



**MALDIVES
CUSTOMS
SERVICE**

Project Name: **SUPPLY, UPGRADE/EXPANSION, INSTALLATION AND CONFIGURATION OF HPE
SIMPLIVITY HYPER-CONVERGED INFRASTRUCTURE, INCLUDING TRAINING
AND 24 x 7 TECHNICAL SUPPORT**

Tender Reference No.: **(IUL)14-PR/1/2023/78**

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Tender Submission Time: **14:00 hrs**

Issued by: **Maldives Customs Service**

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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/EXPANSION, INSTALLATION AND CONFIGURATION OF HPE SIMPLIVITY HYPER-CONVERGED INFRASTRUCTURE, INCLUDING TRAINING AND 24 X 7 TECHNICAL SUPPORT.**

MCS has 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 Upgrade the Hyperconverged Infrastructure for Asycuda Application and other Services at MCS.

This request for proposal (RFP) is intended for competitive vendors interested in submitting proposals for the **SUPPLY, UPGRADE/EXPANSION, INSTALLATION AND CONFIGURATION OF HPE SIMPLIVITY HYPER-CONVERGED 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 the 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)
1.0 SUPPLY, UPGRADE/EXPANSION, INSTALLATION AND CONFIGURATION OF HPE SIMPLIVITY HYPER-CONVERGED INFRASTRUCTURE, INCLUDING TRAINING AND 24 x 7 TECHNICAL SUPPORT		
1.1	Upgrading/Expansion of Existing HPE SimpliVity Hyper-Converged Infrastructure for Asycuda Apps & Other Services	1 Bundle
1.1.1	HPE SimpliVity 380 Gen10 Plus Configure-to-order Solution Tracking	04 Nos
1.1.2	HPE SimpliVity 380 Gen10 Plus Configure-to-order Node	04 Nos
1.1.3	HPE Intel Xeon-Gold 5318Y 2.1GHz 24-core 165W Processor for HPE	08 Nos
1.1.4	HPE 32GB (1x32GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	32 Nos
1.1.5	HPE ProLiant DL300 Gen10 Plus 2U 8SFF SAS/SATA 12G BC Front Bay 1/2 Drive Cage Kit	04 Nos
1.1.6	HPE SimpliVity 1.92TB SATA 6G Read Intensive SFF BC MV SSD	24 Nos
1.1.7	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	04 Nos
1.1.8	HPE SN1200E 16Gb Dual Port Fibre Channel Host Bus Adapter	04 Nos
1.1.9	HPE NS204i-p x2 Lanes NVMe PCIe3 x8 OS Boot Device	04 Nos
1.1.10	HPE Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	04 Nos
1.1.11	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	04 Nos
1.1.12	HPE Smart Array P816i-a SR Gen10 (16 Internal Lanes/4GB Cache/SmartCache) 12G SAS Modular Controller	04 Nos
1.1.13	HPE Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	04 Nos
1.1.14	HPE 25Gb SFP28 SR 100m Transceiver	16 Nos
1.1.15	HPE DL38X Gen10 Plus Maximum Performance Fan Kit	04 Nos
1.1.16	HPE 1600W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	08 Nos
1.1.17	HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed Features	04 Nos
1.1.18	HPE SimpliVity 380 G 2 Processors 1.92TB 6 SSD RTU	04 Nos
1.1.19	HPE Gen10 2U Bezel Kit	04 Nos
1.1.20	HPE DDR4 DIMM Blank Kit	04 Nos
1.1.21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	04 Nos
1.1.22	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	04 Nos
1.1.23	HPE ProLiant DL380 Gen10 Plus High-Performance Heat Sink Kit	08 Nos
1.1.24	HPE 3Y Tech Care Essential Service	04 Nos
1.1.25	HPE SVT 380 Gen10+ CTO Node Support	04 Nos
1.1.26	HPE SVT 380G 2P 1.92TB 6SSD RTU Support	04 Nos
1.1.27	HPE Installation and Startup Service	04 Nos
1.1.28	HPE Simplivity 380 HW Startup SVC	04 Nos
1.1.29	HPE Technical Installation Startup Service for HPE SimpliVity	04 Nos
1.1.30	HPE SimpliVity for VMware Remote SW Startup Service	04 Nos
1.1.31	HPE SimpliVity Remote SW and FW Update Service fan for two existing and four expansion nodes	01 Nos



#	Requirements	Response (Yes/No)
1.1.32	HPE SimpliVity Workload Migration Service	01 Nos
1.1.33	HPE SimpliVity Expansion Service for four nodes	01 Nos
1.1.34	HPE BladeSystem Health Check Service for Production Host	01 Nos
1.1.35	HPE BladeSystem c7000 Encl Network Startup Service for Re-Provisioning DR Hosting Infra	01 Nos
1.1.36	HPE Startup Storage Rebalance Limited Service for existing HPE 3PAR SAN Storage in Production and DR	01 Nos
1.1.37	HPE Startup Storage System App St Oracle Service for Production and DEV Workload	01 Nos
1.1.38	HPE Startup Storage System App St MS SQL Service for Production and DEV Workload	01 Nos
1.1.39	HPE Startup VMware vSphere Enterprise Service for four new nodes	01 Nos
1.1.40	HPE StoreOnce Catalyst Ivl1 Solution Service for HPE SimpliVity Backup	01 Nos
1.1.41	HPE Compute Firmware Update Implement Service for all HPE Compute, 4xHCI + 6xBL460	01 Nos
1.1.42	HPE SAN Level 2 Tier 2 Implementation Service for existing 2xCisco SAN Fabric	01 Nos
1.2	Upgrading of Hyper-Converged Infrastructure Network and External Storage Connectivity	1 Bundle
1.2.1	SFP-10/25G-CSR Cisco 10/25GBASE-CSR SFP Module – HCI Infra	20 Nos
1.2.2	SFP-25G-SR-S Cisco 25GBASE-SR SFP Module – Asycuda Oracle ODA Environment Connectivity	08 Nos
1.2.3	DS-SFP-FC16G-SW Cisco 16 Gbps Fibre Channel SW SFP+, LC – HCI Infra	08 Nos
1.2.4	HPE 16 Gb Fibre Channel SW SFP+ Transceiver – HCI Infra	08 Nos
1.2.5	SFP-10G-LR Cisco 10GBASE-LR SFP Module – DR Services Connectivity	08 Nos
1.2.2	HPE Premier Flex LC/LC Multi-mode OM4 2 Fiber 5m Cable	20 Nos
1.3	PROFESSIONAL SERVICES: INSTALLATION, CONFIGURATION AND MIGRATION OF HPE HCI INFRA AND OTHERS	1 Bundle
1.3.1	Perform site readiness assessment, ensuring the environment is ready for project commencement.	01 Lot
1.3.2	The vendor shall provide comprehensive planning and design for the HCI Environment and its components within seven days after signing the contract.	01 Lot
1.3.4	The vendor shall perform hardware rack mounting, management cabling, LAN/storage cabling and power cabling as per manufacturer guidelines.	01 Lot
1.3.5	Before migrating any services, the vendor shall perform a Firmware update to the latest stable version for the proposed solution.	01 Lot
1.3.6	<p>The vendor MUST have, at minimum, the following full-time OEM Certified Professional/Engineer under its payroll for delivery of the required professional services.</p> <p>Vendor Certified Engineers must perform all installation, configuration, upgrade, and migration work.</p> <p>All relevant engineer(s) certificates and supporting documents must be submitted with the proposal.</p> <p><u>Primarily required certificates of the engineer(s):</u></p> <ul style="list-style-type: none"> • HPE Certified Engineer – HPE SimpliVity System Administration • HPE Certified Engineer – HPE Storage Solutions V2 / V3 • HPE Certified Engineer – HPE BladeSystem Solution Support V8 • Oracle Database Appliance Field Delivery Support Certificate • Cisco CCNA and CCNP Certified • VMware Certified <p><u>The support service vendor shall submit the following documents:</u></p> <ul style="list-style-type: none"> • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer 	
1.3.7	<p>Installation, Configuration, Upgrade and Migration of HPE HCI Infra, including On-the-Job Training</p> <p>The project involves upgrading the existing HPE SimpliVity cluster and providing all required professional services for integration with existing Hosting, Core Networking, SAN Fabric, Security, Application and Backup infrastructure. The vendor MUST have, at minimum, the above full-time OEM Certified Professional/Engineer under its payroll for</p>	01 Lot



#	Requirements	Response (Yes/No)
	<p>delivery of the required professional services. All relevant engineer(s) certificates and supporting documents shall be included with the proposal. Vendor Certified Engineers must perform all installation, configuration, upgrade, and migration work. The engineer(s) shall be available onsite for the duration of the service.</p> <p>The Professional Service delivery/installation team should have a minimum of certified Engineers to support during the Implementation, Migration, Post-Warranty and Technical Support period. <i>(Refer to the relevant section for the minimum qualification requirement as stated above 1.3.6)</i>. The vendor should migrate all services from existing Production BladeSystem Infra to HCI upgrade infra as follows:</p> <ul style="list-style-type: none"> • Migration of all existing Asycuda Apps Host and other services to vSphere 8 in HPE HCI Environment. • Migrate all the Existing Server and Services in the HPE BladeSystem HPE HCI Environment. • Re-configuring the HPE BladeSystem for Disaster Recovery Site <p>a) <u>HPE Technical Installation Startup Service for HPE SimpliVity (HA124A1):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Review project scope and objectives with the client. - Assess existing infrastructure and hardware compatibility. - Plan installation schedule and resource allocation. o Service Deployment: <ul style="list-style-type: none"> - Unbox, inspect, and stage HPE SimpliVity hardware components. - Perform rack-mounting, cabling, and power connections. - Configure basic system settings and network connectivity. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate hardware installation and connectivity. - Ensure proper functioning of installed components. o Customer Orientation Session: <ul style="list-style-type: none"> - Conduct a brief orientation session for the client's IT staff. - Provide documentation and best practices for system operation. <p>b) <u>HPE SimpliVity for VMware Remote SW Startup Service (HA124A1#5LZ):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to assess VMware environment and requirements. - Plan on-site software and tool installation. o Service Deployment: <ul style="list-style-type: none"> - Install SimpliVity Virtual Controller for VMware management. - Configure software for seamless integration. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate remote software installation and functionality. - Ensure proper communication with the VMware environment. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on using remote software for VMware management. - Provide documentation on software usage. <p>c) <u>HPE SimpliVity Remote SW and FW Update Service fan for 2 x existing & 4 expansion node (HA124A1#5MK):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to plan and schedule remote software and firmware updates for HPE SimpliVity infrastructure components. - Review existing software and firmware versions. o Service Deployment: <ul style="list-style-type: none"> - Execute the updates while minimizing disruption to operations. - Ensure proper backup of configurations before updating. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the successful implementation of software and firmware updates. - Conduct post-update system checks. o Customer Orientation Session: <ul style="list-style-type: none"> - Offer guidance on maintaining updated software and firmware. <p>d) <u>HPE SimpliVity Workload Migration Service (HA124A1#5YT):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to identify workloads for migration and define migration strategy. - Plan the migration schedule to minimize downtime. o Service Deployment: <ul style="list-style-type: none"> - Execute workload migration while ensuring data integrity. - Shall migrate all existing operational and production workloads. - Monitor and track the progress of migrations. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the successful migration of workloads. - Verify data consistency and functionality post-migration. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing migrated workloads. <p>e) <u>HPE SimpliVity Expansion Service for 4 x new nodes (HA124A1#5ZD):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to define expansion requirements and objectives. - Plan the integration of new hardware components into the existing infrastructure. o Service Deployment: <ul style="list-style-type: none"> - Install and configure new HPE SimpliVity hardware components. 	



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	<ul style="list-style-type: none"> - Integrate them seamlessly with the existing infrastructure. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Verify the proper functioning of the expanded infrastructure. - Ensure compatibility and redundancy with existing components. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing and maintaining the expanded infrastructure. <p>f) <u>HPE BladeSystem Health Check Service for Production Host (H4F36A1):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to schedule and plan the health check. - Assess the client's objectives and expectations. o Service Deployment: <ul style="list-style-type: none"> - Execute a comprehensive health check of the existing HPE BladeSystem infra. - Identify performance bottlenecks and potential issues. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Implement recommended changes and improvements. - Verify the resolution of identified issues. o Customer Orientation Session:4 <ul style="list-style-type: none"> - Share detailed health check results and recommendations. <p>g) <u>HPE BladeSystem c7000 Encl Network Startup Service for Re-Provisioning DR Hosting Infra (HA124A1#56H):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to plan networking components within the HPE BladeSystem c7000 Enclosure. - Define network architecture and connectivity requirements. o Service Deployment: <ul style="list-style-type: none"> - Configure network connections and ensure proper communication between blade servers. - Test network functionality and failover configurations. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Verify network configurations for redundancy and performance. - Ensure proper communication between blade servers and the network. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing and troubleshooting network configurations. <p>h) <u>HPE Startup Storage Rebalance Limited Service for existing HPE 3PAR SAN Storage in PRD & DR (HA124A1#5WC):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to assess the storage environment. - Plan and schedule the storage rebalancing activities. o Service Deployment: <ul style="list-style-type: none"> - Analyze the existing HPE 3PAR SAN storage allocation and performance. - Analyze the workloads that have been migrated. - Optimize storage allocation and data distribution for improved efficiency. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the improved storage performance and data distribution. - Ensure that data is balanced across storage resources. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on monitoring and maintaining the rebalanced storage. <p>i) <u>HPE Startup Storage System App St Oracle Service for Production and DEV Workload (HA124A1#5YC):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to understand Oracle application requirements. - Plan the storage system setup to support Oracle applications. o Service Deployment: <ul style="list-style-type: none"> - Configure storage systems for optimal performance with Oracle databases. - Optimize storage settings and connectivity for Oracle applications. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the performance and functionality of the storage system with Oracle applications. - Ensure that storage meets Oracle performance guidelines. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing storage for Oracle applications. <p>j) <u>HPE Startup Storage System App St MS SQL Service for Production and DEV Workload (HA124A1#5YD):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to understand Microsoft SQL application requirements. - Plan the storage system setup to support MS SQL databases. o Service Deployment: <ul style="list-style-type: none"> - Configure storage systems for optimal performance with MS SQL databases. - Optimize storage settings and connectivity for MS SQL applications. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the performance and functionality of the storage system with MS SQL databases. - Ensure that storage meets MS SQL performance guidelines. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing storage for MS SQL databases. <p>k) <u>HPE Startup VMware vSphere Enterprise Service for 4 x new nodes (HA124A1#5NS):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to plan the installation and configuration of VMware vSphere Enterprise within the HPE SimpliVity environment. - Define virtualization requirements and objectives. o Service Deployment: 	



#	Requirements	Response (Yes/No)
	<ul style="list-style-type: none"> - Install and configure VMware vSphere Enterprise. - Integrate it with the HPE SimpliVity infrastructure. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the successful integration of VMware vSphere with HPE SimpliVity. - Ensure virtual machine (VM) creation and management. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing VMs within the vSphere environment. - Provide documentation on VMware vSphere configuration and usage. <p>l) <u>HPE StoreOnce Catalyst Iv1 Solution Service for HPE SimpliVity Backup (HA124A1#5TY):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to plan the setup and configuration of HPE StoreOnce Catalyst for data backup and deduplication. - Define backup and recovery requirements. o Service Deployment: <ul style="list-style-type: none"> - Configure HPE StoreOnce Catalyst for data backup. - Set up deduplication and retention policies. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate successful backup and deduplication processes. - Test data recovery capabilities. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing and monitoring backup processes. - Provide documentation on backup and deduplication settings. <p>m) <u>HPE Compute Firmware Update Implement Service for all HPE Compute (6xHCI + 6xBL460) (HL997A1):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to plan firmware updates for HPE computing components. - Review existing firmware versions and compatibility. o Service Deployment: <ul style="list-style-type: none"> - Execute firmware updates for compute components, including servers and blades. - Ensure minimal disruption to operations during updates. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the successful implementation of firmware updates. - Conduct post-update system checks. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing firmware updates for computing components. - Provide documentation on updated firmware versions and release notes. <p>n) <u>HPE SAN Level 2 Tier 2 Implementation Service for existing 2 x Cisco SAN Fabric (HA115A1#5W0):</u></p> <ul style="list-style-type: none"> o Service Planning: <ul style="list-style-type: none"> - Collaborate with the client to plan and implement advanced configurations for SAN solutions. - Assess and document the client's specific requirements. o Service Deployment: <ul style="list-style-type: none"> - Implement advanced configurations and optimizations for the SAN environment. - Ensure seamless integration with other infrastructure components. o Installation Verification Tests (IVT): <ul style="list-style-type: none"> - Validate the advanced SAN configurations for performance and reliability. - Verify interoperability with other infrastructure elements. o Customer Orientation Session: <ul style="list-style-type: none"> - Train the client's IT team on managing and troubleshooting advanced SAN configurations. <p>o) <u>Integration Services with Existing Infrastructure:</u></p> <ul style="list-style-type: none"> o Network Security Integration: <ul style="list-style-type: none"> - Collaborate with the client to assess the impact of integrating the new HPE SimpliVity nodes on existing Cisco network security. - Review firewall configurations to ensure they accommodate the new infrastructure. - Update access control policies as needed to allow communication with the SimpliVity nodes. - Conduct security testing to verify the new nodes do not introduce vulnerabilities. o Core Network Integration: <ul style="list-style-type: none"> - Plan the integration of the new HPE SimpliVity nodes with the existing Cisco Nexus core network infrastructure. - Configure network settings on the SimpliVity nodes to align with the core network requirements. - Verify connectivity and routing between the SimpliVity nodes and the core switches. - Ensure proper VLAN segmentation for traffic management. o Hosting Integration: <ul style="list-style-type: none"> - Integrate the new HPE SimpliVity nodes with the existing hosting infrastructure. - Configure VMware Hosts to recognize and utilize SimpliVity resources. - Validate seamless migration and failover capabilities between hosts and SimpliVity nodes. - Test virtual machine (VM) deployments and management on the integrated infrastructure. o SAN Integration: <ul style="list-style-type: none"> - Plan the integration of the new SimpliVity nodes with the existing Cisco MDS SAN infrastructure. - Configure storage settings on the SimpliVity nodes to ensure compatibility with the existing SAN network. - Test storage access between SimpliVity and SAN components. - Verify that SAN fabric configurations accommodate the new nodes. 	



#	Requirements	Response (Yes/No)
	<ul style="list-style-type: none"> ○ Backup Integration: <ul style="list-style-type: none"> - Assess the impact of the new HPE SimpliVity nodes on the existing HPE StoreOnce and Veeam backup infrastructure. - Configure backup policies to include SimpliVity resources and data. - Validate backup and recovery processes for both SimpliVity and non-SimpliVity data. - Ensure that the backup infrastructure can handle increased data from the new nodes. ○ Oracle Integration: <ul style="list-style-type: none"> - Plan the integration of the new HPE SimpliVity nodes with the existing Oracle infrastructure for Dev workloads. - Configure Oracle database settings to work optimally with SimpliVity resources. - Test database performance and data migration between Oracle and SimpliVity. - Verify the applications can access and utilize SimpliVity hosts. <p>General Requirements:</p> <ul style="list-style-type: none"> ○ The service provider should strictly adhere to HPE's recommended best practices for each service. ○ Detailed project timelines should be provided within seven days of contract signing. ○ The service provider should maintain open and proactive communication with the client throughout the project. <p>Knowledge Transfer and Documentation:</p> <ul style="list-style-type: none"> ○ Provide knowledge transfer sessions to the IT team, covering the implemented solution's configuration, management, and monitoring. ○ Document the implemented solution, including the configuration details, network diagrams, and any customized settings. ○ Provide user manuals or guides for day-to-day operations and troubleshooting. <p>Support and Maintenance:</p> <ul style="list-style-type: none"> ○ Provide on-the-job training on the support and maintenance processes for the implemented solution. ○ Coordinate with OEM support services to ensure seamless support and timely resolution of issues. ○ Assist with firmware and patch upgrades and recommend software and hardware upgrades. 	
1.4	HPE SimpliVity System Operation and Administration Instructor-Led Training at Vendor Site/MCS	5 PAX
1.5	HARDWARE WARRANTY; SERVICE LEVEL EXPECTATIONS AND MAINTENANCE SUPPORT SERVICES	1 Bundle
1.5.1	<p>Hardware Warranty; Subscription and Technical Support 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"> ○ Hardware Warranty: HPE 3 Year 24 x 7 Hardware Replacement and Support Services. ○ Software Warranty: HPE 3 Year 24 x 7 Software Support Services ○ Firmware Support: HPE 3 Year 24 x 7 Firmware Update and Support ○ Local Support: Local 3 Year 24 x 7 On-Site Technical Support Services and Change request ○ Local Support: Local 3 Year 24 x 7 On-Site Maintenance Support for Hardware ○ Oracle, Cisco, VMware, Microsoft and HPE Certified Engineers should perform all services. <p>The entire solution (software, hardware, etc.) provided under the contract will comply strictly with the contract, be genuine in every case, and 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. The successful bidder also 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>	01 Lot
1.5.2	<p>Service Level Expectations</p> <ol style="list-style-type: none"> a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate communication 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. b) The Bidder shall replace defective equipment at his own cost, including the cost of transport. c) The Bidder shall provide all standard toolkits and test equipment to maintain the hardware. d) System Maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 online support ✓ Patch updating and significant/minor software version upgrading support. ✓ Issue resolution/On-site visits within 2 hrs hardware failures reported. ✓ Phone/Email TAC and RMA support must be provided during the support period. ✓ The bidder must maintain a local TAC support plan for the warranty period. 	
1.5.3	<p>Maintenance Support Services, including On-site Technical Support 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"> ○ An experienced OEM OEM-certified engineer should deliver on-site hardware repair/replacement and maintenance support service ○ On-site diagnostics and repair service should be delivered by an experienced OEM Certified Engineer who should diagnose, 	



#	Requirements	Response (Yes/No)
	repair, and test the unit to ensure optimal performance. <ul style="list-style-type: none"> o 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 o Flexible on-site response times that best meet the business requirements o The Maintenance Support Engineer should ensure the unit operates with the latest firmware. Firmware upgrades shall be provided at no extra charge. o 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. o Maintenance Support Engineer should follow well-defined processes and procedures to provide quality services per Industry standards. o The support service vendor shall maintain critical parts locally in Male' to provide after-sale support. 	
1.6	DELIVERY OF HARDWARE AND INSTALLATION:	
1.6.1	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>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 of the contract. • The successful bidder shall complete the installation within 15 Days (s) upon site readiness. 	
1.7	MINIMUM BIDDER'S QUALIFICATION AND PROPOSAL REQUIREMENTS:	
1.7.1	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>The bidder must 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: 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 organizations. The mentioned project references must include the names and contact information of the respective clients so that MCS can contact and verify the project summaries.</p> <p>b. Manufacturer's Authorization Letter / Certificate: It is mandatory that the vendor or proposer must be an Authorized Partner or Distributor of HPE products and Services. The bidder that does not manufacture or produce the Goods it offers shall submit the <u>Manufacturer's Authorization Letter or Certificate</u> to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods/Services to supply these Goods/Services in the Maldives. The 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 (Data Centre Computing Hyper-Converged Infrastructure or Composable Infrastructure; Data Centre Tire-1 Storage; Data Centre Networking and Security) projects and should include descriptions of the system implemented within the last five (5) years. The mentioned project references must consist of 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 following:</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: (Qualification requirement details refer to section 1.3.6 above) It is mandatory that the vendor maintain the required technical team as deemed as suited based on the requirements and milestones. However, MCS expects that the proposer would have allocated more team compositions with specific skill sets and professional experience. Notably, the vendor is expected to maintain the necessary resources for on-site technical support during crucial stages of the project that require 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. 	



#	Requirements	Response (Yes/No)
1.8	PROPOSAL SUBMISSION FORMAT:	
1.8.1	<p>The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents.</p> <p>The complete original proposal must be submitted in a sealed package. Bidder shall be marked <u>“SUPPLY, UPGRADE/EXPANSION, INSTALLATION AND CONFIGURATION OF HPE SIMPLIVITY HYPER-CONVERGED INFRASTRUCTURE, INCLUDING TRAINING AND 24 x 7 TECHNICAL SUPPORT.”</u> Vendor shall fill all documents necessary to support their proposal and include them with their proposal.</p> <p>The bid document shall be submitted in the following format and include the following information: A detailed description of proposed equipment/services, including the scope of work (Annual Maintenance Support Service) and quotation, shall be submitted. (<i>Quotation shall remain valid for 90 days from the date of submission of the Bid.</i>)</p> <ol style="list-style-type: none"> Price Schedule Form Delivery and Installation Schedule Terms and Conditions Bill of Quantities and Services Warranty and Subscription, including Local Technical Support Service Level Expectations Maintenance Support Services, including on-site Technical Support Manufacturer’s Authorization Letter / Certificate or supporting documents. Team Composition for Technical Support – Include Certified Engineer CVs Reference letter / Past experience 	
1.9	OTHER DOCUMENTS AND NOTES	
1.9.1	<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"> Company Registration Certificate Company Profile Information sheet issued by the Ministry of Economic Development SME Registration Certificate GST Registration Certificate MIRA Tax Clarence Certificate (last 30 days) Last 2 Year Financial Statements 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. Relationship letter (if the bidder has any family relationship with MCS executives) All the other relevant documents required/mentioned to submit in this bid document 	
1.9.2	Each person who attends the bid submission meeting can submit only one bid document.	
1.9.3	If a Bidder has a conflict of interest in one or more business entities, the bidder can submit one bid document.	
1.9.4	The Successful bidder does not get any advance payment for this bid, and the payment will be made after the completion of the project.	
1.9.5	MCS has the right to change the scope of the project as the budget constraints	
1.9.6	The bid will be evaluated by the total value of the project.	
1.9.7	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.	
1.9.8	The price should be in Maldivian Currency (MVR)	
1.9.9	<p>If the contractor fails to deliver the project upon the agreed date, the fine will be taken under the following formula, and the fine will take up to 15% of the total value. Also, MCS has the right to terminate the agreement if the liquidate damage increases by over 15% of the total agreement.</p> <p>CP * 0.005 * LD CP (Contractor price) LD (Late duration)</p>	
1.9.10	<p>Bid Submission: Date: 12th October 2023 Time:14:00 hrs</p>	



#	Requirements	Response (Yes/No)
	Venue: Customs Building	

2.0 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.

2.1 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
<p>Completed Similar Systems and Support Services Projects</p> <p><u>Minimum 10 reference letters/purchase orders/contract copy or completion certificate:</u></p> <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 (Data Centre Computing Hyper-Converged Infrastructure or Composable Infrastructure; Data Centre Tire-1 Storage; Data Centre Networking and Security) 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%

