 30 TB that confirms with the following configuration:**
 - (a) 18 x 2.4 TB SAS 12G SFF 10K HDD must be prepopulated.
 - (b) The SAN storage should have minimum four (04) 10G uplinks and should support iSCSI.
 - (c) Vendor should provide all the cabling and SFP+ modules for uplink that covers four ports from SAN side and switch fabric.
 - (d) The SAN should have redundant power supply.
 - (e) The length of the fiber patch codes must be no less than 5 meters.
 - (f) Vendor should provide mounting accessories and should provide installation and storage integration/merging with the existing services
- **A Full Height APC Server Rack Unit with Two (02) Full Height PDUs for feeding servers and network equipment:**
 - (a) Floor standing rack - 42U/600W/1070D, with heavy duty Extruded aluminum /Steel frame for rigidity. Top cover with FHU provision. Top & Bottom cover with cable entry gland plates. Heavy duty top and bottom frame of MS. Two pairs of 19" mounting angles with 'U' marking. Depth support channels - 3 pairs, 2 pairs of reducing cable channel for cable routing. Side Panels - 42U/1000D
 - (b) Blanks must be populated on the front on all 42U's of the rack.
 - (c) Front and rear 42U/800W, fully perforated mesh door for better ventilation
 - (d) Fan housing unit with 4 fan position
 - (e) Cable Managers must be installed in the front and rear side of the racks.
 - (f) Two (02) Metered APC vertical full height PDU, 32A 230V must be installed on rear mounting of the rack and minimum 6 Meter APC recommended rated electric cables must be provided for connection to the UPS.
 - (g) Installation of racks and PDUs must be done by the vendor.
- Warranty: 3-Year parts and service with onsite support, 3-Year local technical support for the compute nodes, storage appliance and other accessories provide under this sections.
- Each compute node should be supplied with HPE iLO advance license with 3 year support on iLO features.

- Installation and configuration:
 - Should be deployed by HPE Certified Engineers.
 - The installation team should consist of minimum one (01) certified Cisco Network engineer with minimum Cisco CCNP routing / switching and (01) VMware certified engineer.
 - For UPS installation APC certified engineer must be present on the site for installation of UPS.
 - Should provide planning, deployment and user acceptance test details.
 - Any relevant software support required for the upgrade should be included.
 - Service deployment shall include:
 - Install accessories/modules in the appropriate bays for the configuration.
 - Configure the compute nodes according to product specification.
 - Add the compute nodes to existing cluster to extend the cluster horizontally.
 - Install HPE licenses and the license must be counted from the day which licenses are installed.
 - Perform all relevant firmware updates to latest stable firmware.
 - Required cabling must be done by the vendor and additional materials if required must be provided by the vendor without additional charges.
 - Customize any configuration that is required to add compute nodes to be aligned with the cluster.
 - Verification of product operation, and verification that the current device software and firmware are the most recent and updated.
 - All the hardware based equipment and software based services should be installed and configured as per manufacturer best practice guidelines.
 - Configure all server uplinks so that it can carry all tagged vlans.
 - Provide startup configuration for the servers and make the infrastructure ready to deploy any choice of hypervisors.
 - The servers are configured to backup the services/ application data to existing HPE storeonce appliance according to the schedules provided by ICT department.
 - Should configure cloud based intelligent management, reporting and analytics platform.
 - Configuration documentation and on the job training must be provided.
 - On the job training must be included in the proposal to operate the hardware.

Part II – Instructions to Bidders

General Instructions for Bidders

- **The bidder should be a company registered in Maldives and should not be a foreign OR foreign subsidiary company registered in Maldives.**
- Only those vendor(s) that have complied with all listed technical requirements will be evaluated by the technical and tender committee.
- The bidder should be an established System Integrator being in this business for a period exceeding five years as on 30.10.2022.
- The bidder must provide a list of places where such systems have been installed and/or are being maintained by him with their configuration and with the references, it would be appreciated if Work order or purchase order etc. are attached with this proposal. The bidder is required to provide assurance to arrange for a visit at such place in case the Fenaka ICT needs to evaluate the performance of the installation.

- Only those vendors who have installed or are in the process of implementation for at least one similar solution of the order value of more than 1 Million MVR within last 3 years will be considered. Vendor should provide details of the customer with contact person's name and telephone number.
- The bidder should be financially sound. Last two years audited balance sheet should be attached.

Withdrawal / amendment to RFP contents

Fenaka Corporation Ltd. reserves the right to accept or reject any / all proposal(s), to revise the tender, to request one or more resubmissions or clarifications from one or more vendors, or to cancel the process in part or whole without assigning any reason. Fenaka Corp. also reserves the right to amend the RFP or put clarifications/explanations/ additions/modifications/amendments on accounts of issues arising at any point of time on various aspects of RFP. Amendment will be notified by email to participating bidders. In order to provide prospective bidders reasonable time to take the amendment into account for preparation of their bid, Fenaka Corp. may, at its own discretion, extend the last date for bid-submission

Key events and dates

The following schedule will apply for this RFP but may change in accordance with the organization's needs or unforeseen circumstances. All changes will be informed to the bidders in advance.

- RFP Submission Date: 18th December 2022 @11:00AM.
- RFP must be valid through 180 days from the date of submission
- **Location of Clarification Meeting**
FENAKA Corporation Limited
PORTS COMPLEX, 7th FLOOR,
HILAALIE MAGU, MALE'

Please note that vendors NEED to be present at the clarification meeting to submit a bid on the submission date. Vendors are advised to arrive early for the Bid submission meeting, as vendors will NOT be allowed to submit any Bids after the time specified above.

Communication

Applicable terms and conditions herein shall govern communications and inquiries related to this RFP between FENAKA Corporation Ltd and vendors.

Inquiries, questions, and requests for clarification are to be directed via email to: **tender@fenaka.mv**

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this RFP process.

FENAKA Corporation Ltd. will respond to requests for clarification and queries on the RFP, received no later than the bid submission date set forth in "Section 1.2 Key events and dates: RFP Submission Date". Any responses/clarifications (including the query, but without identifying the source of inquiry) will be emailed to all vendors no later than the date set forth in "Section 1.2 Key events and dates: RFP Submission Date".

For Qualified Bidders

Any single firm (sole proprietorship, partnership, company, joint venture or other legal entity registered in the Republic of Maldives but should not be a Foreign Subsidiary Company or a Foreign Company) is eligible to participate Vendor's Understanding of the Bid.

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to FENAKA Corporation Ltd. as necessary to gain such understanding. FENAKA Corporation Ltd. reserves the right to disqualify any vendor who demonstrates less than such understanding.

Further, FENAKA Corporation Ltd. reserves the right to determine, in its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to FENAKA Corporation Ltd. Each proposal for this bid will be evaluated by Fenaka Engineers in various evaluation stages and will be awarded in according to the score based on the evaluation criteria issued with this tender. This bid will not be split up to be awarded to multiple vendors. A single vendor will be selected for the bid and in case the selected vendor fails to deliver the resources as stipulated in the delivery schedule, FENAKA Corporation Ltd. reserves the right to procure the same or similar resources from alternate vendor.

FENAKA Corporation Ltd. reserves the right to inspect all active/Passive equipment/material procured/provided under this project. The cost of all such tests shall be borne by the Vendor. Any inspected goods that fail to conform to the specification after installation, the FENAKA Corporation Ltd. may reject them and the Vendor shall have to replace the rejected goods. In case of inspection waiver the same shall be obtained before the dispatch of goods. Inspection of rest of material shall be done at site by the Fenaka Engineers.

Successful bidder would sign the Agreement with FENAKA Corporation Ltd. and bidder will need to work in parallel along with other vendors / contractors at site to ensure timely completion within stipulated timeframe. To complete the work at the site within stipulated timeframe, Bidder engineers may have to visit the site multiple times, if required, at no extra cost.

PRICING

All equipment prices shall include a breakdown of major equipment. Equipment shall be sorted according to a logical installation order. Sorted equipment list should include all equipment necessary to carry out the project. Equipment proposed to be installed shall be clearly identified by part and/or model number, quantity and unit pricing. Items such as details of software licenses, test/training, equipment, spare parts, miscellaneous supplies and materials, etc. shall be itemized under "other". HCI related equipment pricing shall be detailed and itemized. All unit models, configurations, software, standard options, special options, and accessories shall be included in the price list.

Payment Terms

- No advance payment will be made or no letter of credit will be issued by Fenaka Corp. against placing the order to the supplier/agency
- 15% payment will be released after successful delivery of the products.
- 15% payment will be released upon completion of installation, integration/merging the services to the existing environment
- The remaining 65% payment will be stated as five equal monthly installments and payable after the date of supply, installation and acceptance
- Final payment 5% will be made after 11 months from the date of supply, installation, acceptance and verification of responsiveness towards complain.
- The payment will be subject to fulfillment of warranty obligations.
- The Successful Bidder will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc. now or hereafter imposed.
- Payment shall be made within 45 days of the submission of invoices.

Order Cancellation

Fenaka Corporation Ltd. reserves the right to cancel the purchase order in the event of one or more of the following situations:

- Delay in supply, installation and commissioning of equipment, beyond the specified period 30 days
- Serious discrepancy in quality of supplied equipment.
- In the event of order cancellation, the vendor shall be responsible to take back the faulty equipment at their cost & expenses.

Suspension of Work

FENAKA Corporation Ltd. reserves the right to suspend and reinstate execution of the whole or any part of the work without invalidating the provisions of the contract. FENAKA Corp. will issue orders for suspension or reinstatement of the work to the vendor in writing. The time for completion of the work will be extended suitably to account for duration of the suspension.

Guarantees

Vendor should guarantee that the equipment delivered to the FENAKA Corporation Ltd. are directly from OEM. All equipment must be sealed box-packed and supplied with their original and complete electronic and / or paper printed documentation.

Warranty Support

- Warranty Terms all goods/materials shall be supplied/carried out strictly in accordance with the specifications. All materials supplied by the Vendor shall be guaranteed to be of the best quality of their respective kinds and shall be free from faulty design, workmanship and materials. The Vendor shall be responsible for the warranty support and also for the post warranty support and as required by the Corporation Ltd.
- Vendor must give one year on site from the date of acceptance for entire system with all the sub components used in the project.
- After completion of one year warranty, vendor will offer estimated year wise comprehensive support maintenance/replacement charges from second year onwards. Please mention the charges separately in the Price Bid for Year wise. The value for maintenance and replacement of faulty parts will only be used for reference in evaluation of the bid.
- In case of failure of equipment/software, the Vendor needs to replace or repair the faulty part/component/device to restore the services (within two days) at the earliest during the warranty from the date of acceptance of entire system with all subcomponents used in the project.
- The cost of the repairing or replacement of faulty part/component/device has to be entirely borne by the Vendor during warranty period.
- In the event of fault originating with the design, material arising at any time during the warranty period, the Vendor shall replace as may be warranty period, necessary to ensure the material should function in accordance with the specification and to fulfil the foregoing Warranty without any delay.
- The Vendor shall warrant that every work executed under the contract shall be free from all defects and faults in material, workmanship etc. during warranty period.
- All expenses related to part/component/device, including hiring of specialized technical expertise and shipment of faulty material to and from the Corporation Ltd. head office, in case required, has to be borne by the Vendor during warranty period.
- The vendor should provide name, address and telephone number of the contact person in Male' who shall be available 16 hours 7 days to be contacted. It is desirable to provide Office & mobile telephone numbers of site engineer.

- The vendor should attend the call immediately on receipt of the complaint and repair the system within 6 hours of the receipt of the complaint. If it is not possible to repair the system within stipulated time frame, the vendor should replace within 48 hrs the defective part. The original defective part may be repaired and replaced later on at the earliest.
- Proposer shall provide the cost details for providing System Warranty and Support Services outside of the manufacturers one year warranty. This includes all equipment, software and services. Proposer shall describe manufacturer and installer warranties that are provided as part of your proposal. Any required maintenance of the system during the warranty period shall be detailed. Maintenance responsibilities and services with related costs should also be detailed.

Proposal Requirements

Qualification Criteria

FENAKA Corp. shall confirm that the following legal documents and information have been provided in the Bid. If any of these documents or information is missing, FENAKA Corp reserves right to reject the offer.

Company Registration Certificate
 GST Registration Certificate
 SME Registration Certificate
 Trade Permit

The Bid document shall be rejected if it fails to meet the following minimum criteria or if any of the required documents are missing.

Bidder shall file all documents necessary to support their proposal and include them with their proposal. Proposal package and quotations should be identifiable using the given reference numbers specified in this RFP document.

Vendors will quote all the items as per specification in price bids. Part offer will be rejected. If any bidder fails to provide any of the services and products as specified in the RFP, FENAKA Corp. shall reject the bid proposal.

Bidders who do not provide easily viewable total cost at time of opening the bid will be disqualified and price will not be noted. Bidders can submit a maximum of two bid's (options) as long as it meets the stated requirements, if multiple options are given, vendors will have to clearly state the total price for each option. If this information is not clearly stated, the vendor will be disqualified.

While evaluating Technical cum Financial Bids, if there is any discrepancy between unit price and the total price, unit price will prevail and total price shall be corrected. However, if the vendor does not accept the correctness of the errors, their bid will be rejected.

Bid Format

Executive Summary: A summary of the Bidder's document and approach to the installation of systems of this kind, identifying any unique or distinctive features of the system of interest to the evaluators based on the needs specified in this document.

Bidder and/or Partner(s) overview and profile: The bidder must provide basic information on the bidder and any partners participating in the tender. This information should include, but not be limited to, the history of the organization, its experience and its experience in the IT field, technical capabilities, experience implementing similar architecture, the size of implementations and success stories. This section should also explain any partnering arrangements that have been made to respond to the proposal.

Proposal: Proposal shall be submitted in the following format and include the following information.

- Detailed description of proposed equipment/services including the manufacturer part numbers, scope of work and financial proposal shall be submitted (**valid for a period of 180 days** from date of submission of the Bid). The following should be included:
 - Unconditional Acceptance of Terms and Conditions.
 - Bid Form
 - Price Schedule Form
 - Terms and Conditions
 - Bill of Quantities – Including manufacturer part numbers and descriptions
 - Delivery and Implementation Schedule
 - Technical proposal
 - Support and Warranty Details.

- Vendor must quote for standard 'make' items and Specify 'name of the manufacturer', make' & 'model' of the items along with product catalogue. Detail bill of material must be provided by the vendor in the technical specification of products along with all Makes, Model nos.
- Any additional details about compliance, non-compliance (Deviation) or additional feature about quoted items must be described and attached separately.
- In case any vendor not meeting technical specifications for any system/sub-system as per tender, it should be clearly mentioned separately in technical offer specifying details of deviation.
- The price quoted by the Vendor cannot be altered or changed due to escalation on account of any variation in taxes, levies, and cost of material.
- The price quoted is to be written in words as well as figures and in case of discrepancies between prices written in words and prices written in figures, the prices written in words shall be correct.

- **Team Composition:** It is mandatory that the bidder will maintain the required technical team as deemed suitable based on the requirements and milestones. However, FENAKA Corporation Ltd. expects that the bidder would have allocated the following team compositions having specific skill sets and professional experience. Importantly, it is expected that the bidder will maintain necessary resources on-site during crucial stages of the project that requires closer interaction with FENAKA Corporation Ltd. during installation, configuration, integration, training, testing, etc. The bidder **MUST** have on its payroll 2-3 technically qualified professionals in the area of Project Management / Security Systems / System Integration / Networking. The bidder shall attach the professional certificate of the engineer for reference. The bidder shall submit the following documents:
 - Certification copies of the relevant training
 - Employment letter from that organization
 - ID Card OR passport copy of the engineer
 - Contact information of the staff or supervisor

- Evidence of the bidder's financial, technical and organizational capability and experience to perform the Contract;
- Any other pertinent information the Bidder may wish to submit

Delivery and Installation

If at any time during performance of the contract, the successful bidder or its subcontractor(s) should encounter conditions impeding timely delivery of the agreed solution(s) and performance of services, the bidder shall promptly

notify FENAKA Corporation Ltd. in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the vendor's notice, FENAKA Corporation Ltd. shall evaluate the situation and may at its discretion extend the vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. Counting of delivery dates will start on the day the bid is awarded and award letter is handed over to the vendor. Inclusive of letter handover day.

Delivery period should be stated in calendar days, inclusive of weekends and public holidays (not only working days). If delivery deadline falls on a working day (Sunday-Thursday) latest delivery time should be 3:00pm. If delivery deadline falls on a public holiday delivery deadline will be extended to next working day 3:00pm without penalty. Vendors who bid must agree for free doorstep delivery to any location in Male'. Failure to deliver within set deadline will result in the following penalties.

1. 1.5% of total section price as awarded will be deducted per day starting on the date after delivery deadline date.
2. If delivery delays are longer than 14 days from the agreed period, FENAKA Corporation Ltd. has the right to terminate the contract as non-delivery of items.
3. If bid is cancelled due to non-delivery, vendor may be disqualified from future contracts and purchases due to non-performance, for a period of up to 3 years.
4. If the successful bidder decides to withdraw from the bid, they will be suspended from participating in any future project initiated by FENAKA Corporation Ltd. for a period of up to 3 years.

Submission of Bids

- All bids must be submitted in a sealed envelope.
- The envelopes must bear the name of the company submitting the bid and must be addressed to the bid submission address indicated below.
- Vendors must submit original document comprising the BID as described and clearly marked it as "ORIGINAL" with all pages stamped with company seal and signed by a person duly authorized to sign on behalf of the bidder. In addition, the bidder should submit one copy of the document comprising the BID as described along with a soft copy of the document. In the event if any bidder fails to submit the documents as stipulated, FENAKA Corp. reserves right to reject the proposal from the vendor. If any discrepancy between original and copies, the original shall prevail.
- Any interlineation, erasures or overwriting shall be valid only if they are signed or initiated by the person signing the bid.
- All Bids should be addressed as follows:

FENAKA Corporation Limited
PORTS COMPLEX, 7th FLOOR,
HILAALIE MAGU, MALE'
BID REFERENCE: FNK-I/IUL/2021/xxx

Additional Information

- a) Detail scope of work must be submitted with tender document.
- b) Certificate copies and reference letters may need to be verified by contacting the relevant parties. Therefore, please provide contact information with certificate copies and reference letters.
- c) All documents must be printed on one side.

Evaluation and Comparison of Bids

- **Clarification of Bids:**

All the Technical Bids shall be evaluated by the Technical and Evaluation committee formed at Fenaka Corp. For proper evaluation & comparison of Bids, the committees, may at its discretion, ask the vendor for any clarification of Bid. The request for clarification and the response shall be in **WRITING**, but **no changes in the price** of the bid shall be offered or permitted. Any clarification submitted by a bidder in respect to its bid and that is not in response to a request by FENAKA Corporation Ltd. shall not be considered. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by FENAKA Corporation Ltd. in the evaluation of the bids.

The vendor shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents. Any bid, which stipulates conditions contrary to the terms and conditions given in the Bid Documents, is liable for rejection. Any decision of FENAKA Corporation Ltd. in this regard shall be final, conclusive and binding on the vendor.

- **General Instructions:**

- FENAKA Corporation Ltd reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. Any decision of FENAKA Corporation Ltd. in this regard shall be final, conclusive and binding on the Bidder.
- The bidder should confirm in writing for supply of upgraded model of the product in case of technological obsolescence / non-availability of contracted product/model. The supply of upgraded product, subject to FENAKA Corporation Ltd. approval, will be at the same contracted price of the obsolete model.
- In case of reduction of prices due to technological difference / change of product model, the Bidder should pass on the price benefit to FENAKA Corporation Ltd.

- **Responsiveness of Bids:** If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by the FENAKA Corp. and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.

- **Technical Evaluation of Bids:** FENAKA Corporation Ltd. shall evaluate the technical aspects of the Bid submitted in accordance with the RFQ, to confirm that all requirements specified in the RFQ, have been met without any material deviation or reservation.

Evaluation Criteria:

Evaluation

Technical Evaluation

Technical Evaluation

<u>Proposal Presentation</u>	<u>4</u>
Understanding and level of following the instructions in the RFP. <ul style="list-style-type: none">• Should submit Bill of Material – Including manufacturer part numbers.• Should submit Technical Compliance Sheets	2
Level of product details provided <ul style="list-style-type: none">• Should submit the bill of material Should include the features and product capabilities	2
<u>Company Profile</u>	<u>6</u>
Company Profile, technical resources and scale of operations. <ul style="list-style-type: none">• Should submit the Company structure• Should include Team Composition – Technical and Administrative• Should provide Financial Statements (Past 1 Year)• Should provide Company Registration• Should provide Manufacturer Authorization Letter	4
Maturity and experiencing in providing IT related services and scale of projects. <ul style="list-style-type: none">• Should submit the experience form.	2
<u>Technical Staff Profile</u>	<u>8</u>
Engineer qualification and experience to carry out the implementation of the project. <ul style="list-style-type: none">• Should submit the certifications of the engineers• Should submit the CV of the engineers	1
Bidder experience in similar products and solutions.	5
Number of staff available to implement and provide support during warranty period.	2
<u>Support and Maintenance - Mandatory</u>	<u>2</u>
Hardware replacement and warranty support from manufacturer (mandatory)	2

Price Evaluation

<u>Price and Payment Terms</u>	<u>80</u>
Each bidder's price is used to identify their relative position on a 0 – 50 price scale. This is done by allocating the lowest priced qualified bid 50 points and calculating the remaining bidder's score in relation to this scale.	75
The payment terms may be stated as equal monthly installments after first two initial payments or the vendor can offer a better and lenient payment option than the payment terms outlined in this tender	5

SAMPLE FORMS

Bid Form

BID FORM **Section 1/2/3/... (Specify)**

Description of works:	SAN Storage
Bid to:	FENAKA Corporation Limited
Address:	Ports Complex 7 th Floor, Hilaalee Magu, Maafannu, Republic of Maldives

Having examined the conditions of Contract, technical specifications, drawings and bill of quantities for the execution of above named works, I/we the undersigned, offer to construct and maintain the whole said work in conformity with the said conditions of Contract, technical specifications, drawings and bill of quantities for the sum of **MVR:** _____ (_____).

We undertake, if our Bid is accepted, to commence the works within seven (7) calendar days of receipt of the letter of award and to complete whole of the works comprise in the Contract within calendar ____ (_____) **days**.

We agree to abide by this Bid for a period of hundred and eighty days (180) days from the date of submission of the Bid and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We understand that you are not bound to accept the lowest or any Bid you receive.

Unless and until a formal agreement is prepared and executed, this Bid together with our written acceptance thereof shall constitute a binding Contract between us.

Yours faithfully,

Signed _____

In the capacity of _____

Duly authorized to sign bids for and on behalf of _____

(Company Name & Stamp)

Date: _____

Name & Address of Signatory

Name: _____

Address: _____

Tel No.: _____

Fax No.: _____

Equipment Delivery and Installation Schedules

Item	Description	Quantity	Delivery in Days	Installation and Commissioning in Days	Total Delivery and Installation Scope in Days

Note: In addition to above info bidder should provide detailed implementation schedules including site preparation details. Client can use own format.

Form of Qualification Information

a) Experience

Works of similar nature completed over the last 2 years

Experience Form:

Customer	Project Details	Value	Year of Completion
Organization {...}	Products {.....}	MVR {.....}	Year {.....}
Contact Person {...}	Services {.....}		
Email {...}			
Phone {...}	Agreement No {.....}		