

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



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| PROC-2023-008                                | مجلس الوزراء |
| (IUL) 164-PRO/1/2023/36                      | مجلس الوزراء |
| 05 أيار 2023                                 | مجلس الوزراء |







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|----------|--|--|--|
|          | <p>Support Services</p> <ul style="list-style-type: none"> <li>• Duration: 3 years</li> </ul> <p>Coverage: Hardware and software support</p>   |  |  |
|          | Installation, Configuration and Migration Services as instructed in #3   |  |  |
|          | Bidder should submit the Original Manufacture's Authorization Certificate along with the bid   |  |  |
| <b>2</b> | 01 Nos x HPE MSA2050 Storage Expansion   |  |  |
|          | 01 Nos x HPE MSA 2050 LFF Disk Enclosure with required SAS cables and power cables   |  |  |
|          | 12 Nos x HPE MSA 8TB SAS 12G Midline 7.2K LFF (3.5in) 512e HDD   |  |  |
|          | <p>HPE 1Y Tech Care Essential Service</p> <ul style="list-style-type: none"> <li>• Service Type: Tech Care Essential Service</li> <li>• Duration: 1 years</li> </ul> <p>Coverage: Hardware and software support</p>  |  |  |
|          | Installation, Configuration and Migration Services as instructed in #3   |  |  |
| <b>3</b> | <b>Installation, Configuration, and Integration Service</b>  |  |  |
|          | <p><b>Mandatory Project Team Requirement</b></p> <p>The vendor must ensure that relevant certified engineers are available on site for the duration of the installation, configuration, and integration service. The engineers must possess the required certification for the products and services being installed, configured, and integrated.</p> <p>The following certifications are required for the project team:</p> <ul style="list-style-type: none"> <li>• Veeam Certified</li> <li>• HPE Composable Infrastructure Certified</li> <li>• Cisco CCNA Certified</li> </ul> <p>The bidder must include documents proving their engineers' certifications. The project team must include at least one engineer with each of the required certifications. The specified engineers must be on site for the duration of the installation, configuration, and integration service. Any travel expenses related to the project team's travel to and from the site will be the responsibility of the bidder.</p>  |  |  |
|          | <p><u>Supply and Delivery</u></p> <ul style="list-style-type: none"> <li>• Supply and deliver all equipment specified in the technical specification to the organization's premises.</li> </ul> <p><u>Installation and Configuration</u></p> <ul style="list-style-type: none"> <li>• All required installation, configuration and other related tasks should be conducted during government official hours unless specified by NCIT</li> <li>• Install and configure the Tape Library and HPE MSA2050 Storage according to manufacturer specifications and best practices.</li> <li>• Connect the equipment to the existing Cisco SAN switch.</li> <li>• Configure relevant Cisco SAN zoning configuration.</li> <li>• Configure the equipment for optimal performance, including RAID configuration for the HPE MSA2050 Storage.</li> </ul> <p><u>Integration with Veeam Backup and Replication</u></p> <ul style="list-style-type: none"> <li>• Configure the Tape Library as a backup target for the Veeam Backup and Replication infrastructure.</li> <li>• Configure the tape library's network settings, library slots, and auto loader settings.</li> <li>• Configure the backup job settings to use the Tape Library as the backup target.</li> </ul> |  |  |

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|   | <ul style="list-style-type: none"> <li>• Configure the Veeam Backup and Replication infrastructure to manage and monitor the backup jobs to the Tape Library.</li> </ul> <p><i>Note: Integration and configuration with the existing Veeam Backup and Replication infrastructure should be completed within the proposed project timeline and not cause any disruption to the current backup and recovery process. Any potential impact on the existing infrastructure should be identified and mitigated to ensure the continuity of operations</i></p> <p><u>Integration with HPE Synergy and HPE OneView</u></p> <ul style="list-style-type: none"> <li>• Install and configure the necessary components of the HPE Synergy infrastructure to support the integration of the new Tape Library and HPE MSA 2050 Storage expansion.</li> <li>• Verify that the HPE Synergy infrastructure is functioning correctly and can communicate with the new equipment.</li> <li>• Install and configure the necessary components of HPE OneView infrastructure to support the integration</li> <li>• Verify that HPE OneView is functioning correctly and can communicate with the new equipment.</li> </ul> <p><u>Testing and Commissioning</u></p> <ul style="list-style-type: none"> <li>• Conduct testing and commissioning of the equipment to ensure it is operating at optimal levels and that all features and functions are working as expected.</li> <li>• Conduct testing and verification of the backup and restore process to ensure that backups are being stored on Tape Library correctly and can be restored in a timely manner.</li> <li>• Conduct testing and verification of the integration between Tape Library and HPE MSA 2050 Storage with the HPE Synergy and HPE OneView infrastructure.</li> <li>• Test the functionality of the new equipment, including storage provisioning and backups, to ensure it is working correctly with the HPE Synergy and HPE OneView</li> </ul> <p><u>Training</u></p> <ul style="list-style-type: none"> <li>• Knowledge Transfer: Provide training and documentation to IT staff on how to operate and maintain the tape library, backup solution, HPE MSA storage expansion and HPE Synergy infrastructure.</li> </ul> <p><u>Documentation</u></p> <ul style="list-style-type: none"> <li>• Provide complete documentation, including operation manuals, user guides, and configuration details.</li> <li>• Provide complete documentation of the integration and configuration process, including any changes to the Veeam Backup and Replication infrastructure that were made to accommodate the new Tape Library.</li> </ul> <p><u>Post Installation Support</u></p> <ul style="list-style-type: none"> <li>• Provide post-installation support for up to 03 months to address any issues that may arise.</li> </ul> <p>Provide 3-Year local ongoing technical support to ensure the continued optimal operation of the new system.</p> |  |  |
| 4 | <p><b>Service Level Expectations</b></p> <ol style="list-style-type: none"> <li>a. The support service vendor should provide the contact number of a single point of contact to facilitate</li> </ol>   |  |  |



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| 4.5  | <p>ሙሉ ለሙሉ ምርምር (ጊዜያዊ) ይህ ደንብ ምርምር ተከታታይ ሲሆን ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p>           |
| 4.6  | <p>ፈጠራዊ ምርምር (ጊዜያዊ) ምርምር</p>  |
| 4.7  | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል (ምርምር / ምርምር / ምርምር) ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p> |
| 4.8  | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p>  |
| 4.9  | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል (ምርምር / ምርምር / ምርምር) ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p> |
| 4.10 | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p>  |
| 4.11 | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል (ምርምር / ምርምር / ምርምር) ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p> |
| 4.12 | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል (ምርምር / ምርምር / ምርምር) ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p> |
| 4.13 | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p>  |
| 4.14 | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል (ምርምር / ምርምር / ምርምር) ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p> |
| 4.15 | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል (ምርምር / ምርምር / ምርምር) ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p> |
| 4.16 | <p>ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል (ምርምር / ምርምር / ምርምር) ምርምር ስራው ለምርምር ሰነድ ማዘጋጀት ይገባል</p> |





6.1. زمرات دہوددی معلوماتی



National Centre for Information Technology

مركز معلومات تكنولوجيا المعلومات

| #   | زمرات دہوددی   | سورہ | قرآنی |
|-----|--|------|-------|
| 1.  | زمرات دہوددی معلوماتی  |      |       |
| 2.  | موسم زمرات   |      |       |
| 3.  | قرآنی معلوماتی دہوددی / سورہ و دہوددی رکن معلوماتی                                       |      |       |
| 4.  | زمرات معلوماتی، معلوماتی ازادہ معلوماتی دہوددی معلوماتی، معلوماتی معلوماتی               |      |       |
| 5.  | معلوماتی ازادہ معلوماتی (معلوماتی) و زمرات معلوماتی معلوماتی معلوماتی معلوماتی           |      |       |
| 6.  | معلوماتی معلوماتی معلوماتی (معلوماتی)  |      |       |
| 7.  | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی (معلوماتی / معلوماتی / معلوماتی / معلوماتی) |      |       |
| 8.  | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی                           |      |       |
| 9.  | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی         |      |       |
| 10. | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی                  |      |       |
| 11. | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی                  |      |       |
| 12. | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی                  |      |       |
| 13. | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی                  |      |       |
| 14. | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی                  |      |       |
| 15. | معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی معلوماتی                  |      |       |





National Centre for Information Technology

مركز معلومات البحرين

| رقم | الوصف   |
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|     | <p>هوية المركز</p> <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p> <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p> <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p> |
|     | <p>الاسم:</p> <p>الاسم القانوني للمركز</p> <p>الرمز:</p> <p>الرمز القانوني للمركز</p> <p>الرمز:</p> <p>الرمز القانوني للمركز</p> <p>الرمز:</p> <p>الرمز القانوني للمركز</p> <p>الرمز:</p> <p>الرمز القانوني للمركز</p>  |
|     | <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p> <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p> <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p>                    |
|     | <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p> <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p> <p>المركز هو كيان مستقل يهدف إلى تطوير البنية التحتية للمعلوماتية في البحرين، وتقديم الخدمات والمعلوماتية للمؤسسات الحكومية والخاصة.</p>                    |
|     | <p>الاسم:</p> <p>الرمز:</p> <p>الرمز:</p> <p>الرمز:</p> <p>الرمز:</p> <p>الرمز:</p>   |







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| <ul style="list-style-type: none"> <li>• Conduct testing and commissioning of the equipment to ensure it is operating at optimal levels and that all features and functions are working as expected.</li> <li>• Conduct testing and verification of the backup and restore process to ensure that backups are being stored on Tape Library correctly and can be restored in a timely manner.</li> <li>• Conduct testing and verification of the integration between Tape Library and HPE MSA 2050 Storage with the HPE Synergy and HPE OneView infrastructure.</li> <li>• Test the functionality of the new equipment, including storage provisioning and backups, to ensure it is working correctly with the HPE Synergy and HPE OneView</li> </ul> <p><u>Training</u></p> <ul style="list-style-type: none"> <li>• Knowledge Transfer: Provide training and documentation to IT staff on how to operate and maintain the tape library, backup solution, HPE MSA storage expansion and HPE Synergy infrastructure.</li> </ul> <p><u>Documentation</u></p> <ul style="list-style-type: none"> <li>• Provide complete documentation, including operation manuals, user guides, and configuration details.</li> <li>• Provide complete documentation of the integration and configuration process, including any changes to the Veeam Backup and Replication infrastructure that were made to accommodate the new Tape Library.</li> </ul> <p><u>Post Installation Support</u></p> <ul style="list-style-type: none"> <li>• Provide post-installation support for up to 03 months to address any issues that may arise.</li> </ul> <p>Provide 3-Year local ongoing technical support to ensure the continued optimal operation of the new system.</p> |  |  |
| <p><b>4 Service Level Expectations</b></p> <p><b>b.</b> The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by client’s representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day.</p> <p><b>c.</b> Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any;</p> <p><b>d.</b> The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer.</p> <p><b>e.</b> System maintenance and support services will include the following activities.</p> <ul style="list-style-type: none"> <li>• 24 x 7 on-line Support.</li> <li>• Patch updating and major / minor software version upgrading support.</li> <li>• Phone/Email TAC support must be provided during support period</li> <li>• Issue resolution / Onsite Visits within 1 hour of hardware failures reported</li> <li>• Local TAC support plan must be maintaining by the Bidder for the maintenance period.</li> </ul>   |  |  |
| <p><b>5 Maintenance Support Services including on-site Technical Support:</b></p> <ul style="list-style-type: none"> <li>• On-site hardware repair/replace, and maintenance support service should be delivered by experienced OEM Certified Engineer</li> </ul>  |  |  |

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| <ul style="list-style-type: none"> <li>• On-site diagnostics and repair service should be delivered by experienced OEM Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance.</li> <li>• Technical support experienced engineers should be available to answer our questions.</li> <li>• Flexible on-site response times that best meets the business requirements</li> <li>• Service summary report should provide after each work performed including recommendations for service to ensure optimal performance</li> <li>• Maintenance Support Engineer should check and ensuring the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge.</li> <li>• During each maintenance visit, field service Engineers should run tests to verify our system is functioning correctly in all operational modes.</li> <li>• Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard.</li> <li>• The support service vendor shall maintain critical parts locally in Male' to provide after sale support.</li> </ul> |  |  |
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بسم الله الرحمن الرحيم



National Centre for Information Technology

مركز تكنولوجيا المعلومات الوطني

| <b>Financial Data for Previous 03 Years [MVR Equivalent]</b>   |             |             |             |
|--|-------------|-------------|-------------|
| <b>Financial Information of the Year</b>   | <b>2019</b> | <b>2020</b> | <b>2021</b> |
| <b>Information from Balance Sheet</b>  |             |             |             |
| Total Assets   |             |             |             |
| Total Liabilities  |             |             |             |
| Net Worth  |             |             |             |
| Current Assets   |             |             |             |
| Current Liabilities  |             |             |             |
| Working Capital  |             |             |             |
| <b>Information from Income Statement</b>   |             |             |             |
| Total Revenues   |             |             |             |
| Profits Before Taxes   |             |             |             |
| Profits After Taxes  |             |             |             |
| <ul style="list-style-type: none"> <li>Attached are copies of financial statement (balance sheets including all related notes, and income statements), as indicated above, complying with the following conditions.</li> <li>All such documents reflect the financial situation of the Bidder.</li> <li>Historic financial statement must be complete, including all notes to the financial statements.</li> <li>Historic financial statements must correspond to accounting periods.</li> </ul> |             |             |             |

### Evaluation criteria

#### Financial Situation evaluation

- To be eligible the financial statements of the bidding party must show, average annual turnover of MVR 800,000.00 for the years 2019, 2020 and 2021.  
(or)
- To be eligible the financial statements of the bidding party must show, Minimum value of MVR 800,000.00 of the proposed price, for liquid asset, for the year 2019, 2020 and 2021.  
(or)
- If bidding party is unable to meet any of the above requirement they shall submit "Line of Credit Letter" as per the template in Form FIN – 3. (credit limit shall be no less than MVR 800,000.00 of the proposed price)

Bidder Stamp and Sign

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## Form of Bid Security (Bank Guarantee)

WHEREAS, .....[*name of Bidder*] (hereinafter called "the Bidder") has submitted his Bid for the Project no.....issued by National Centre for Information Technology ..... for construction of .....[*name of Contract*] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We ..... [*name of Bank*] of ..... [*name of country*] having our registered office at ..... (hereinafter called "the Bank") are bound unto .....[*name of Purchaser*] (hereinafter called "the Purchaser") in the sum of \*..... for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents.

SEALED with the Common Seal of the said Bank this .....day of .....20.....

THE CONDITIONS of this obligation are:

- (1) If, after Bid opening, the Bidder withdraws his Bid during the period of Bid validity specified in the Form of Bid;  
or
- (2) If the Bidder having been notified of the acceptance of his Bid by the Purchaser during the period of Bid validity:
  - (a) fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required; or
  - (b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders; or
  - (c) does not accept the correction of the Bid Price pursuant to Clause 27,

\* The Bidder should insert the amount of the Guarantee in words and figures denominated in Maldivian Rufiyaa. This figure should be the same as shown in Clause 16.1 of the Instructions to Bidders.

we undertake to pay to the Purchaser up to the above amount upon receipt of his first written demand, without the Purchaser's having to substantiate his demand, provided that in his demand the Purchaser will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date ..... days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE..... SIGNATURE OF THE BANK

WITNESS ..... SEAL

[*signature, name, and address*]

## Form of Performance Bank Guarantee (Unconditional)

To: .....  
[name & address of Purchaser]  
.....  
.....

WHEREAS ..... [name and address of Supplier] (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. .... dated ..... to execute ..... [name of Contract and brief description of Works] (hereinafter called "the Contract");

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Supplier such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Supplier, up to a total of \* ..... [amount of Guarantee] ..... [amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of ..... [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

\*An amount is to be inserted by the Guarantor, representing the percentage of the Contract Price specified in the Contract, in Maldivian Rufiyaa.

We hereby waive the necessity of your demanding the said debt from the Supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract documents which may be made between you and the Supplier shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until the date of issue of the Defects Correction Certificate.

SIGNATURE AND SEAL OF THE GUARANTOR .....

Name of Bank .....

Address .....

.....

.....

Date .....







