



MALDIVES
CUSTOMS
SERVICE

Project Name: **SUPPLY, UPGRADE, MIGRATION, INSTALLATION AND CONFIGURATION OF ORACLE
DATABASE APPLIANCE HARDWARE INFRASTRUCTURE INCLUDING TRAINING AND 24
X 7 TECHNICAL SUPPORT**

Tender Reference No.: **(IUL)14-PR/1/2023/22**

Tender Submission Date: **2nd April 2023 (Sunday)**

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

Issued by: **Maldives Customs Service**

Issue Date: **20th March 2023 (Monday)**



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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, Upgrade, Migration, Installation and Configuration of Oracle Database Appliance Hardware Infrastructure including Training and 24 x 7 Technical Support**.

MCS have initiated a series of measures to incorporate new technology into its services to improve its public services. As part of this effort, MCS intended to implement High Available Database System for Asycuda at MCS.

This request for proposal (RFP) is intended for competitive vendors interested in submitting proposals for the **Supply, Upgrade, Migration, Installation and Configuration of Oracle Database Appliance Hardware Infrastructure including Training and 24 x 7 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. Any vendor's 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.

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

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

Most importantly, it is expected that the Bidder will maintain necessary resources on-site during crucial project stages that require closer interaction with MCS during installation, configuration, integration, training, testing, etc. Therefore, 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 (Yes/No)
A. SUPPLY, UPGRADE, MIGRATION, INSTALLATION AND CONFIGURATION OF ORACLE DATABASE APPLIANCE HARDWARE INFRASTRUCTURE INCLUDING TRAINING		
1.0	ORACLE DATABASE APPLIANCE X9 Model for ORACLE DATABASE ENVIRONMENT	
1.1	GENERIC REQUIREMENTS	
1.1.1	An integrated, pre-built clustered system comprising computer hardware, software, storage, and networking components in a single unit.	
1.1.2	Hardware and software configurations are built to protect against component failures such as disk failures, CPU failures, memory failures, network card failures, and system controller failures.	
1.1.3	The proposed solution should be fully integrated and complete database and application appliance.	
1.1.4	The proposed solution should be Integrated Backup and Data Guard.	
1.1.5	The proposed solution should be Oracle Cloud Integration.	
1.1.6	Hot-swappable components such as power units, fans, and storage disks.	
1.1.7	Single vendor for all component support calls.	
1.1.8	The solution should be certified to work with Oracle Database 19c Enterprise Edition and Real Application Cluster (RAC) option and supported by Oracle Technical Support. The Solutions based on technologies not certified and supported by Oracle Technical Support will not be considered.	
1.1.9	The proposed solution should be an Automated deployment wizard for rapid, complete end-to-end installation of Oracle products with an HA option measured in hours.	
1.1.10	Single automated patching interface and patch bundle to update and patch software system components such as firmware and hardware drivers, operating system, storage manager, clustering software, and database.	
1.1.11	Ability to dynamically increase CPU capacity and license software incrementally using the pay-as-you-grow approach.	
1.2	TECHNICAL REQUIREMENTS	
1.2.1	At least two (2) Database Nodes to support redundant Database Nodes configuration and high availability.	
1.2.2	At least one (1) shared disk enclosure, preconfigured and connected to the HA Database Cluster.	
1.2.3	The solution must have a minimum of 64-bit Intel Xeon used by the Database Node and supporting infrastructure.	
1.3	EACH DATABASE NOD MUST HAVE THE FOLLOWING CHARACTERISTICS:	
1.3.1	Processors	
1.3.1.1	Processor architecture implemented in 64-bit technology	
1.3.1.2	Each Database Node must have at least two (2) physical Intel Xeon 64-bit with a minimum of 16 (sixteen) cores per processor.	
1.3.1.3	Each Database Node must have a minimum of two (2) active processor cores, while the rest of the processor cores may stay inactive.	
1.3.1.4	Each Database Node must be able to activate additional processor cores without hardware upgrades to a maximum of thirty-two (32) processor cores.	



#	Requirements	Response (Yes/No)
1.3.2	Memory	
1.3.2.1	Each Database Node must have at least 512GB (16 x 32GB) of low-voltage DDR4 RDIMMs	
1.3.2.2	The minimum frequency of memory cards is DDR4-3200.	
1.3.2.3	Each Database Node's memory expansion capability to 1 TB (32 x 32 GB)	
1.3.3	Internal Drives	
1.3.3.1	Each Database Node must have at least two (2) M.2 SATA SSD internal disks with at least 240 GB for the Operating System and Oracle Grid Infrastructure (GI) Software.	
1.3.4	I / O (Input/Output) Interfaces	
1.3.4.1	Each Database Node must have at least one (1) Oracle Dual-Port 10/25 GBE SFP28 PCIe Adapter designed for the cluster interconnect to support redundant connections between Database Node.	
1.3.4.2	Each Database Node must-have minimum of two (2) Oracle Dual-Port 12 Gb/s SAS-3 (Serial Attached SCSI) HBA to ensure direct connectivity with disk storage and optional disk storage expansion.	
1.3.4.3	Each Database Node must have two (2) Oracle Dual-Port 10/25Gbps Ethernet Adapter and Accessories.	
1.3.4.4	Each Database Node must have four (4) Oracle 2M/3M 10/25Gbps AOC FC Cable.	
1.3.4.5	Each Database Node must have at least one (1) USB 3.0 port.	
1.3.4.6	Each Database Node must have at least One (1) RS-232 RJ-45 serial port for Serial management (SER MGT)	
1.3.5	System Management	
1.3.5.1	Each Database Node must have at least One (1) 10/100/1000 Base-T Network Port for Management.	
1.3.5.2	Each Database Node must have at least One (1) 10/100/1000 Base-T Network Port for Service Processor.	
1.3.5.3	Each Database Node must have full-function server management tools at no additional cost.	
1.3.5.4	Each Database Node management must include the following features: <ul style="list-style-type: none"> • Remote keyboard, video and mouse redirection • Full remote management through the command line, IPMI, and browser interfaces • Remote media capability (USB, DVD, CD, ISO image) • Advanced power management and monitoring • Active Directory, LDAP, RADIUS support • Dual Oracle ILOM flash • Direct virtual media redirection 	
1.3.5.5	Each Database Node management must provide secure and comprehensive local and remote management.	
1.3.5.6	Each Database Node management must support power management and monitoring, fault detection and notification.	
1.3.5.7	Each Database Node Network management must support in-band, out-of-band and side-band access.	
1.3.5.8	Each Database Node must support Syslog and SMTP alerts	
1.3.5.9	The proposed solution must create an automatic service request to Oracle for key hardware faults.	
1.3.6	Power Supply Units	
1.3.6.1	Each Database Node must have at least two (2) hot-swappable, redundant power supplies.	



#	Requirements	Response (Yes/No)
1.3.7	Operating System	
1.3.7.1	Each Database Node must be shipped with a preinstalled, configured and licensed 64-bit Oracle Linux operating system with included technical support for at least three (3) Years as well as an appliance manager which allows one-button automation for provisioning, storage management, patching, and diagnostics.	
1.4	THE SYSTEM OF SHARED DISKS (STORAGE) SHOULD HAVE THE FOLLOWING CHARACTERISTICS:	
1.4.1	Disk Storage Enclosure	
1.4.1.1	High Performance: Disk Storage Enclosure must have at least Six (6) SAS (Serial Attached SCSI) SSD disks with a capacity of at least 7.68TB per disk	
1.4.1.2	High Capacity: Disk Storage Enclosure must have at least Eighteen (18) SAS (Serial Attached SCSI) HDD disks with a capacity of at least 18TB per disk	
1.4.1.3	The total Capacity (gross) of the storage system must be at least 370TB of raw disk space implemented using SSD and HDD disk drives.	
1.4.1.4	All usable disk capacity should be configured for the database and have at least a triple mirroring configuration for maximum redundancy.	
1.4.1.5	Hard disk drives must be Hot Swap replaceable.	
1.4.1.6	Hard disk drives must be interconnected in such a way that database servers see them as one unified data storage system.	
1.4.1.7	The disk storage shelf must have at least 2 (two) hot-swappable, redundant power supplies.	
1.4.2	Assembly and installation of the rack enclosure	
1.4.2.1	The solution should be delivered as an 8U rack-mountable system.	
1.4.3	Declared system performance	
1.4.3.1	Depending on how the system is configured, how many instances of the server are active and what templates are used, the system should provide adequate I/O bandwidth.	
1.5	FUNCTIONAL REQUIREMENTS	
1.5.1	Ease of installation, configuration, and maintenance	
1.5.1.1	The system should have a wizard-driven installation and configuration mechanism, allowing easy installation and configuration of software, patches and best practices based on predefined database templates.	
1.5.1.2	The system should have self-management features, which imply the automatic download of software and patches if configured by the system user.	
1.5.2	Ease of diagnosis and technical support	
1.5.2.1	Diagnostics and support should be enabled using Diagnostic Wizard, which allows the identification of problems and the taking of corrective actions. It should allow the easy creation of service requests for the technical support to be sent to the system vendor and includes preparation of all necessary technical details contained in the software logs, their packaging in the software archive and adding the Service Request.	
1.5.3	Scalability and high availability	
1.5.3.1	Scalability of the system should be provided in a way that goes from the minimal configuration of the system when it comes to the number of active core processors (2 processor cores on a single server) to the activation of all available cores on both servers (64 processor cores on both servers).	
1.5.3.2	High availability should be provided through clustering software based on some of the high availability options available in Oracle Database 19c Enterprise Edition (Oracle Real Application Cluster RAC, Oracle RAC-1-node or Oracle Data Guard).	



#	Requirements	Response (Yes/No)
1.6	OPERATING SYSTEM AND SOFTWARE LICENSES	
1.6.1	Supported Operating Systems and Software	
1.6.1.1	<p>Each Database Node should support minimum of the following operating systems and other software:</p> <p>Operating systems</p> <ul style="list-style-type: none"> Oracle Solaris Oracle Linux <p>Virtualization</p> <ul style="list-style-type: none"> Oracle Virtualization Manager Oracle Linux Enterprise Edition Oracle Enterprise Manager 13C Oracle KSPLICE (for zero downtime patching) Oracle Linux Cloud Native Framework (Kubernetes) 	
1.6.2	Software Licenses and Support Services	
1.6.2.1	<p>Each Database Server Node must be shipped with a preinstalled, configured and licensed 64-bit Enterprise Class Linux operating system with included technical support for at least two (2) Years 24 x 7 as well an appliance manager which allows one-button automation for provisioning, storage management, patching, and diagnostics.</p> <p>Minimum Pre-Installed software to each Database Server Node as follows:</p> <ul style="list-style-type: none"> Oracle Virtualization Manager with 2 Year 24 x 7 software update and license support Oracle Linux Enterprise Edition with 2 Year 24 x 7 software update and license support Oracle ODA Appliance Manager with 2 Year 24 x 7 software update and license support <p>For each Database Node, all preinstalled software should cover 2 Year 24 x 7 software updates and support.</p> <p>Additional Software includes:</p> <ul style="list-style-type: none"> Oracle Enterprise Manager 13C with 2 Year 24 x 7 software update and license support Oracle KSPLICE (for zero downtime patching) with 2 Year 24 x 7 software update and license support Oracle Linux Cloud Native Framework (Kubernetes) with 2 Year software update and license support 	
1.7	SOFTWARE LICENSES	
1.7.1	Licensing Guidelines	
1.7.1.1	Licensing should be based on the "pay-as-you-growth" principle. This licensing principle is based on payment for the Oracle DBMS licenses, depending on how many processor cores are active and working for the Oracle DB 19c Enterprise Edition.	
1.7.1.2	The system should enable dynamic activation of processor cores per customer needs through a principle known as "sub-capacity licensing." This principle involves the allocation of processor cores ranging from a minimum of 2 (two) processor cores on a single server and up to 64 (sixty-four) processor cores on both servers, depending on the real needs of users for processing power.	
1.7.1.3	The system should allow the use of all available hardware resources (server's RAM, SSD and disk space servers, and shared disk systems) without any licensing restrictions, regardless of the number of active processor cores.	
1.8	HARDWARE WARRANTY AND SUPPORT SERVICE	
1.8.1	Support must allow access to online support for service requests and firmware downloads.	
1.8.2	Support must allow access to multi-server management tools, which also feature automated service request capability, whereby potential issues are detected and reported without user intervention.	
1.8.3	<p>Oracle 2 Year 24 x 7 Hardware Premier Support for Oracle Database Appliance System. All the services should be delivered by Oracle Appointed / Authorised Oracle Field Service Delivery Partner in the Maldives.</p> <p>All the supporting documents should be submitted.</p> <p>All the required Hardware Warranty Spare parts should be available with Oracle Field Service Delivery Partner in the Maldives. No Cost should be added or charged to MCS for the replacement of Hardware Warranty Spare Parts during the hardware warranty period. All the services should provide On-Site (MCS)</p>	



#	Requirements	Response (Yes/No)
2.0	ORACLE SERVER – EM13C for MANAGEMENT & MONITORING OF DATABASE HW (1 BUNDLE)	
2.1	GENERIC REQUIREMENTS	
2.1.1	Oracle X86 standards server	
2.1.2	The proposed server should support two (2) processors (Intel® Xeon® Scalable Processor 3 rd Gen CPUs)	
2.1.3	The proposed server should be compact and energy-efficient 1U enterprise-class	
2.1.4	The proposed server should be the highest levels of security enabled out of the box.	
2.1.5	The proposed server should be built in a more secure cloud and prevent cyber-attacks.	
2.1.6	The proposed server should improve reliability with built-in diagnostics and fault detection from Oracle Linux and Oracle Solaris.	
2.1.7	The proposed server should support Four (4) SFF front hot-swappable disk bays supporting PCIe 4.0 NVMe SSD The proposed server should support Up to Four (4) small form factor NVMe drives (6.8 TB or 3.84 TB per drive)	
2.1.8	The proposed server should support Two (2) internal M.2 SATA boot drives.	
2.1.9	The proposed server should support Three (3) PCIe Gen 4.0 slots.	
2.1.10	The proposed server should support LP-PCIe cards, including Ethernet, FC and SAS.	
2.1.11	The proposed server should support an Optional mezzanine dual port 100Gb/sec Ethernet adapter with QSFP connectors.	
2.1.12	Hot-swappable components such as power units, fans and disks.	
2.1.13	Single vendor for all component support calls for the entire solution Database appliance to Management System.	
2.1.14	The solution should be certified and supported by Oracle Technical Support.	
2.2	TECHNICAL REQUIREMENTS	
2.2.1	Processors	
2.2.1.1	Processor architecture implemented in 64-bit technology	
2.2.1.2	The server must have at least two (2) Intel Xeon 64-bit with a minimum of 16 (sixteen) cores per processor.	
2.2.1.3	The minimum processor base frequency should be 2.4 GHz	
2.2.2	Memory	
2.2.2.1	Server must have at least 256GB (8 x 32GB) of low-voltage DDR4 RDIMMs	
2.2.2.2	The minimum frequency of memory cards is DDR4-3200.	
2.2.2.3	Server memory expansion capability to 2 TB (32 x 64 GB)	
2.2.3	Boot Disk	
2.2.3.1	Each server must have at least Two (2) M.2 SATA SSD internal disks with at least 240 GB for the Operating System.	
2.2.4	Storage	
2.2.4.1	Each server must have at least Two (2) 2.5-inch NVMe PCIe 4.0 SSD disks with at least 3.84 TB	
2.2.4.2	The total storage capacity must be at least 7.68 TB of raw disk space implemented using SSD disk drives.	
2.2.5	Interfaces	
2.2.5.1	Each server must have one (1) Oracle Dual-Port 10/25Gbps Ethernet Adapter, including accessories + Cable.	
2.2.5.2	Each Database Server Node must-have two (2) Oracle 2M/3M 10/25Gbps AOC FC Cable.	
2.2.5.3	Each Database Server Node must have at least One (1) USB 3.0 port.	
2.2.5.4	Each Database Server Node must have at least One (1) RS-232 RJ-45 serial port for Serial management (SER MGT)	



#	Requirements	Response (Yes/No)
2.2.6	System Management	
2.2.6.1	Each server must have at least One (1) 10/100/1000 Base-T Network Port for Management.	
2.2.6.2	Each server must have at least One (1) 10/100/1000 Base-T Network Port for Service Processor.	
2.2.6.3	The server must have full-function server management tools at no additional cost.	
2.2.6.4	The server management must include the following features: <ul style="list-style-type: none"> • Remote keyboard, video and mouse redirection • Full remote management through the command line, IPMI, and browser interfaces • Remote media capability (USB, DVD, CD, ISO image) • Advanced power management and monitoring • Active Directory, LDAP, RADIUS support • Direct virtual media redirection 	
2.2.6.5	The server management must provide secure and comprehensive local and remote management.	
2.2.6.6	The server management must support power management and monitoring, fault detection and notification.	
2..2.6.7	The server must support Syslog and SMTP alerts.	
2.2.6.8	The server Network management must support in-band, out-of-band and side-band access.	
2.2.6.9	The server management must be accessible via a serial port or a dedicated 10/100 Base-T Ethernet network management port.	
2.2.6.10	The proposed solution must create an automatic service request for Oracle for key hardware faults.	
2.2.7	Power Supply Units	
2.2.7.1	Each Database Server Node must have at least Two (2) hot-swappable, redundant power supplies.	
2.3	OPERATING SYSTEM; SOFTWARE LICENSES AND TECHNICAL SUPPORT	
2.3.1	Supported Operating Systems and Software	
2.3.1.1	The server should support minimum of the following operating systems and other software: <p>Operating systems</p> <ul style="list-style-type: none"> • Oracle Solaris • Oracle Linux <p>Virtualization</p> <ul style="list-style-type: none"> • Oracle Virtualization Manager • Oracle Linux Enterprise Edition • Oracle Enterprise Manager 13C • Oracle KSPLICE (for zero downtime patching) • Oracle Linux Cloud Native Framework (Kubernetes) 	
2.3.2	Software Licenses and Support Services	
2.3.2.1	The proposed server must be shipped with software licenses incl. technical support for at least two (2) years. <ul style="list-style-type: none"> - Oracle Virtualization Manager with 2 Year 24 x 7 software update and license support - Oracle Linux Enterprise Edition with 2 Year 24 x 7 software update and license support - Oracle Server Appliance Manager with 2 Year 24 x 7 software update and license support. - Oracle Enterprise Manager 13C with 2 Year 24 x 7 software update and license support - Oracle KSPLICE (for zero downtime patching) with 2 Year 24 x 7 software update and license support - Oracle Linux Cloud Native Framework (Kubernetes) with 2 Year software update and license support 	
2.4	HARDWARE WARRANTY AND SUPPORT SERVICE	
2.4.1	Support must allow access to online support for service requests and firmware downloads.	
2.4.2	Support must allow access to multi-server management tools, which also feature automated service request capability, whereby potential issues are detected and reported without user intervention.	
2.4.3	Oracle 2 Year 24 x 7 Hardware Premier Support for Oracle Database Appliance System. All the services should be delivered by Oracle Appointed and Authorised Oracle Field Service Delivery Partner in the Maldives. All the supporting documents should be submitted. All the required Hardware Warranty Spare parts should be available with Oracle Field Service Delivery Partner in the Maldives. No Cost should be added or charged to the Maldives for the replacement of Hardware Warranty Spare Parts during the hardware warranty period. All the services should provide On-Site (MCS)	




#	Requirements	Response (Yes/No)
3.0	ORACLE SERVER – AUDIT VAULT HARDWARE	
3.1	GENERIC REQUIREMENTS	
3.1.1	Oracle X86 standards server	
3.1.2	The proposed server should support two (2) processors (Intel® Xeon® Scalable Processor 3 rd Gen CPUs)	
3.1.3	The proposed server should be compact and energy-efficient 1U enterprise-class	
3.1.4	The proposed server should be the highest levels of security enabled out of the box.	
3.1.5	The proposed server should be built in a more secure cloud and prevent cyber-attacks.	
3.1.6	The proposed server should improve reliability with built-in diagnostics and fault detection from Oracle Linux and Oracle Solaris.	
3.1.7	The proposed server should support Four (4) SFF front hot-swappable disk bays supporting PCIe 4.0 NVMe SSD The proposed server should support Up to Four (4) small form factor NVMe drives (6.8 TB or 3.84 TB per drive)	
3.1.8	The proposed server should support Two (2) internal M.2 SATA boot drives.	
3.1.9	The proposed server should support Three (3) PCIe Gen 4.0 slots.	
3.1.10	The proposed server should support LP-PCIe cards, including Ethernet, FC and SAS.	
3.1.11	The proposed server should support an Optional mezzanine dual port 100Gb/sec Ethernet adapter with QSFP connectors.	
3.1.12	Hot-swappable components such as power units, fans and disks.	
3.1.13	Single vendor for all component support calls for the entire solution Database appliance to Management System.	
3.1.14	The solution should be certified and supported by Oracle Technical Support.	
3.2	TECHNICAL REQUIREMENTS	
3.2.1	Processors	
3.2.1.1	Processor architecture implemented in 64-bit technology	
3.2.1.2	The server must have at least two (2) Intel Xeon 64-bit with a minimum of 16 (sixteen) cores per processor.	
3.2.1.3	The minimum processor base frequency should be 2.4 GHz	
3.2.2	Memory	
3.2.2.1	Server must have at least 256GB (8 x 32GB) of low-voltage DDR4 RDIMMs	
3.2.2.2	The minimum frequency of memory cards is DDR4-3200.	
3.2.2.3	Server memory expansion capability to 2 TB (32 x 64 GB)	
3.2.3	Boot Disk	
3.2.3.1	Each server must have at least Two (2) M.2 SATA SSD internal disks with at least 240 GB for the Operating System.	
3.2.4	Storage	
3.2.4.1	Each server must have at least Two (2) 2.5-inch NVMe PCIe 4.0 SSD disks with at least 3.84 TB	
3.2.4.2	The total storage capacity must be at least 7.68 TB of raw disk space implemented using SSD disk drives.	
3.2.5	Interfaces	
3.2.5.1	Each server must have one (1) Oracle Dual-Port 10/25Gbps Ethernet Adapter, including accessories + Cable.	
3.2.5.2	Each Database Server Node must-have two (2) Oracle 2M/3M 10/25Gbps AOC FC Cable.	
3.2.5.3	Each Database Server Node must have at least One (1) USB 3.0 port.	
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#	Requirements	Response (Yes/No)
3.2.6	System Management	
3.2.6.1	Each server must have at least One (1) 10/100/1000 Base-T Network Port for Management.	
3.2.6.2	Each server must have at least One (1) 10/100/1000 Base-T Network Port for Service Processor.	
3.2.6.3	The server must have full-function server management tools at no additional cost.	
3.2.6.4	The server management must include the following features: <ul style="list-style-type: none"> • Remote keyboard, video and mouse redirection • Full remote management through the command line, IPMI, and browser interfaces • Remote media capability (USB, DVD, CD, ISO image) • Advanced power management and monitoring • Active Directory, LDAP, RADIUS support • Direct virtual media redirection 	
3.2.6.5	The server management must provide secure and comprehensive local and remote management.	
3.2.6.6	The server management must support power management and monitoring, fault detection and notification.	
3.2.6.7	The server must support Syslog and SMTP alerts.	
3.2.6.8	The server Network management must support in-band, out-of-band and side-band access.	
3.2.6.9	The server management must be accessible via a serial port or a dedicated 10/100 Base-T Ethernet network management port.	
3.2.6.10	The proposed solution must create an automatic service request for Oracle for key hardware faults.	
3.2.7	Power Supply Units	
3.2.7.1	Each Database Server Node must have at least Two (2) hot-swappable, redundant power supplies.	
3.3	OPERATING SYSTEM; SOFTWARE LICENSES AND TECHNICAL SUPPORT	
3.3.1	Supported Operating Systems and Software	
3.3.1.1	The server should support minimum of the following operating systems and other software: <p>Operating systems</p> <ul style="list-style-type: none"> • Oracle Solaris • Oracle Linux <p>Virtualization</p> <ul style="list-style-type: none"> • Oracle Virtualization Manager • Oracle Linux Enterprise Edition • Oracle Enterprise Manager 13C • Oracle KSPLICE (for zero downtime patching) • Oracle Linux Cloud Native Framework (Kubernetes) 	
3.3.2	Software Licenses and Support Services	
3.3.2.1	The proposed server must be shipped with software licenses incl. technical support for at least two (2) years. <ul style="list-style-type: none"> - Oracle Virtualization Manager with 2 Year 24 x 7 software update and license support - Oracle Linux Enterprise Edition with 2 Year 24 x 7 software update and license support - Oracle Server Appliance Manager with 2 Year 24 x 7 software update and license support. - Oracle Enterprise Manager 13C with 2 Year 24 x 7 software update and license support - Oracle KSPLICE (for zero downtime patching) with 2 Year 24 x 7 software update and license support - Oracle Linux Cloud Native Framework (Kubernetes) with 2 Year software update and license support 	
3.4	HARDWARE WARRANTY AND SUPPORT SERVICE	
3.4.1	Support must allow access to online support for service requests and firmware downloads.	
3.4.2	Support must allow access to multi-server management tools, which also feature automated service request capability, whereby potential issues are detected and reported without user intervention.	
3.4.3	Oracle 2 Year 24 x 7 Hardware Premier Support for Oracle Database Appliance System. All the services should be delivered by Oracle Appointed and Authorised Oracle Field Service Delivery Partner in the Maldives. All the supporting documents should be submitted. All the required Hardware Warranty Spare parts should be available with Oracle Field Service Delivery Partner in the Maldives. No Cost should be added or charged to the Maldives for the replacement of Hardware Warranty Spare Parts during the hardware warranty period. All the services should provide On-Site (MCS)	




#	Requirements	Response (Yes/No)
4.0	PROFESSIONAL SERVICES: INSTALLATION, CONFIGURATION AND MIGRATION OF ORACLE INFRA (1 BUNDLE)	
4.1	INSTALLATION AND CONFIGURATION OF HARDWARE – ON-SITE <i>Installation Services should be carried out by Oracle Field Service Delivery Partner and Certified Engineer</i>	
4.1.1	<p>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.</p> <p><u>Primarily required certificates of the engineer(s):</u></p> <ul style="list-style-type: none"> • Oracle Certified <ul style="list-style-type: none"> ○ Oracle Database Administrator Certified Associate Certificate ○ Oracle Database Administrator Certified Professional Certificate ○ Oracle RAC and Grid Infrastructure Administration Certificate ○ Oracle Database Appliance Field Delivery Support Certificate ○ Oracle Database Appliance Help Desk Support Certificate ○ Oracle X86 Generic – Support Certificate ○ Oracle Server X8-2/X8-2L Technical Certificate • Cisco CCNA and CCNP Certified • VMware Certified • Microsoft Certified • HPE Storage and Server Certified <p>All installation and migration work must be performed by Oracle Field Service Delivery Partner and Certified Engineers. All the certifications must submit with the proposal.</p>	
4.1.2	Perform site readiness assessment, ensuring the environment is ready for project commencement.	
4.1.3	The vendor shall provide comprehensive planning and design for Oracle Database Appliance HA Environment and its component within seven days upon signing of the contract.	
4.1.4	The vendor shall perform hardware rack mounting, management cabling, LAN/storage cabling and power cabling as per manufacturer guidelines.	
4.1.5	The vendor shall perform a Firmware update to the latest stable version for the proposed solution before migrating any services.	
4.1.6	<p>Proposed Hardware Rack Mounting, Cabling and Labelling</p> <ul style="list-style-type: none"> - Oracle Database Appliance High Available Solution - Oracle EM13c Server - Oracle Audit Vault Server 	
4.1.7	<p>Installation, Configuration and Implementation of Oracle Database Appliance HA:</p> <ul style="list-style-type: none"> - Oracle Database Appliance Hardware installation - Oracle Database Appliance HW Power-on, HW Configuration Validation and Health Check - Configure Oracle Integrated Lights Out Manager (Oracle ILOM) on Node0 and Node1 - Setup Oracle Database Appliance Software - Oracle Database Appliance HA Software Installation and Configuration (VM/OS/HA) - Create the required Database Environment - Create Required Application VMs - Integration to the existing Core Network / Network switches - Hardware UAT testing, Hardware FAC tests (Up to OS layer) - End to end Patching with the upgrade to the latest Firmware - Setup the Monitoring side for Oracle Database Appliance HA - Integrate to EM13C (if any) - Oracle ASR configuration in existing EM13C (or ASR manager) for Oracle Database Appliance 	
4.1.8	<p>Installation, Configuration and Implementation of EM13c Server; Audit Vault Server and DB Firewall Server:</p> <ul style="list-style-type: none"> - EM13c Server Hardware Installation and Configuration Services - Audit Vault Server Hardware Installation and Configuration Services - DB Firewall Server Hardware Installation and Configuration Services - EM13c; Audit Vault and DB Firewall Server HW Power-on, HW Configuration Validation and Health Check - Configure Oracle Integrated Lights Out Manager (Oracle ILOM) on EM13c; Audit Vault and DB Firewall Server - Integration to the existing Core Network / Network switches for EM13c; Audit Vault and DB Firewall - EM13c; Audit Vault and DB Firewall HW UAT testing, HW FAC tests (Up to OS layer) - End to end Patching with the upgrade to the latest Firmware for EM13c; Audit Vault and DB Firewall - Oracle ASR configuration in existing EM13C (or ASR manager) for EM13c; Audit Vault and DB Firewall 	
4.1.9	<p>Installation, Configuration and Implementation of EM13c Server:</p> <ul style="list-style-type: none"> - Pre-requisite checks for EM Cloud Control Installation and Repository database installation - Oracle Enterprise Manager Cloud Control (13.5) installation Add ODA target to Enterprise Manager - Add Oracle Hardware, OS & Databases to EM13C - Add Audit Vault to Enterprise Manager - Configure Alters, Alarms and thresholds based on customer KPI/SLAs. 	

#	Requirements	Response (Yes/No)
4.1.9	<p>Installation, Configuration and Implementation of Oracle Audit Vault Server:</p> <ul style="list-style-type: none"> - Install AV Server and AV Agent Configurations for Databases - Change audit parameters in Databases and enable unified auditing. - Install the latest Audit Vault (20.3) on its dedicated server. Configure Audit Vault Server - Install audit vault agents in target servers and configure audit records, capture collectors - Design and Deploy audit policies. Reports and Alerts configuration. - Below policies will be implemented in Oracle database targets based on the customer feedback. <ul style="list-style-type: none"> ✓ Audits all activities and requests to create, drop or alter a user, including a user changing their own password. ✓ Audits all activities and requests to create, drop or alter a role. ✓ Audit, grant, or revoke any system privilege or role ✓ Audit all attempts, successful or not, to create, drop or alter any profile ✓ Audit all activities on private and public database links ✓ Audit creation or dropping of a synonym ✓ Audit creation of a directory object that specifies an alias for a directory on the server file system ✓ Audit capability to allow the user to view the definitions of all schema objects in the database. ✓ Audit the user to grant or revoke any object privilege, which incl. privileges on tables, directories, mining models, etc. ✓ Audits all uses of using any system privilege ✓ Audit attempts to alter the database audit trail ✓ Audit any procedure, function, package or library via any attempt, successful or not, to create or drop these objects ✓ Audit attempt to alter the system ✓ Audit any attempt, successful or not, to create, drop, enable or disable any schema trigger in any schema ✓ Audit unsuccessful login/log off ✓ Audit any drop, truncate table command ✓ Audit system audit changes ✓ Audit creation of job (external/internal) ✓ Audit creation of the library ✓ Audit changes to the database structure ✓ Audit grating of any role 	
4.1.10	<p>Installation, Configuration and Implementation of DB Firewall Server:</p> <ul style="list-style-type: none"> - Installation of Oracle database firewall (20.0) as per the Oracle Documentation. - Apply required patches - Integrate Database Firewall with Audit Vault - Configure firewall monitoring and blocking policies as per the customer firewall rules - Testing and UAT for the implementation 	
4.2	<p>DATABASE MIGRATION SERVICE: HPE BLADE ENVIRONMENT TO ORACLE ODA INFRA – ON-SITE <i>Migration Services should be carried out by Oracle Field Service Delivery Partner and Certified Engineer.</i></p>	
4.2.1	<p>Professional Services for Database Migration and Application Environment setting-up:</p> <ul style="list-style-type: none"> - Installation and Configuration of Oracle Database Enterprise 19C on ODA - Upgrade and Migration of Microsoft SQL DB Enterprise to Oracle DB Enterprise 19C on ODA - Understanding the existing database environment <ul style="list-style-type: none"> ✓ Services for Database Upgrade and Migration from Microsoft SQL DB Ent. to Oracle DB Ent. 19C on ODA <ul style="list-style-type: none"> - Source DB – Microsoft SQL Database Enterprise - Target DB – Oracle Database Enterprise 19C on ODA - Database Size: 5TB ✓ Platform Details <ul style="list-style-type: none"> - Source OS – Windows_x86 (64-bit) (on HPE Blade Server Environment) - Source Data – HPE 3PAR Storage - Target OS – Linux_x86-64 (on ODA) - Run the pre-checks in the new environment before creating 19c Databases. Ex: Disk group sizes, Memory, etc. - Create the Oracle 19c RAC database in the new ODA platform using DBCA. - Create a Pre-production environment for pre-testing of migrations process. - First migration will be for testing purposes. - Setup Oracle SQL developer for migration - Use Oracle SQL developer to map the existing MS SQL database structures to Oracle Database 19C - Compilation of the objects, gathering statistics, object count checks and other post-migration checks. - Connect the existing application(T&D) to new database for functional testing. - Repetition of the above steps for several testing cycles. - Live Database migration and Post-Live Support 	
4.2.2	Minimum 4hrs downtime (over the weekend) shall be provided for migration. No near-zero downtime-based migration. The migration location for equipment is the same as MCS DC.	
4.2.3	The vendor shall provide comprehensive testing and detailed documentation on the configuration and settings of the Implemented environment.	
4.2.4	The bidders shall include the work required for the work being undertaken. It shall be deemed included even though the item is not specifically mentioned or shown in the drawings, specifications or Scope of Work.	



#	Requirements	Response (Yes/No)
5.0	TRAINING SERVICES (1 BUNDLE)	
5.1	ORACLE CERTIFIED TRAINING: VIRTUAL OR INSTRUCTOR-LED TRAINING AT MCS (2 Personal)	
5.1.1	<p>Oracle Database Appliance Workshop including course materials – 2 PAX</p> <ul style="list-style-type: none"> - ODA X9-2 HA Architecture - ODA Installation & Configuration - ODA Patching & Reimaging - ODA Virtualization - DB system Creation - Application VM creation - VM cloning. - ODA Security - ODA Monitoring and Management 	
5.1.2	<p>Oracle Database Administration Workshop including course materials – 4 PAX</p> <ul style="list-style-type: none"> - Oracle Database 19C Architecture & Concepts - Oracle Database Installation & Configuration - Oracle Database ASM administration - Create and Administer an Oracle Database - Oracle database basic administration - Configure and Administer Oracle Net Services - Create and Administer Pluggable Databases - Create and Manage Database Storage (ASM) - Load and Transport Data - Manage Automated Maintenance Tasks - Oracle RMAN (Backup and Recovery) - Oracle Database Replication (Data Guard) - Database tuning and diagnostics (Performance Tuning) - AWR Report reading and analysis 	
5.1.3	On-the-job training on Administering, managing and troubleshooting the Oracle Database Appliance	
6.0	HARDWARE WARRANTY; SERVICE LEVEL EXPECTATIONS AND MAINTENANCE SUPPORT SERVICES (1 BUNDLE)	
7.1	Hardware Warranty; Subscription and Technical Support	
7.1.1	<p>The Bidder shall offer a warranty for the hardware against defects arising out of faulty design, materials, and workmanship from the date of acceptance of the full system.</p> <p>The successful bidder shall provide a Hardware Warranty of</p> <ul style="list-style-type: none"> • Oracle 2 Year 24 x 7 Hardware Premier Support for Oracle Database Appliance • Oracle 2 Year 24 x 7 Hardware Premier Support for Oracle EM13C Server • Oracle 2 Year 24 x 7 Hardware Premier Support for Oracle Audit Vault Server • Oracle 2 Year 24 x 7 Hardware Premier Support for Oracle Database Firewall Server • Oracle 2 Year 24 x 7 Software Update and Support • Local 2 Year 24 x 7 Maintenance Support for Hardware and Technical Support Services • Local Support: 2 Year 24 x 7 On-Site Technical Support Services and Change request • All services should perform by Oracle, Cisco, VMware, Microsoft and HPE Certified Engineers. <p>for the entire solution (software, hardware, etc..) provided under the contract will comply strictly with the contract, shall be genuine in every case and shall be free from defects.</p> <p>The warranty period shall be as given in the bid proposal and/or otherwise agreed in the conditions of the contract between MCS and the successful bidder. Additionally, the successful bidder further warrants that all materials and equipment furnished have been supplied from authorized channels.</p> <p>The successful bidder further warrants to MCS that all materials, equipment, and supplies furnished by the vendor will be new, merchantable, of the most suitable grade and fit for their intended purposes.</p> <p>MCS reserves the right to reject the goods if identified as grey market products or counterfeit equipment.</p>	
7.2	Service Level Expectations	
7.2.1	<p>a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by the client's representative, and he or she shall be responsible for liaising with all vendors for the rectification of faults within the terms specified in the bill of the material above.</p> <p>b) Defective equipment shall be replaced by the Bidder at his own cost, including the cost of transport.</p> <p>c) The Bidder shall provide all normal toolkits and test equipment to maintain the hardware.</p> <p>d) System Maintenance & Support services will include the following activities.</p> <ul style="list-style-type: none"> ✓ 24 x 7 online support ✓ Patch updating and major/minor software version upgrading support. ✓ Issue resolution / Onsite Visits within 2 hrs. For hardware failures reported. ✓ Phone/Email TAC and RMA support must be provided during the support period. ✓ Local TAC support plan must be maintained by the bidder for the warranty period. 	




#	Requirements	Response (Yes/No)
7.3	Maintenance Support Services, including On-site Technical Support	
7.3.1	<p>The support service vendor should provide maintenance support services and Technical Support after full system acceptance till the warranty support service period:</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 - Maintenance Support Engineer should ensure the unit operates with the latest firmware. Firmware upgrades shall provide 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. 	
7.4	Maintaining Field Technical Support Delivery Engineers (Locally Employed in Bidder's Organization)	
7.4.1	<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. The support service vendor is expected to maintain the necessary resources for on-site technical support during the annual maintenance contract period.</p> <p>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"> • Oracle Certified <ul style="list-style-type: none"> o Oracle Database Administrator Certified Associate Certificate o Oracle Database Administrator Certified Professional Certificate o Oracle RAC and Grid Infrastructure Administration Certificate o Oracle Database Appliance Field Delivery Support Certificate o Oracle Database Appliance Help Desk Support Certificate o Oracle X86 Generic – Support Certificate o Oracle Server X8-2/X8-2L Technical Certificate • Cisco CCNA and CCNP Certified • VMware Certified • FHPE 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 	
8.0	CISCO NEXT-GENERATION FIREWALL CLUSTER for HOSTING INFRA (1 BUNDLE)	
8.1	Supply, Installation and Configuration of Cisco Next-Generation Firewall Cluster	1 Bundle
8.1.1	Cisco Firepower 1150 NGFW Appliance, 1U	2 Nos
8.1.2	Cisco SOLN SUPP 8X5XNBD Cisco Firepower 1150 NGFW Appliance, 1U – 1Y	2 Nos
8.1.3	Cisco FPR1150 Threat Defense Threat and Malware License	2 Nos
8.1.4	Cisco FPR1150 Threat Defense Threat and Malware 1Y Subs	2 Nos
8.1.5	Cisco Power Cord Jumper, C13-C14 Connectors,1.4 Meter	2 Nos
8.1.6	Cisco Firepower Threat Defense software v7.0.1 for FPR1000	2 Nos
8.1.7	Cisco Firepower 1K Series 200GB for FPR-1120/1140	2 Nos
8.1.8	Cisco Firepower 1K Series Accessory Kit for FPR-1120/1140	2 Nos
8.1.9	Cisco Firepower 1000 Standard ASA License	2 Nos
8.1.10	Cisco Firepower QR Label - Internal	2 Nos
8.1.11	Cisco 10GBASE-ER SFP Module	4 Nos
9.0	PROFESSIONAL SERVICES: INSTALLATION, CONFIGURATION AND MIGRATION OF SECURITY INFRA (1 BUNDLE)	
9.1	INSTALLATION AND CONFIGURATION OF HARDWARE – ON-SITE	
9.1.1	<p>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.</p> <p><u>Primarily required certificates of the engineer(s):</u></p> <ul style="list-style-type: none"> • Cisco CCNA and CCNP Certified 	

#	Requirements	Response (Yes/No)
	<ul style="list-style-type: none"> VMware Certified Oracle Certified HPE Storage and Server Certified <p>Oracle Flied Service Delivery Partner and Certified Engineers must perform all installation and migration work. All the certifications must submit with the proposal.</p>	
9.1.2	Perform site readiness assessment, ensuring the environment is ready for project commencement.	
9.1.3	The vendor shall provide comprehensive planning and design for Security Environment and its component within seven days upon signing the contract.	
9.1.4	The vendor shall perform hardware rack mounting, management cabling, LAN/storage cabling and power cabling as per manufacturer guidelines.	
9.1.5	The vendor shall perform Firmware updates to the latest stable version for the proposed solution before migrating any services.	
9.1.6	Proposed Hardware Rack Mounting, Cabling and Labelling.	
9.1.7	<p>Installation, Configuration and Implementation of Oracle Database Appliance HA:</p> <ul style="list-style-type: none"> Cisco Next-Generation Firewall Hardware installation Cisco Next-Generation Firewall HW Power-on, HW Configuration Validation and Health Check Installation and Configuration of Cisco Next-Generation Firewall Cluster Integration to the existing Core Network / Network switches End to end Patching with the upgrade to the latest Firmware 	
9.1.8	Minimum 4hrs downtime (over the weekend) shall be provided for migration. No near-zero downtime-based migration. The migration location for equipment is the same as MCS DC.	
9.1.9	The vendor shall provide comprehensive testing and detailed documentation on the configuration and settings of the Implemented environment.	
9.1.10	The bidders shall include the work required for the work being undertaken. It shall be deemed included even though the item is not specifically mentioned or shown in the drawings, specifications or Scope of Work.	
10.0	TRAINING SERVICES (1 BUNDLE)	
10.1	ON-THE-JOB TRAINING (2 Personal)	
10.1.1	On-the-job training on Administering, managing and troubleshooting the Cisco Security Firewall proposed.	
11.0	HARDWARE WARRANTY; SERVICE LEVEL EXPECTATIONS AND MAINTENANCE SUPPORT SERVICES (1 BUNDLE)	
11.1	Hardware Warranty; Subscription and Technical Support	
11.1.1	<p>The Bidder shall offer a warranty for the hardware against defects arising out of faulty design, materials, and workmanship from the date of acceptance of the full system.</p> <p>The successful bidder shall provide a Hardware Warranty of</p> <ul style="list-style-type: none"> Cisco 1 Year 24 x 7 Hardware SmartNet Services Cisco 1 Year 24 x 7 Subscription Services Local 1 Year 24 x 7 Maintenance Support for Hardware and Technical Support Services <p>for the entire solution (software, hardware, etc..) provided under the contract will comply strictly with the contract, shall be genuine in every case and shall be free from defects.</p> <p>The warranty period shall be as given in the bid proposal and/or otherwise agreed in the conditions of the contract between MCS and the successful bidder. Additionally, the successful bidder further warrants that all materials and equipment furnished have been supplied from authorized channels.</p> <p>The successful bidder further warrants to MCS that all materials, equipment, and supplies furnished by the vendor will be new, merchantable, of the most suitable grade and fit for their intended purposes.</p> <p>MCS reserves the right to reject the goods if identified as grey market products or counterfeit equipment.</p>	
11.2	Service Level Expectations	
11.2.1	<p>a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by the client's representative, and he or she shall be responsible for liaising with all vendors for the rectification of faults within the terms specified in the bill of the material above.</p> <p>b) Defective equipment shall be replaced by the Bidder at his own cost, including the cost of transport.</p> <p>c) The Bidder shall provide all normal toolkits and test equipment to maintain the hardware.</p> <p>d) System Maintenance & Support services will include the following activities.</p> <p>✓ 24 x 7 online support</p>	



#	Requirements	Response (Yes/No)
	<ul style="list-style-type: none"> ✓ Patch updating and major/minor software version upgrading support. ✓ Issue resolution / Onsite Visits within 2 hrs. For hardware failures reported. ✓ Phone/Email TAC and RMA support must be provided during the support period. ✓ Local TAC support plan must be maintained by the bidder for the warranty period. 	
11.3	Maintenance Support Services, including On-site Technical Support	
11.3.1	<p>The support service vendor should provide maintenance support services and Technical Support after full system acceptance till the warranty support service period:</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 - Maintenance Support Engineer should ensure the unit operates with the latest firmware. Firmware upgrades shall provide 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. 	
11.4	Maintaining Field Technical Support Delivery Engineers (Locally Employed in Bidder's Organization)	
11.4.1	<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. The support service vendor is expected to maintain the necessary resources for on-site technical support during the annual maintenance contract period.</p> <p>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 • 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 	
11.5	DELIVERY OF HARDWARE AND INSTALLATION:	
11.5.1	<p>The maximum delivery period allowed under this bid is 75 Calendar Days. Any proposal proposing a delivery period that exceeds the above will be disqualified.</p> <p>MCS reserves the right to disqualify any proposal with a delivery period that is either unrealistically low or illogical compared to MCS's estimates and industry norms.</p> <ul style="list-style-type: none"> • The successful bidder shall deliver the goods within 60 Day(s) upon signing the contract. • The successful bidder shall complete the installation within 15 Days (s) upon site readiness. 	
12.0	MINIMUM BIDDER'S QUALIFICATION AND PROPOSAL REQUIREMENTS:	
12.1	<p>Any single firm, company, partnership, or other legal entity registered in the Republic of Maldives, only with 100% Maldivian shareholding parties, is eligible to submit the proposal for this tender.</p> <p>The bidder must fully read, understand, and comply with all areas of this RFP, 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. Experience:</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 organization. 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>	



#	Requirements	Response (Yes/No)
	<p>b. Manufacturer's Authorization Letter / Certificate: It is mandatory that the vendor or proposer must be an Authorized Partner or Distributor of Oracle and Cisco 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 authorization letter must be referred to the project reference number.</p> <p>c. Completed similar systems and support services projects (Value above MVR 1,000,000.00): The vendor should provide reference letters/documents of successful implementation and technical support of similar systems (Oracle Hardware; Oracle Software; Data Centre Networking and Security; Data Centre Computing (Hyper-Converged Infrastructure or Composable Infrastructure and Data Centre Tire-1 Storage projects) and should include descriptions of the system implemented within the last five (5) years. The mentioned project references must include names and contact information of the respective clients if required; MCS can contact and verify the project summaries. The submitted reference documents should comply with the followings:</p> <ul style="list-style-type: none"> • Document should be from the client (signed and stamped) • Client opinion regarding the vendor performance and completion of the project. • Project names and project value <p>d. Team Composition for Technical Support: <i>(All required certifications details refer to above relevant section)</i> It is mandatory that the vendor will maintain the required technical team as deemed as suited based on the requirements and milestones. However, MCS expects that the proposer would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the vendor will maintain the necessary resources for on-site technical support during crucial stages of the project that requires closer interaction with MCS during installation, configuration, integration, training, testing, etc. The bidder MUST have a full-time Vendor Certified Professional/Engineer under its payroll.</p> <p>The bidder shall submit the following documents:</p> <ul style="list-style-type: none"> • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer. 	
13.0	PROPOSAL SUBMISSION FORMAT:	
13.1	<p>The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents.</p> <p>The complete original proposal must be submitted in a sealed package. Bidder shall be marked "Supply, Upgrade, Migration, Installation and Configuration of Oracle Database Appliance Hardware Infrastructure and Oracle Database Environment, including Training and 24 x 7 Technical Support" Vendor shall file all documents necessary to support their proposal and include them with their proposal.</p> <p>The bid document shall be submitted in the following format and include the following information: 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"> a. Price Schedule Form b. Delivery and Installation Schedule c. Terms and Conditions d. Bill of Quantities and Services e. Warranty and Subscription, including Local Technical Support f. Service Level Expectations g. Maintenance Support Services, including on-site Technical Support h. Manufacturer's Authorization Letter / Certificate or supporting documents. i. Team Composition for Technical Support – Include Certified Engineer CVs j. Reference to the successful implementation of similar Data Centre Server & Storage, Networking, Security and Services 	
14.0	OTHER DOCUMENTS AND NOTES	
14.1	<p>The bidet should submit the following document, and MCS shall confirm that the following legal documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected:</p> <ol style="list-style-type: none"> a. Company Registration Certificate b. Company Profile Information sheet issued by the Ministry of Economic Development 	

#	Requirements	Response (Yes/No)
	<ul style="list-style-type: none"> c. SME Registration Certificate d. GST Registration Certificate e. MIRA Tax Clearance Certificate (last 30 days) f. Last 2 Year Financial Statements g. Bid Security (MVR 40,000/-). 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. a. Relationship letter (if the bidder has any family relationship with MCS executives) b. All the other relevant documents required/mentioned to submit in this bid document 	
14.2	Each person who attends the bid submission meeting can submit only one bid document.	
14.3	If a Bidder has a conflict of interest in one or more business entities, the bidder can submit one bid document.	
14.4	The Successful bidder does not get any advance payment for this bid, and the payment will be made after the completion of the project.	
14.5	Price breakdown must be given for each section separately. Any recurrent cost / subscription required beyond the warranty period must be quoted separately.	
14.6	MCS has the right to change the scope of the project as the budget constraints	
14.7	The bid will be evaluated by the total value of the project.	
14.8	The Successful bidder should submit Performance Security (5%) 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.	
14.9	The price should be in Maldivian Currency (MVR)	
14.10	<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> <p>CP * 0.005 * LD</p> <p>CP (Contractor price)</p> <p>LD (Late duration)</p>	
14.11	<p>Bid Submission:</p> <p>Date: 2nd April 2023</p> <p>Time: 13:30hrs</p> <p>Venue: Customs Building</p>	
14.12	<p>For Further Information:</p> <p>Mobile: 7946663</p> <p>Phone: 3334272</p>	



3. EVALUATION CRITERIA

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

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

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

Technical (marks break down below)

Technical Criteria Detail	Marks
Completion of the Technical and Support Proposal, including supporting documents	5%
Technical Support and maintenance	Mandatory
Trained/Qualified staff (Team Composition)	Mandatory
Manufacturer's Authorization Letter / Certificate	Mandatory
Completed Similar Systems and Support Services Projects <u>Minimum 10 reference letters/purchase orders/contract copy or completion certificate:</u> <ul style="list-style-type: none"> - Reference letter/completion certificate (value above 1,000,000.00 MVR per project) of successful implementation and technical support of similar systems (Oracle Hardware; Oracle Software; Data Centre Networking and Security; Data Centre Computing (Hyper-Converged Infrastructure or Composable Infrastructure and Data Centre Tire-1 Storage projects) and should include descriptions of the system implemented. - Minimum 10 reference letters or certificates for proof of supply and installation of similar projects and services to other organizations within the past five (5) years. - 2.5 points for each reference letter/completion certificate signed and stamped by the client. 	25%
Total	30%

