![Maldives Customs Service logo]

MALDIVES CUSTOMS SERVICE

Project Name:	**SUPPLY OF 1 YEAR HARDWARE REPLACEMENT; SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT**
Tender Reference No.:	**(IUL)14-PR/1/2024/36**
Tender Submission Date:	**16th April 2024**
Tender Submission Time:	**10:00 hrs**
Issued by:	**Maldives Customs Service**
Issue Date:	**26th March 2024**

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1. INSTRUCTIOIN 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 OF 1 YEAR HARDWARE REPLACEMENT; SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT.**

The purpose of this request for proposal (RFP) is intend for competitive vendors who are interested to submit proposal for **SUPPLY OF 1 YEAR HARDWARE REPLACEMENT; SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT**. This RFP provides vendors with the bill of materials and technical support requirements for successful responses.

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 prior to the award of 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 to understand the RFP in its entirety, and in detail, including making any inquiries to MCS as necessary to gain such understanding.

The bidder must examine all areas, forms, instructions, terms, technical specifications, and contents in the RFP. Failure to furnish all or any part of the information or documentation required by the RFP or submission of false information and documents will be considered nonresponsive, hence will be disqualified.

If a bid is not substantially responsive to the bidding documents, it shall be rejected and may not subsequently be made responsive by the bidder by any correction of 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 the specific skill sets and professional experience.

Most importantly, it has expected that the Bidder will maintain necessary resources on-site during crucial stages of the project that requires closer interaction with MCS during installation, configuration, integration, training, testing, etc. The bidder shall attach the professional certificate of the engineer for reference.

Late submission of proposal/bid or any of the mentioned documents will not be entertained.

1.4 Eligibility criteria and mandatory requirements

1.4.1 Any single firm, company, partnership, or other legal entity registered in the Republic of Maldives, only with 100% Maldivian shareholding parties, are eligible to submit the proposal for this tender.

1.4.2 The bidder or proposer must be an Authorized Partner or Distributor of the products and Services. The bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization Letter (MAL) to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods/Services to provide these Goods/Services in the Maldives. MAL must be referred to as the project reference number.

1.4.3 The bidder or proposer should maintain the required support technical team as deemed as suited based on the requirements and milestones during the contract or support period. Importantly it is expected that the Bidder will maintain the necessary resources for on-site technical support during the annual maintenance contract period. The bidder MUST have a full-time Certified Professional/Engineer under its payroll and should be locally employed in the bidder Organization. Maintenance support services must be provided by the bidders' Certified Team / Engineer(s).

1.4.4   The bidder or proposer should provide experience references (value each above MVR 1,000,000.00 per project) of successful implementation of similar implementations and services (HPE and Cisco Datacenter Infrastructure projects such as Computing, Storage and Cisco Core Networks) and should include descriptions of the system and services projects within the last five (5) years.

1.4.5   The above must be fully supported by including all the following mandatory documents in the bidders' proposal. Failure to include any will render the bidder ineligible and nonresponsive, leading to disqualification of the bid.

2. TECHNICAL REQUIREMENT AND SCOPE OF WORKS

2.1 Bills of Material and Scope of Works

#	Requirements	Response
1.	**SUPPLY OF 1 YEAR HARDWARE REPLACEMENT; SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT**	
1.1	**Supply of Cisco 1 Year SmartNet, Subscriptions and 24x7 Local Technical Support**	**1 Bundle**
1.1.1	Cisco 1-Year SNTC-8X5 NBD Firepower 2120 NGFW Appliance, 1U (HQ internal) Service Description: Provides major and maintenance releases of Cisco IOS software, TAC and replacement hardware delivered by the 8 x 5 next business day. Service Main Type: Exchange Service Sub Type: Physical Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	2 Nos
1.1.2	Cisco FPR2120 Threat Defense Threat Protection License	2 Nos
1.1.3	Cisco FPR2120 Threat Defense Threat Protection 1 Y Subscription	2 Nos
1.1.4	Cisco FPR2120 Advanced Malware Protection License	2 Nos
1.1.5	Cisco FPR2120 Advanced Malware Protection 1 Y Subscription	2 Nos
1.1.6	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.7	Local 1-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	2 Nos
1.1.8	Cisco 1-Year SOLN SUPP SWSS Cisco Firepower Management Center, (VMWare) 2 devices	1 Nos
1.1.9	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.10	Local 1-Year Software Configuration; Migration Services and Change request for FMC VM	1 Nos
1.1.11	Cisco 1-Year SNTC-8X5 NBD Firepower 1150 NGFW Appliance, 1U Service Description: Provides major and maintenance releases of Cisco IOS software, TAC and replacement hardware delivered by the 8 x 5 next business day. Service Main Type: Exchange Service Sub Type: Physical Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	2 Nos
1.1.12	Cisco FPR1150 Threat Defense Threat Protection License (HQ Hosting – Server Side)	2 Nos
1.1.13	Cisco FPR1150 Threat Defense Threat Protection 1 Y Subscription	2 Nos
1.1.14	Cisco FPR1150 Advanced Malware Protection License	2 Nos
1.1.15	Cisco FPR1150 Advanced Malware Protection 1 Y Subscription	2 Nos
1.1.16	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.17	Local 1-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	2 Nos
1.1.18	Cisco Firepower Management Center, (VMWare) for 2 devices	1 Nos
1.1.19	Cisco 1-Year SOLN SUPP SWSS Cisco Firepower Management Center, (VMWare) 2 devices	1 Nos
1.1.20	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.21	Local 1-Year Software Configuration; Migration Services and Change request for FMC VM	1 Nos

#	Requirements	Response
1.1.22	Cisco 1-Year SNTC-8X5 NBD Nexus 9300 w/48p 10/25G SFP+ and 6p 100G QSFP28 Switch Service Description: Provides major and maintenance releases of Cisco IOS software, TAC and replacement hardware delivered by the 8 x 5 next business day. Service Main Type: Exchange Service Sub Type: Physical Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	2 Nos
1.1.23	Cisco SWSS UPGRADES LAN Enterprise License for Nexus 9300 Pl	2 Nos
1.1.24	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.25	Local 1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.1.26	Cisco 1-Year SNTC-8X5 NBD MDS 9148S 16G FC Switch Service Description: Provides major and maintenance releases of Cisco IOS software, TAC and replacement hardware delivered by the 8 x 5 next business day. Service Main Type: Exchange Service Sub Type: Physical Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	2 Nos
1.1.27	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.28	Local 1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.1.29	Cisco 1-Year SNTC-8X5 NBD ASA 5545-X with FirePOWER Services, 8GE, Service Description: Provides major and maintenance releases of Cisco IOS software, TAC and replacement hardware delivered by the 8 x 5 next business day. Service Main Type: Exchange Service Sub Type: Physical Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	**2 Nos**
1.1.30	Cisco ASA5545-X with FirePower Threat Defense Threat Protection License	2 Nos
1.1.31	Cisco ASA5545-X with FirePower Threat Defense Threat Protection 1Y Subs	2 Nos
1.1.32	Cisco ASA5545-X with FirePower URL Filtering License	2 Nos
1.1.33	Cisco ASA5545-X with FirePower URL Filtering 1Y Subs	2 Nos
1.1.34	Cisco ASA5545-X with FirePower Advanced Malware Protection License	2 Nos
1.1.35	Cisco ASA5545-X with FirePower Advanced Malware Protection 1Y Subs	2 Nos
1.1.36	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.37	Local 1-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	2 Nos
1.1.38	Cisco 1-Year SOLN SUPP SWSS Cisco Firepower Management Center, (VMWare) 2 devices	1 Nos
1.1.39	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.40	Local 1-Year Software Configuration; Migration Services and Change request for FMC VM	1 Nos
1.1.41	Cisco Secure Client Advantage Term License, Total Unique Users	1 Nos
1.1.42	Cisco AnyConnect Plus License, 1YR, 100 Users	1 Nos
1.1.43	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.44	Local 1-Year Software Configuration; Migration Services and Change request for AnyConnect VPN	1 Nos

#	Requirements	Response
1.1.45	Cisco 1-Year SNTC-8X5 NBD ISR 4331 Sec bundle w/SEC license Service Description: Provides major and maintenance releases of Cisco IOS software, TAC and replacement hardware delivered by the 8 x 5 next business day. Service Main Type: Exchange Service Sub Type: Physical Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	2 Nos
1.1.46	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.47	Local 1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.1.48	1-Year 8 x 5 Next Business Day Nexus 5548 UP Chassis 32 10GbE Ports 2PS 2 Fans Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	2 Nos
1.1.49	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
1.1.50	Local 1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.1.51	1-Year 8 x 5 Next Business Day Nexus 3548, 48 SFP+ Ports Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	1 Nos
1.1.52	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.53	Local 1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	1 Nos
1.1.54	Cisco 1-Year SNTC-8X5 NBD Catalyst 2960-XR 24 GigE, 4 x 1G SFP, IP Service Description: Provides major and maintenance releases of Cisco IOS software, TAC and replacement hardware delivered by the 8 x 5 next business day. Service Main Type: Exchange Service Sub Type: Physical Provided Support: Hardware Replacement Response Time: Next Business Day Period of Cover: 1 Year Service Contract- 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	8 Nos
1.1.55	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	8 Nos
1.1.56	Local 1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	8 Nos
1.1.57	SmartNet, Subscription and Technical Support The Successful Bidder must provide a SmartNet Hardware Replacement; subscription licenses and technical support under the contract will comply strictly with the contract. • Cisco Subscription: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Cisco Hardware SmartNet: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Local Support: 1 Year 24 x 7 On-Site Technical Support Services • Local Support: 1-Year 24 x 7 On-Site Software Config; Migration Services and Change request. • All the replacement H/W Configuration; Migration Services and Change requests should be provided. • All the replacement new model H/W Testing and Knowledge Transfer Services should be provided. • All Services should perform by Cisco Certified Engineer – CVs and certificate. Additionally, the successful bidder further warrants that all Subscription and Technical Support provided are backed by manufacture/authorized channels. MCS reserves the right to reject the subscription and technical support if it is identified as a grey market subscription license or service.	1 Lot

#	Requirements	Response
1.1.57	**Service Level Expectations** a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. b) Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; c) The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. d) System maintenance and support services will include the following activities. ✓ 24 x 7 online Support. ✓ Patch updating and major/minor software version upgrading support. ✓ Phone/Email TAC support must be provided during the support period. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported. ✓ A local TAC support plan must be maintained by the Bidder for the maintenance period.	1 Lot
1.1.58	**Maintenance Support Services including on-site Technical Support:** • All the Engineers stated in the 1.1.59 should be locally employed in bidder's organisation. • On-site hardware repair/replace, and maintenance support service should be delivered by experienced Certified Engineer, refer 1.1.59 for details. • On-site diagnostics and repair service should be delivered by experienced Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance, refer 1.1.59 for details. • Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help our need is there when we need it. • Flexible on-site response times that best meet the business requirements • Service summary report should provide after each work performed including recommendations for service to ensure optimal performance. • Maintenance Support Engineer should check and ensure the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge. • During each maintenance visit, field service Engineers should run tests to verify 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 be able to provide quality services, as per Industry standards. • Replacements of parts; labour; travels & accommodation and components should be included in the annual AMC.	1 Lot
1.1.59	**Maintaining of Field Technical Support Delivery Engineers,** Locally Employed in Bidder's Organisation 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. However, MCS expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during the annual maintenance contract period. The support service vendor MUST have a full time Certified Professional/Engineer under its payroll. Primary requires certificates of the engineer: • Cisco CCNA Certified for Routing and Switching • Cisco CCNA and CCNP Certified for Security Additional required certificates of the engineer for Connected Hardware to Cisco Core Network: • HPE Certified Engineer – HPE SimpliVity System Administration • HPE Certified Engineer – HP 3PAR StoreServ Service and Solution Qualification • HPE Certified Engineer – HPE Storage Solutions V2 / V3 • HPE Certified Engineer – HPE BladeSystem Solution Support V8 • Oracle Certified Engineer – Oracle Database Appliance Field Delivery Support • VMware Certified The support service vendor shall submit the following documents: • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer	1 Lot
1.1.60	Cisco CCNA Routing and Switching Instructor Led Training at MCS/ Bidder Lab	2 PAX
1.1.61	Cisco CCNA Security Instructor Led Training at MCS/Bidder Lab	2 PAX
1.1.62	Cisco CCNP Routing and Switching Instructor Led Training at MCS/ Bidder Lab	2 PAX

#	Requirements	Response
1.2	VMware Virtualization Software with 1-Year Support/Subscription & Technical Support and Veeam Backup & Replication with 1-Year Support/Subscription incl Installation Configuration, Integration with HPE 3PAR and StoreOne	1 Bundle
1.2.1	Supply of VMware vSphere and vCenter Server 1-Year Support/Subscription and Technical Support	1 Lot
1.2.1.1	VMware vSphere Standard with vCenter Standard Licensed including Production Support - Prepaid Commitment - Per Core	192 Nos
1.2.1.2	VMware vSphere Standard with vCenter Standard Licensed including Production Support - Prepaid Commitment - Per Core	32 Nos
1.2.1.3	VMware vSphere Standard with vCenter Standard Licensed including Production Support - Prepaid Commitment - Per Core	32 Nos
1.2.1.4	**Professional Services – Production Site: Installation and Deployment Scope** - Convert and apply new VMware licensing model to SimpliVity infrastructure. Ensure no services are impacted. Carry out any required configurations to ensure HA and no downtime during application. - Gracefully remove the HPE C7000 Blade System from the current production environment. - Ensure all 3Par Storage is presented to the SimpliVity System and all workloads are migrated. - Clear all HPE C7000 Blade System related configurations from 3Par. - Clear/update all FC Zoning Configurations and the SAN Switches. - Clean up all data and configurations from HPE C7000 Blade System. - Remove all HPE C7000 Blade System networking and management cabling. - Dismount HPE C7000 Blade System from PR site racks. - It is mandatory, all services should perform by VMware; Veeam; HPE and Cisoc Certified Engineer – CVs and Engineers certificate should be included	1 Lot
1.2.1.5	**Professional Services – Disaster Recovery Site: Installation and Deployment Scope** - Move and mount the HPE C7000 Blade System from the PR to DR site. - Cabling and Labeling for the HPE C7000 Blade System. - Provisioning of new VMware virtual infrastructure with the latest supported versions for HPE C7000 Blade System blades. Ensure licensing and compliance. - Ensure all networking configurations adhere to MCS IP scheme conventions, best practices for segregation and network security. - Configure FC Zoning on SAN Switches. - Present 3Par storage to the new VMware Virtualization Infrastructure. - Migrate selected workloads from PR to DR for active-active redundancy. - Configure Veeam Replication from PR to DR for the selected workloads. - Test failover and failback. - Where applicable configure load balancing for services. - It is mandatory, all services should perform by VMware; Veeam; HPE and Cisco Certified Engineer – CVs and Engineers certificate should be included	1 Lot
1.2.1.6	Local 1-Year 24 x 7 On-site Technical Support Services and Labour for VMware Hosts	8 Nos
1.2.1.7	Local 1-Year Software Configuration; Migration Services and Change request for VMware Hosts	8 Nos
1.2.1.8	Local 1-Year 24 x 7 On-site Technical Support Services and Labour for HPE SimpliVity Infra	1 Lot
1.2.1.9	Local 1-Year 24 x 7 On-site Technical Support Services and Labour for HPE BladeSystem Infra	1 Lot
1.2.1.10	Local 1-Year 24 x 7 On-site Technical Support Services and Labour for HPE 3PAR Storage Infra	1 Lot
1.2.1.11	Local 1-Year 24 x 7 On-site Technical Support Services and Labour for HPE StoreOne Infra	1 Lot
1.2.2	Supply of Veeam Backup and Replication 1-Year Production Support and Technical Support	1 Lot
1.2.2.1	Veeam Availability Suite License per socket includes Enterprise Plus Edit with 1 Year Production (24/7) Support including local technical support. - Veeam Availability Suite Universal License - 1 Year Production (24/7) Support - On-the-Job training	16 Nos
1.2.2.3	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.2.2.4	1-Year Software Configuration; Migration Services and Change request for Veeam Availability Suite	1 Nos

#	Requirements	Response
1.2.3	**Support Subscription and Technical Support** The Successful Bidder must provide software support subscription licenses and technical support under the contract will comply strictly with the contract. • VMware: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Veeam: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Local Support: 1 Year 24 x 7 On-Site Technical Support Services • Local Support: 1-Year 24 x 7 On-Site Software Config; Migration Services and Change request • All the replacement software Migration Services and Change requests should be provided. • All the replacement software setup testing and knowledge transfer services should be provided. • All Services should perform by VMware, Veeam and HPE Certified Engineer – CVs and certificate. The subscription and technical support period shall be as given in the bid proposal and/or otherwise agreed in conditions of contract between Maldives Customs Service and the successful bidder. Additionally, the successful bidder further warrants that all Subscription and Technical Support provided are backed by manufacture/authorized channels. MCS reserves the right to reject the subscription and technical support if it is identified as a grey market subscription license or service.	1 Lot
1.2.4	**Service Level Expectations** a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. b) Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; c) The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. d) System maintenance and support services will include the following activities. ✓ 24 x 7 online Support. ✓ Patch updating and major/minor software version upgrading support. ✓ Phone/Email TAC support must be provided during the support period. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported. ✓ A local TAC support plan must be maintained by the Bidder for the maintenance period.	1 Lot
1.2.5	**Maintenance Support Services including on-site Technical Support:** • All the Engineers stated in the 1.2.6 should be locally employed in bidder's organisation. • On-site maintenance support service should be delivered by experienced Certified Engineer, refer 1.2.6 for details. • On-site diagnostics and service should be delivered by experienced Certified Engineer and should diagnose, repair, and test it to ensure optimal performance, refer 1.2.6 for details. • Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help our need is there when we need it • Flexible on-site response times that best meet the business requirements • Service summary report should provide after each work performed including recommendations for service to ensure optimal performance. • Maintenance Support Engineer should check and ensure the unit is operating with the most recent software patches and upgraded version. Patches and upgrades shall provide at no extra charge. • During each maintenance visit, field service Engineers should run tests to verify 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 be able to provide quality services, as per Industry standards. • On-site services: travels & accommodation and components should be included in the annual AMC.	1 Lot
1.2.6	**Maintaining of Field Technical Support Delivery Engineers,** Locally Employed in Bidder's Organization 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. However, MCS expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during the annual maintenance contract period. The support service vendor MUST have a full time Certified Professional/Engineer under its payroll. Primary requires certificates of the engineer: • VMware Certified • Veeam Certified Additional required certificates of the engineer for Virtualized and Backup Integrated Infra: • HPE Certified Engineer – HPE SimpliVity System Administration • HPE Certified Engineer – HP 3PAR StoreServ Service and Solution Qualification • HPE Certified Engineer – HPE Storage Solutions V2 / V3 • HPE Certified Engineer – HPE BladeSystem Solution Support V8 The support service vendor shall submit the following documents: • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer	1 Lot

#	Requirements	Response
1.3	**Delivery:** The successful bidder shall deliver within 45 Day(s) upon signing of the contract.	
1.4	**MINIMUM BIDDER'S QUALIFICATION REQUIREMENTS:**	
1.4.1	a. **Experience:** The Proposer should provide an approach and reference of successful implementation and technical support of a similar system and should include descriptions of system implementations they have completed. 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. b. **Manufacturer's Authorization Letter / Certificate:** Bidder that does not manufacture or produce the Goods it offers to supply 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. <u>Completed similar systems and support services projects</u> (Value above MVR 1,000,000.00)**:** The vendor should provide reference letters/documents of successful completion of similar system and support services projects within the last five (5) years. The mentioned project references must include names and contact information of the respective clients if requires MCS can contact and verify the project summaries. The submitted reference documents should comply with the followings: • 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 c. **Team Composition for Technical Support:** *(All required certifications details refer to above relevant section)* 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 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. <u>The bidder shall submit the following documents:</u> • Certifications copy of the relevant training. • ID card OR Passport Copy of the engineer • Employment Verification / Confirmation Letter	
1.5	**PROPOSAL SUBMISSION FORMAT:**	
1.5.1	The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents. The complete original proposal must be submitted in a sealed package. Bidder shall be marked "<u>SUPPLY OF 1 YEAR HARDWARE REPLACEMENT; SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT</u>" Vendor shall file all documents necessary to support their proposal and include them with their proposal. The proposal 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. *(Quotation shall remain valid for a period of **90 days** from the date of submission of the Bid.)* a. Cover Letter b. Price Schedule Form/Bidder's Quotation c. Terms and Conditions d. Bid Security e. Bill of Quantities and Services f. Support Subscription and Technical Support g. Warranty and Technical Support h. Service Level Expectations including escalation matrix i. Maintenance Support Services j. Manufacturer's Authorization Letter / Certificate or supporting documents. k. Vendor Certified Field Technical Support Delivery Engineer(s) stated in Section 2. Technical Requirement and Scope of Works schedule 1.1.59 and 1.2.6 l. Company Profile including ID Card of company shareholders/director. (Company Information Sheet issued by Ministry of Economic Development & Trade) m. Mandatory and Other Document(s) – Stated in 1.6	

#	Requirements	Response
	n. Team Composition for Technical Support – Include Certified Engineer CVs and National ID Card o. Reference of successful implementation of similar data center system and services p. Financial Statement	
1.6	OTHER DOCUMENTS AND NOTES	
1.6.1	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: a. Bid Security b. Company Registration Certificate c. Company Profile Information sheet issued by the Ministry of Economic Development d. SME Registration Certificate e. GST Registration Certificate f. MIRA Tax Clarence Certificate (last 30 days from the date of bid submission) g. Pension Contribution Voucher and paid receipt h. Relationship letter (if the bidder has any family relationship with CS executives) i. Last 2 Year Financial Statements j. All the other relevant documents required/mentioned to submit in this bid document	
1.6.2	Each person attend for the bid submission meeting can submit only one bid document	
1.6.3	A Bidder has a conflict of interest on one or more business entities, the bidder can submit one bid document.	
1.6.4	The Successful bidder does not get any advance payment for this bid and the payment will be made after the completion of the project.	
1.6.5	MCS has the right to change the scope of the project as the budget constraints	
1.6.6	The bid will be evaluated by the total value of the project.	
1.6.7	If, the bid awarding party completes the project successfully as per the contract, the duration of the contract can be extended to another 1-Year (both Customs & Bid awarding party agree to execute all the tasks and conditions) without any further bid announcement.	
1.6.8	Bid Security is MVR 10,000/-. 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.	
1.6.9	The bidder who wins the tender should submit a Performance Security (2%) of the total value, if the contract/bid value exceeds MVR 500,000/-. And the security should be from a registered / verified bank or financial institution established in the Maldives. Also, the Performance security shall be valid for thirty days (30) beyond the original validity period of the agreement, or beyond any period of extension if requested under the agreement.	
1.6.10	Price should be in **Maldivian Currency (MVR)**	
1.6.11	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 have the right to terminate the agreement if the liquidate damage increases over 15% of the total agreement. CP * 0.005 * LD CP (Contractor price) LD (Late duration)	
1.6.12	**Bid Submission:** **Date: 16th April 2024** **Time: 10:00 hrs** **Venue: Customs Building**	
1.6.13	**For Further Information:** **Phone: 3334272 /3334154**	

3. EVALUATION CRITERIA

MCS shall evaluate the technical aspects of the Bid submitted in accordance with the Tender, to confirm that all requirements specified in the tender 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 *(marks break down below)*	30%
Total	100%

Technical (marks break down below)

Technical Criteria Detail	Marks
Completion of the Technical and Support Proposal including supporting documents	Mandatory
Technical Support and maintenance	Mandatory
Trained/Qualified staff (Team Composition)	Mandatory
Completed Similar Systems and Support Services Projects *Minimum 10 reference letters/purchase orders/contract copy or completion certificate:* - **3 points for each reference letter/completion certificate signed and stamped by the client**. - Completed similar systems and support services projects (value above MVR 1,000,000.00 per project) **30 points for proof of completed similar systems and support services projects within the last five (5) years.**	30%
Total	30%