

INFORMATION FOR BIDDERS

Request for Proposals of Data Center Virtualization, Network Upgrade and Network Virtualization

Bid Announcement Ref: FNK-I/IUL/2022/598

Bid Number: 598

Bid Submission Date: 19th 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 working towards advancing the existing hardware centric network to software based networking architecture that allows programmatically creating, provisioning and managing by utilizing the underlying physical network as a simple packet forwarding backplane. To fulfill this requirement Fenaka Corporation Ltd requires to purchase additional Server Virtualization and Network Virtualization Software along with top of the rack switches to serve as network plumbing devices. 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 Server and Network Virtualization along with installation and configuration

- **Vendor has to comply with each and every line item of this RFP.**
- Maximum Delivery Time: 75 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 3 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 network devices or network virtualization software, in any ministry or government company or commercial business in Maldives during the last 2 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 90 days from the date of RFP submission.

- The bidder shall be responsible for configuring of top of the rack switches, installation of hypervisors and overlay network configurations 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.
- Vendor will provide on-site training of Minimum 10 days to the person who is maintaining the systems.
- Vendor must include training for Two (02) packs on VMware NSX-T from VMware certified training partners for VMware Certified exam VCP-NV and Two (02) pack on VMware NSX-T VCAP-NV and must provide exam vouchers for the exams.
- As on date of submission of bid, any of the proposed hardware/software 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 3 year, i.e., the vendor should include support service from OEM for at least 3 years.
- 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.

General Installation and Configuring (Must provide documents) for compute nodes on each section.

- Landscape diagram: Landscape diagram for Network Segmentation, Designing documentation of overlay network, diagram depiction of VMware hypervisors (server and network) and SDN components installed on each nodes (software defined networking) with labeling.
- Scope of work: Detail scope of work should specify under each section.
- Should provide general design diagram of how merger should be carried out with existing infrastructure.
- Rack mounting and cabling for TOP of the rack switches must be included. The required cabling to configure redundant 100G VPC peer links must be included in the proposal.
- Installation of VMware Hypervisor on two (02) HPE Simplivity nodes and three (03) bare metal servers must be included in the proposal.
- VMware Network hypervisor installation for Eight (08) Compute nodes must be carried out under this project and configure SDN (software defined networking); overlay network configuration must be included according to the design provided by ICT Department and industry best practices recommended by VMware must be carried out under this project. Vendors must include the price for the designing and configuration of NSX-T components from OEM.
- Configure VSAN on four (04) separate computes must be carried out under this tender.
- Configure stretch cluster on VMware and L2 stretching between primary nodes and DR nodes must be carried out under this project.
- Configuration of one arm load balancer for internal servers and configure redundant T0 gateway to reach external networks must be carried out under this project,
- Demonstrate fail-over scenarios and provide recovery play book detailing all steps to carry out to recover from failover scenario should be included in Section III.
- Update all components to latest stable firmware.
- Creation of configuration documentation.
- Installation: Maximum 45 days from the date of supply.
- The system will be considered as installed and accepted only after successful uninterrupted operation of the entire system for period of minimum 45 days.
- If any of the above clause seems to be ambiguous, kindly request for further explanation.

- Final Acceptance Test (FAT): After successful testing, ICT department will confirm the testing via official email.

GENERAL DESCRIPTION AND OVERALL REQUIREMENTS SERVER VIRTUALIZATION, NETWORK VIRTUALIZATION AND TOP OF THE RACK SWITCHES

This section is for supply and installation VMware vSphere on 5 individual compute nodes and joining the node to existing Vcenter server. For this section, the vendor must include VSAN licenses in the offer that covers eight (08) sockets that are on four separate nodes. Installation and configuration of VSAN must be performed by VMware certified professionals. For this vendor should include VMware certifications of the employees.

This section also includes supply, installation and implementation of VMware hypervisor for network virtualization. **Vendors who are competing for this section must include VMware professional service or any other equivalent in the offer for designing and deploying VMware NSX-T on Eight (08) individual compute nodes arranged in three different cluster.** The third cluster is geographically isolated and the cluster must be connected over WAN technology. The vendor must use GENEVE overlay technology to achieve layer two connectivity between the main datacenter and isolated cluster. The isolated cluster consists of two (02) Simplivity servers of HPE DL380 Gen 10 nodes.

To increase capacity and distribute workloads across the servers in the cluster, virtualization software for compute, storage and network should be implemented according to industry best practices. The vendor should implement network virtualization such that identical network segmentation across the cluster and distribute workloads between two cluster over stretched L2 connectivity backed by L3 connection as long as L3 connectivity remains reachable between the compute clusters located in different geographic location or cloud services.

The design of the clusters, and virtualization of the compute, storage and network should provide resiliency and performance, regardless of the locations of the individual cluster and its computes. Vendor should configure the compute nodes, storage on each host such a way that can scale out and should accommodate legacy servers. The final implementation should offer the following advantages:

- Should be able to move virtual servers between clusters without punching out routes and firewall rules on upstream routers and firewalls
- Hides under lay complexity for applications that runs on those servers.
- Compatible with relational databases and should be able to host power grid management applications coded with native C languages.
- The implementation should support horizontal scaling of Oracle database service across multiple nodes in the cluster.
- SDN acts as network hypervisor where existing switches on the network will only act as plumbing for overlay communication architecture deployed on the nodes.
- SDN implementation involves iBGP configuration between upstream routing domain and t0 gateways of the transport compute nodes.
- Proposed virtualization and implementation of virtual environment should support distributed and parallel computations of data received to multiple load balanced servers distributed across compute nodes.
- The whole virtualized cluster at the end of deployment should offer resiliency, fault-tolerance and distributed real time computational power to the hosted servers.
- The implementation should include initial configuration load balancers on SDN layer and SDN should offer at least IP hashing, round robin and equally distributed load balancing across load balanced server pool.
- Where possible servers are configured to access virtual storage services presented while still each server can communicate with hardware based SAN appliance if there is a requirement.

- (k) Provides storage replications that offers reliable persistence with lower latency across the cluster of compute nodes.
- (l) The whole cluster should be able to view and can be able to configure through a single user friendly interface. This includes accessing of hardware of the individual compute nodes.
- (m) Compute cluster should be hardened and virtualization is configured to serve ACID transactions and vendor should confirm that the virtual implementation and virtual environment are reliable and can be used to perform distributed computing services.
- (n) Rebalancing of VM data and storage across the clusters.
- (o) The implemented horizontal scalability should permit vertical scaling (scale up) of single or multiple nodes in the cluster without breaking already existing clusters.

Below are the requirements of Data Center Virtualization, Network Virtualization, VMware NSX-T and Data Center Physical Network that the vendor has to propose for;

1. Virtualization: License Requirements for Hypervisors and Network Virtualization

- (i) **10 x VMware vSphere 7 Enterprise plus license for 1 processor with production support for 3 years.**
- (ii) **08 x VMware vSAN 7 standard for 1 processor with production support for 3 years.**
- (iii) **14 x VMware NSX-T Advanced - License - 1 processor with production support for 3 years**

Apart from implementation and installation of the above three flavors of VMware for virtualization of compute, storage and network, vendor must provide on the job training and instructor led, VMware certified/approved training as specified in point number thirteen (13) of Part 1 of this document.

2. Two (02) Top of the Rack (TOR) Switch that complies with the below hardware specification:

- (a) 2 x Cisco Nexus 9300 48p 1/10/24G switch with SNTC for 3 year.
 - (b) The switches must be supplied with all power supplies populated.
 - (c) All ports of the switch must be licensed for L2/L3 features and advanced routing features
 - (d) The switch should support jumbo frames and must be capable to run dynamic routing protocols- OSPF and BGP.
 - (e) The switch must support VxLAN.
 - (f) Power cord and mounting accessories must be supplied with the switch.
 - (g) Data Center Networking Essentials Term N9300 license for 3 year.
 - (h) A vendor can supply alternate model of switches from Arista or Mellanox if all of the above features are available on the models they offer and if the offered model co-exist with existing Cisco switch fabric.
- Installation and configuration:
 - a. The installation team should consist of minimum one (01) certified Cisco Network engineer with minimum Cisco CCNP routing / switching and (01) VMware certified engineer.
 - b. Should provide planning, deployment and user acceptance test details.
 - c. Any relevant software support required for the upgrade should be included..
 - d. Service deployment shall include:
 - Install accessories/modules in the appropriate bays for the configuration.
 - Configure VPC between two top of the rack switches.
 - Configure required iBGP routing between SDDC and core network to exchange routes.
 - Configure HSRP for all SVIs and required firewall configuration must be carried out for external communication of published services on SDDC.
 - Perform all relevant firmware updates to latest stable firmware.
 - **Required cabling must be done by the vendor and additional materials including cables 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.
- e. Verification of product operation, and verification that the current device software and firmware are the most recent and updated.
- f. All the hardware based equipment and software based services should be installed and configured as per manufacturer best practice guidelines.
- g. Configure Cisco Nexus core switches networking to support HA to support SDDC infrastructure.
- h. Configure Cisco Nexus core switch for traffic segregation.
- i. Configure VxLAN on nexus to extend L2 connectivity over existing IP connectivity.
- j. Should balance the existing workload between the compute nodes with minimal impact or downtime.
- k. Configuration documentation and on the job training must be provided.

Part II – Instructions to Bidders

General Instructions for Bidders

- **The bidder should be a company registered in Maldives and should not be a foreign company unless the company is the original equipment manufacturer.**
- 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 and has previous experience in installing Simplivity HCI and VMware solutions 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 one similar solution of the order value of more than 1.5 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 deployment of networks and virtual networks in vendors own office/company will not be counted as valid deployment for the purpose of this tender.
- The vendor should be financially sound. Last two years audited balance sheet should be attached.

Withdrawal / amendment to RFP contents

Fenaka Corporation 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/section or whole without assigning any reason. Fenaka Corporation 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 Corporation 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: 19th December 2022 @11:00 AM.
- RFP must be valid through 180 days from the date of submission
- **Location of Clarification Meeting**
FENAKA Corporation Limited
PORTS COMPLEX, 7th FLOOR,
HILAALEE 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 will respond to requests for clarification and queries on the RFP, received no later than one day before the bid 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 one day before the bid 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 company unless the company is the original equipment manufacturer) 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. The sections in this bid will not be further split up to be awarded to multiple vendors. A single vendor will be for the tender 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 time frame. To complete the work at the site within stipulated timeframe, engineers from the vendor 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". All unit models, configurations, software, standard options, special options, and accessories shall be included in the price list submitted for the tender.

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
- 30% payment will be released after successful delivery of the products.
- 30% payment will be released upon completion of installation, integration/merging the services to the existing environment.
- The remaining 30% payment will be stated as five equal monthly installments and payable after the date of supply, installation and acceptance.
- Final payment 10% will be made after providing the stated training as proposed in the tender.
- The payments will be subject to fulfillment of warranty obligations and training requirements mentioned under section I.
- 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 and 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 Corporation Ltd. 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 if the company is not the principle equipment manufacturer. 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 three 3 year on site support for equipment failures or other software upgrades that are only available through legal distribution channel of the OEM from the date of acceptance for entire system with all the sub components used in the project.
- 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 Fenaka 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.
- Vendor shall provide the estimated cost details for providing System Warranty and Support Services outside of the manufacturers 3 year warranty. This includes all equipment, software and services. Vendor shall describe manufacturer and installer warranties that are provided as part of the 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 Corporation Ltd. 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 Corporation Ltd. 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 Corporation Ltd. 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 are allowed to submit only single proposal for this tender.

During the 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, exchange rates, 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 team compositions specified in this project, 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 price as awarded will be deducted per day starting on the date after delivery deadline date. However if the vendor has written confirmation/approval from Tender Section of Fenaka Corporation Ltd for extension of delivery timeline due to unforeseen circumstance such as global supply chain issue, those delays will be waived.
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, the name and tender number which the vendor is proposing 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 Corporation Ltd. 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,
HILAALEE 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 Corporation Ltd. For proper evaluation and 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 Corporation Ltd. 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:

1. 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"> • Scope of work and deployment schedules. • 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

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 – 75 price scale. This is done by allocating the lowest priced qualified bid 75 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. If any vendor offers a lenient payment term than the specified terms for payment, the vendor will score highest.	5

SAMPLE FORMS

Bid Form

BID FORM

Description of works:	Data Center Virtualization, Network Upgrade and Network Virtualization
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.: _____

Price Schedule Form

Section #:

Description:

Total Price inc. GST (MVR):

Delivery Period:

**Note: Successful Bidder shall provide cost information by completing the information above indicating the estimated amount of time and cost of completing the project.

Bill of Materials

Item	Manufacturer Part Number	Item Description	QTY

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 {...} Contact Person {...} Email {...} Phone {...}	Products {...} Services {...} Agreement No {...}	MVR {...}	Year {...}