

INFORMATION FOR BIDDERS

Request for Proposal (RFP) for the Supply, Configuration, and Implementation of Endpoint Security (EDR / XDR), Server Protection, and Veeam Backup Software Licenses

Bid Announcement Ref: FNK-I/IUL/2026/055

Bid Submission Date: 15th June 2026, 11pm

**Bid Submission Address: FENAKA CORPORATION LTD.
PORT COMPLEX, 7TH Floor
HILAALEE MAGU, MALE'**

FENAKA Corporation Ltd is seeking bids for the following items; interested bidders are invited to submit their bids for the supply of the items as instructed in this document. Please ensure that all bids comply with the instructions; failure to comply with the instructions may result in disqualification of the bid.

Note:

- 1. This tender document is the property of FENAKA Corporation Ltd and is not transferable.*
- 2. This bid document has 21 pages.*

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Disclaimer

The information contained in this Request for Proposal (RFP) document, or any additional information provided subsequently to bidders or applicants, whether verbally or in written form, or on behalf of FENAKA Corporation Ltd. is provided under the terms and conditions outlined in this RFP document and any other applicable terms.

This RFP document does not constitute an agreement, nor is it an offer or invitation by FENAKA Corporation Ltd to any parties other than qualified applicants who are eligible to submit bids (“bidders”). The primary purpose of this RFP is to provide bidders with the necessary information to guide their proposals. However, this document may not include all the information each bidder might require. Bidders are encouraged to conduct their own independent investigations, analyses, and verification of the accuracy, reliability, and completeness of the information provided in this RFP.

FENAKA Corporation Ltd makes no representations or warranties and assumes no liability under any law, statute, rule, or regulation regarding the accuracy, reliability, or completeness of the information in this RFP. FENAKA Corporation Ltd reserves the right, at its sole discretion and without any obligation, to amend, update, or supplement the information contained in this RFP at any time.

Introduction

FENAKA Corporation Ltd invites technically proficient and commercially competitive bids from qualified vendors for the procurement, configuration, and implementation of cybersecurity and data-protection software licenses, comprising endpoint Extended Detection and Response (EDR / XDR), server workload protection, and Microsoft 365 backup with production support. The scope of work includes the supply of licenses, deployment, configuration, integration with the existing IT infrastructure, knowledge transfer, ~~and on-the-job training services~~ as specified in this document.

This tender is divided into **two key sections**, and **vendors may propose for a single section or both sections**. However, a single section cannot be split or awarded to multiple vendors. Each section will be evaluated independently based on the technical requirements, the experience specified in the RFP, and cost.

Key Sections of the Tender:

- Section I – Endpoint and Server Security (Sophos Intercept X Advanced with XDR & Sophos Central Intercept X Advanced for Servers)
- Section II – Veeam Backup for Microsoft Office 365 (Veeam Backup for Microsoft Office 365 with Production Support)

Part I – Specifications and Requirements for Key Sections of the Tender

General Requirements for All Sections

- Vendors must comply with all instructions outlined in this RFP.
- Proposals will only be accepted from vendors with authorized local support that meet the specified features and requirements. All specified requirements must be included in the bid document.
- The maximum delivery time for the license deliverables is **15 calendar days**. (maximum time for installation, configuration, and integration is **15 calendar days**) from the date of signing of contract. Proposals exceeding these timelines will be disqualified.
- Vendors must submit a valid authorization letter from the OEM (Sophos and/or Veeam) confirming their status as an authorized partner/reseller for the proposed solutions in the Maldives region for this tender.
- Installation and configuration services must be carried out by authorized OEM-certified technicians /Engineers only. Documentation, including certification copies, CVs, employment letters, and ID/Passport copies of the technicians, must be submitted.
- The bidder must have executed a single order worth at least **MVR 600,000** for the installation, deployment, or implementation of relevant cybersecurity, endpoint protection, or backup solutions in a ministry, government company, or commercial business in the Maldives within the last three fiscal years. Authenticated copies of the Purchase Order must be submitted as part of the bid documentation.
- Vendors submitting counterfeit products, diverted branded products, or products obtained under deceptive circumstances without OEM consent will be disqualified.
- The bidder must keep the quoted price valid for **60 days** from the date of RFP submission.
- The bidder must confirm that they have not supplied, or are not supplying, the same or similar products/systems at a lower price to any other ministry, government company, or commercial entity in the Maldives.
- All licenses supplied must be brand-new, genuine OEM subscriptions, registered and activated under FENAKA Corporation Ltd, valid for one (1) year from the date of activation.

General Guidelines for Installation and Configuring (must provide documents)

- **Scope of Work:** A detailed scope of work must be specified by the bidder for each section bid upon.
- Provisioning, deployment, and activation of all Sophos endpoint and server licenses on the centralized Sophos Central management console.
- Migration/onboarding of existing protected devices to the renewed/expanded license pool without loss of protection coverage.
- Configuration of protection policies (threat protection, anti-ransomware, web/peripheral/application control, server lockdown) in line with OEM best practices.
- Deployment and configuration of Veeam Backup for Microsoft 365, including connection to the FENAKA Microsoft 365 tenant and configuration of backup jobs, retention, and repositories.
- Creation of configuration documentation and a detailed production-environment configuration manual with diagrams.
- **Installation:** For all sections, the maximum allowable time for installation and configuration is 15 calendar days from contract signing.
- **Implementation Plan:** The bidder must submit a detailed implementation plan.

- If a section requires the vendor to carry out any configurations, configuration documents and relevant configuration files must be provided, including any specific configurations outlined under the respective section.
- **Documentation:** Sign-off documentation; detailed production-environment configuration and setup manual with diagrams (required for both sections).
- **Final Acceptance Test (FAT):** After successful installation of the licenses and configuration of the solutions in accordance with the requirements mentioned in the Contract, a Final Acceptance Test will be conducted.
- If any of the above clauses appear ambiguous, the bidder is requested to seek further clarification through the official channel.

Section I – Endpoint and Server Security

Bill of Items:

No.	Item Description	QTY
1.1	Sophos Intercept X Advanced with XDR – 1 Year Subscription. Next-generation endpoint protection with deep-learning malware detection, anti-ransomware, anti-exploit, and Extended Detection & Response (XDR), centrally managed from Sophos Central.	1,000
1.2	Sophos Central Intercept X Advanced for Servers – 1 Year Subscription. Server workload protection with anti-exploit, server ransomware protection, and server lockdown, managed from the same Sophos Central console.	45

Section I – Scope of Work

- **License Renewal / Supply:** Supply one thousand (1,000) Sophos Intercept X Advanced with XDR endpoint subscriptions and forty-five (45) Sophos Central Intercept X Advanced for Servers subscriptions, each valid for one (1) year.
- **Centralized Onboarding:** Activate and register all licenses under a single FENAKA-owned Sophos Central tenant and ensure existing protected devices are migrated to the renewed/expanded license pool with no lapse in protection.
- **Policy Configuration:** Configure threat-protection, anti-ransomware, anti-exploit, web/application/peripheral control, DLP, and server-lockdown policies according to OEM best practices and FENAKA security requirements.
- **Synchronized Security:** Where applicable, configure synchronized security/automated response integration between endpoints, servers, and the existing security infrastructure.
- **Validation:** Verify agent health, policy enforcement, XDR data collection, and reporting prior to the Final Acceptance Test.
- **Knowledge Transfer:** Provide on-the-job training for the administration and management of the endpoint and server protection solution and the Sophos Central console.

Section I – Technical Specifications: Sophos Intercept X Advanced with XDR (Item 1.1)

The proposed endpoint solution must comply with the following minimum technical requirements. Bidders must complete the Compliance and Remarks columns for every line item.

No.	Specification / Requirement	Compliance (Yes / No)	Remarks / Reference
1	Next-generation endpoint protection combining signature-based and signatureless detection on a single agent.		
2	Deep-learning / behavioral AI engine to detect known and never-before-seen (zero-day) malware without reliance on signatures.		
3	Dedicated anti-ransomware capability (e.g., CryptoGuard) that detects malicious file encryption and automatically rolls back affected files to a known-good state.		
4	Anti-exploit technology providing protection against memory-based and fileless exploit techniques (e.g., heap spray, stack pivot, DEP/ASLR bypass), with a minimum of 25 exploit-mitigation techniques.		
5	Anti-malware scanning, malicious-traffic detection, and protection against credential theft and process/registry tampering.		
6	Extended Detection and Response (XDR) correlating telemetry across endpoints, servers, firewall, email, network, and public cloud into a single data lake.		
7	Minimum of 30 days on-device data retention and 90 days cloud data-lake retention for threat investigation and hunting.		
8	Proactive threat-hunting tools enabling administrators to run live and historical queries across managed devices.		
9	Root Cause Analysis (RCA) presenting a visual attack chain for detected threats, with recommended remediation.		
10	Endpoint isolation – ability to manually and automatically isolate a compromised endpoint from the network while retaining management/agent connectivity, and to release isolation once remediated.		
11	Automated incident response and synchronized security to share threat intelligence and trigger response actions between endpoint and firewall.		
12	Managed Threat Response / Managed Detection and Response (MDR) capability providing 24x7x365 threat hunting, investigation, and response by an OEM-operated Security Operations Centre (to be quoted as a priced option where applicable).		

No.	Specification / Requirement	Compliance (Yes / No)	Remarks / Reference
13	Centralized, cloud-native, single-pane management console (Sophos Central) requiring no on-premises management server.		
14	Web protection and control/filtering, application control, peripheral/device control, and Data Loss Prevention (DLP).		
15	Tamper protection preventing unauthorized users from disabling the agent, stopping services, or altering policy.		
16	Cross-platform agent support for Windows 10/11, Windows Server, macOS, and major Linux distributions.		
17	Role-based administration, multi-factor authentication (MFA) on the management console, and full audit logging.		
18	Scheduled and on-demand reporting, customizable dashboards, and analytics with export to PDF/CSV.		
19	REST API access and SIEM integration for forwarding events/alerts to third-party platforms.		
20	Account health-check / security-posture monitoring to identify misconfigurations and protection gaps.		
21	All 1,000 endpoint licenses must be centrally managed alongside the 45 server licenses (Item 1.2) within the same Sophos Central tenant.		

Section I – Technical Specifications: Sophos Central Intercept X Advanced for Servers (Item 1.2)

The proposed server-protection solution must comply with the following minimum technical requirements.

No.	Specification / Requirement	Compliance (Yes / No)	Remarks / Reference
1	Server-grade workload protection for physical, virtual, and cloud server instances.		
2	Anti-exploit technology hardened for server workloads.		
3	Server-specific anti-ransomware (CryptoGuard) with automatic file rollback.		
4	Server Lockdown / application allowlisting (whitelisting) permitting only approved applications to execute.		
5	File Integrity Monitoring (FIM) for critical system and application files.		
6	Lightweight Linux agent suitable for production servers and container hosts, with minimal performance impact.		
7	Cloud-workload discovery and protection across AWS, Microsoft Azure, and Google Cloud Platform.		
8	Automatic detection of server roles (e.g., Exchange, SQL, IIS, Hyper-V, Active Directory) and application of recommended scanning exclusions.		
9	Performance-optimization features (low CPU/memory footprint, scan throttling/scheduling) to avoid impact on production workloads.		
10	Managed from the same centralized Sophos Central console as the endpoint licenses (Item 1.1), with unified policy and reporting.		
11	Tamper protection and role-based access control (RBAC).		
12	Minimum of 45 server licenses dedicated exclusively to server workloads.		

Section I – Support Requirements

- On-the-job training for installing, configuring, and managing the endpoint/server protection and centralized management console must be provided by the vendor.
- The vendor must provide OEM-backed technical support for the full subscription period and coordinate with Sophos support for escalations.
- The vendor must have at least one full-time Certified Security Professional with certification from either Cisco/ Forti/Sophos on its payroll; certification copies must be submitted with the proposal.
- Access to all software updates, threat-intelligence updates, and version upgrades during the subscription period must be provided at no additional cost.

Section II – Veeam Backup for Office 365

Bill of Items:

No.	Item Description	QTY
2.1	Veeam Backup for Microsoft Office 365 with Production Support – 1 Year Subscription. Backup and granular recovery for Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams, with 24.7.365 production support.	300

Section II – Scope of Work

- **License Supply:** Supply three hundred (300) Veeam Backup for Microsoft Office 365 user licenses with Production Support, valid for one (1) year.
- **Deployment & Configuration:** Deploy and configure the Veeam Backup for Microsoft 365 server/components, connect to the FENAKA Microsoft 365 tenant, and configure backup jobs covering Exchange Online, SharePoint Online, OneDrive, and Microsoft Teams.
- **Repository & Retention:** Configure backup repositories (including object storage where applicable) and retention policies in line with FENAKA data-protection requirements.
- **Security:** Configure encryption (in transit and at rest), immutability where supported, RBAC, and MFA for the backup console and restore operators.
- **Validation & Recovery Testing:** Perform a test backup and a granular recovery (item-level restore) to validate functionality prior to the Final Acceptance Test.
- **Documentation & Training:** Provide configuration documentation, a setup manual with diagrams, and on-the-job training for backup administration and recovery.

Section II – Technical Specifications: Veeam Backup for Microsoft Office 365 (Item 2.1)

The proposed Microsoft 365 backup solution must comply with the following minimum technical requirements.

No.	Specification / Requirement	Compliance (Yes / No)	Remarks / Reference
1	Backup of Exchange Online mailboxes, including primary and in-place archive mailboxes.		
2	Backup of SharePoint Online sites, document libraries, and lists.		
3	Backup of OneDrive for Business accounts, files, and folders.		
4	Backup of Microsoft Teams – including teams, channels, channel posts/conversations, files, and tabs.		
5	Granular, item-level recovery (single email, file, folder, calendar item, contact, SharePoint item) without requiring a full restore.		
6	Restore to original location, alternate location, or export (e.g., PST/file), including cross-tenant/cross-account restore capability.		
7	Flexible, policy-driven retention – both snapshot-based and item-level retention, including long-term/archival retention.		

No.	Specification / Requirement	Compliance (Yes / No)	Remarks / Reference
8	Support for multiple backup repository targets: local disk, network share, and object storage (S3-compatible, Amazon S3, Azure Blob, etc.).		
9	Object-storage immutability (object lock) support to protect backups against deletion and ransomware.		
10	End-to-end encryption – data in transit (TLS) and data at rest (AES-256).		
11	Role-based access control and multi-factor authentication (MFA) for the backup console and restore operators.		
12	Self-service / delegated restore portal enabling controlled end-user or helpdesk recovery.		
13	eDiscovery-grade search across backed-up data with advanced query capability.		
14	Incremental backup with configurable backup windows, schedules, and concurrency.		
15	Centralized monitoring, reporting, and alerting on job status, success/failure, and license consumption.		
16	Production Support (24.7.365) provided directly by, or backed by, the OEM, with defined SLA response times and access to product updates/patches for the full one-year subscription.		
17	Defined Recovery Time Objective (RTO) and Recovery Point Objective (RPO) support; the bidder must state expected recovery performance for typical item-level and bulk restores.		
18	Licensing for 300 users covering Exchange Online, SharePoint Online, OneDrive, and Teams under a single per-user license model.		

Section II – Support Requirements

- Veeam Production Support (24.7.365) must be included for the full one-year subscription, with OEM SLA-based response and access to all updates and patches.
- On-the-job training for backup administration, monitoring, and recovery must be provided by the vendor.
- The vendor must have at least one full-time Veeam-certified engineer (VMCE) on its payroll; certification copies must be submitted with the proposal.
- The vendor must provide configuration documents and relevant configuration files for the deployed backup solution.

Part II – General Instructions to Bidders

Vendor Eligibility

- **The bidder should be a company registered in the Maldives and should not be a foreign company or a foreign subsidiary company registered in the Maldives. Unless the vendor is the Original Equipment Manufacturer (OEM), the vendor must be a registered SME in the Maldives.**
- **The vendor must provide valid Small and Medium Enterprise (SME) certification issued by the relevant authority as proof of eligibility for the tender.**
- **For Sophos and Veeam products, the vendor must provide an authorization letter issued by the OEM for this tender and must be an authorized partner/reseller for the product in the Maldives region.**
- The bidder should be an established System Integrator, having been in this business for a period exceeding ten (10) years as on the date of bid submission.
- The bidder must provide a list of places where similar systems have been installed and/or are being maintained, together with their configuration and references. Work orders or purchase orders should be attached with the proposal.
- Only vendors that comply with the technical requirements specified in the designated sections, as well as any other technical requirements outlined in the tender document, will be evaluated by the technical and tender committee.

Withdrawal / Amendment to RFP Contents

FENAKA Corporation Ltd reserves the right to accept or reject any proposals, revise the tender, request resubmissions or clarifications, or cancel the process without explanation. FENAKA may also amend the RFP and notify bidders by email. To allow bidders time to adjust, the bid submission date may be extended if necessary.

Key Events and Dates

The following schedule will apply for this RFP but may change in accordance with the organization's needs or unforeseen circumstances. All changes will be communicated to bidders in advance.

- RFP Submission Date: 10th June 2026, 11:00 hrs.
- The RFP must be valid for 60 days (about 2 months) from the date of submission.
- ***Location for Collecting RFP / Tender Documents:***

FENAKA Corporation Limited

Ports Complex, 7th Floor,

Hilaalee Magu, Malé

Please note that vendors are **REQUIRED** to collect the RFP documents and register at the FENAKA Corporation Ltd reception in order to submit a bid on the submission date. Vendors are advised to arrive early for the bid submission, as bids will **NOT** be accepted after the time specified above. Vendors who fail to register for the RFP/Tender Documents on the specified date will not be evaluated.

Communication

The applicable terms and conditions outlined herein shall govern all communications and inquiries related to this Request for Proposal (RFP) between FENAKA Corporation Ltd and the vendors.

Inquiries, questions, and requests for clarification are to be directed via email to:
tender@fenaka.com.mv

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this RFP process. FENAKA Corporation Ltd will respond to requests for clarification received no later than the bid submission date. Any responses or clarifications (including the query, but without identifying the source of the inquiry) will be emailed to all vendors.

For Qualified Bidders

Any individual firm, including sole proprietorships, partnerships, companies, joint ventures, or other legal entities registered in the Republic of Maldives, is eligible to participate in this bid. However, foreign subsidiary companies and foreign companies are not eligible to participate, except if the principal vendor (OEM) is participating in the tender.

By responding to this RFP, the vendor accepts full responsibility for comprehending the RFP in its entirety and in detail, including making any inquiries to FENAKA Corporation Ltd as necessary. FENAKA Corporation Ltd reserves the right to disqualify any vendor that demonstrates inadequate comprehension and retains the discretion to determine whether the vendor has demonstrated sufficient understanding. This right extends to the cancellation of the award if it has already been made, at no fault, cost, or liability to FENAKA Corporation Ltd.

Sections I and II specified in this document cannot be divided and awarded to multiple vendors. A single vendor will be selected for each section. If the selected vendor fails to deliver the resources as stipulated in the delivery schedule, FENAKA Corporation Ltd reserves the right to procure the same or similar resources from an alternate vendor.

The successful bidder will sign the Agreement with FENAKA Corporation Ltd and may need to work in parallel with other vendors/contractors on-site to ensure timely completion within the stipulated timeframe, at no extra cost.

Licensing Requirements

- All licenses must be genuine, brand-new OEM subscriptions registered and activated under FENAKA Corporation Ltd.
- License entitlement, quantity, and subscription term (1 year) must be clearly evidenced through OEM license certificates or portal confirmation upon delivery.
- Sophos endpoint and server licenses must be provisioned under a single FENAKA-owned Sophos Central tenant; Veeam licenses must be registered to FENAKA's Veeam account.
- The vendor must ensure all software updates, security/threat-intelligence updates, and version upgrades during the subscription period are provided at no additional cost.
- The vendor must confirm that the proposed licenses are not counterfeit, grey-market, or diverted, and are sourced with full OEM consent for the Maldives region.

Pricing

Software and license prices should include a breakdown of major items, sorted logically by section and installation order. The list must cover all necessary licenses, subscriptions, professional services, training, and support. Clearly identify each item by part/SKU number, quantity, unit pricing, and subscription term. Itemize all licenses and subscriptions. The price list should cover all configurations, support tiers, and options.

Payment Terms

No advance payment will be made, and no letter of credit will be issued by FENAKA Corporation Ltd for placing the order with the supplier/agency.

- **For License-Related Deliverables (Sections I and II):**
 - Up to 80% of the payment will be released upon confirmation of licenses and delivery of the software/subscriptions.

- The remaining 20% will be released upon successful integration and loading of the licenses into the systems and subsystems within the existing IT infrastructure, and completion of the Final Acceptance Test.
- The Successful Bidder will have full and exclusive liability for the payment of all duties, taxes, and other statutory payments payable under any or all statutes/laws/acts now or hereafter imposed.

Order Cancellation

FENAKA Corporation Ltd reserves the right to cancel the purchase order under the following conditions:

- Delay in supply, installation, and commissioning of the licenses/solution beyond the specified period.
- Changes in the technical scope of ICT at any point before awarding the project.
- Serious discrepancies in the quality or authenticity of supplied licenses/software.

In the case of order cancellation, the vendor will be responsible for retrieving/deactivating the affected licenses at their own cost and expense.

Suspension of Work: FENAKA Corporation Ltd may suspend and resume work without voiding the contract. Suspension or reinstatement orders will be given in writing, and the completion time will be extended accordingly.

Guarantees: Vendors must guarantee that the licenses delivered to FENAKA Corporation Ltd are sourced directly from the OEM and supplied with their original and complete electronic and/or paper documentation.

Warranty / Support Terms

- All licenses and software must meet the specifications and high-quality standards stated in this RFP.
- The vendor guarantees genuine, defect-free OEM software and full subscription entitlement for the contracted term.
- Support: the full subscription period (1 year) of OEM-backed support from the acceptance date, including software updates and patches.
- Provide 24/7 contact details for Malé-based support, including office and mobile numbers.
- Immediate response to complaints; remote support response within 2 hours for critical incidents.
- Coordinate with OEM support services (Sophos / Veeam) to ensure seamless support and timely resolution of issues.
- Describe the manufacturer and installer warranties/support offered, including any optional extended or managed-service support.

Proposal Requirements

Mandatory Documentation and Submission Requirements

FENAKA Corporation Ltd shall verify that the following legal documents and information are included in the bid submission. If any of these documents or information is missing, FENAKA Corporation Ltd reserves the right to reject the bid. The required documents include:

- Company Registration Certificate
- GST Registration Certificate
- SME Registration Certificate
- Trade Permit
- Tax Clearance report (06 months validity)
- Memorandum of Association / Articles of Association

- Contact details (name, designation, mobile number and e-mail address)
- Proof of authority of the signatory:
 - Board Resolution or Power of Attorney signed and stamped by the company.
- OEM Authorization Letter (Sophos and/or Veeam) issued for this tender
- Authenticated copy of a Purchase Order evidencing a single relevant order of at least MVR 200,000 within the last three fiscal years

The bid document will be rejected if it fails to meet the minimum criteria outlined in this RFP or if any mandatory documents are omitted. Bidders must submit all necessary supporting documents along with their proposal. The proposal package and quotations must be clearly identifiable using the reference number specified in this RFP document.

Bid Submission Guidelines (Commercial Submission Requirements)

- Vendors must quote for all items within each section (Section I and/or Section II) as per the specifications provided in the RFP. Partial offers within a section will not be accepted and will result in rejection of the bid.
- If a bidder fails to provide any of the services or products specified in the RFP, FENAKA Corporation Ltd reserves the right to reject the bid proposal.
- Bidders must provide an easily viewable total cost at the time of bid opening. Failure to do so will result in disqualification, and the price will not be considered.
- Bidders may submit a maximum of two bid options, provided they meet the stated requirements. If multiple options are submitted, the vendor must clearly state the total price for each option.
- During the evaluation of technical and financial bids, if any discrepancy is found between the unit price and the total price, the unit price will prevail, and the total price will be adjusted accordingly. If the vendor does not accept the correction of such errors, their bid will be rejected.

Bid Format

- **Executive Summary:** Provide a concise overview of the bidder's approach to deployment, highlighting unique or distinctive features of the proposed solution that align with the requirements specified in this document.
- **Bidder and Partner(s) Profile:** Include basic information about the bidder and any participating partners, such as organizational history, IT experience, technical capabilities, experience in implementing similar solutions, scale of past implementations, and success stories. Clearly outline any partnering arrangements established for this proposal.
- **Proposal Requirements:** The proposal must include:
 - Detailed description of the proposed licenses, services, and support, including manufacturer SKU/part numbers, scope of work, and financial proposal (valid for 90 days from bid submission).
 - Unconditional acceptance of the terms and conditions.
 - Completed Bid Form and Price Schedule Form.
 - Bill of Materials, including manufacturer SKU/part numbers and descriptions.
 - Delivery and implementation schedule.
 - Technical proposal and completed Technical Compliance tables.
 - Support and warranty details.
- **Quotation and Compliance:**
 - Vendors must quote standard items, specifying the manufacturer's name, make, SKU/model, and product catalogue details.
 - Provide a detailed Bill of Materials, including all makes and SKU/model numbers.

- Clearly describe any compliance, non-compliance (deviations), or additional features of quoted items in a separate attachment.
- If technical specifications for any item are not met, clearly state the deviations in the technical offer.
- Quoted prices cannot be altered due to variations in taxes, levies, or material costs.
- Prices must be written in both words and figures. In case of discrepancy, the price written in words will prevail.
- **Team Composition:**
 - Bidders must maintain a technical team with relevant expertise, including at least three qualified professionals across Project Management, Security/Endpoint Solutions, Microsoft 365 / Backup Solutions, System Integration, or Networking.
 - Submit for each team member: certification copies of relevant training; employment letter from the organization; ID cards or passport copy; and contact information of the staff or supervisor.
- **Additional Information:** Provide evidence of financial, technical, and organizational capability to execute the contract, and any other pertinent information relevant to the proposal.

Delivery Requirements and Penalties

- **Delivery Timelines:**
 - For all license-related deliverables (Sections I and II), the supply and activation of licenses must be completed within 15 calendar days from the date of contract signing.
 - Installation, configuration, and integration must be completed within 15 calendar days from the date of contract signing.
- **Notification of Delays:** If the successful bidder or its subcontractor(s) encounters conditions impeding timely delivery or service performance, the bidder must promptly notify FENAKA Corporation Ltd in writing, specifying the cause and expected duration of the delay. FENAKA Corporation Ltd may, at its discretion, grant a time extension formalized through a contract amendment.
- **Delivery Period Calculation:**
 - Delivery timelines are calculated in calendar days, including weekends and public holidays.
 - If the delivery deadline falls on a working day (Sunday to Thursday), the latest delivery time is 3:00 PM.
 - If the deadline falls on a public holiday, it will be extended to the next working day at 3:00 PM without penalty.
 - Vendors must agree to provide free doorstep delivery to any location in Malé.
- **Penalties for Late Delivery:**
 - A penalty of **1.5% of the total section price** will be deducted per day for each day beyond the delivery deadline.
 - If the delay exceeds **20 days**, FENAKA Corporation Ltd reserves the right to terminate the contract for non-delivery.
 - Vendors failing to deliver on time may be disqualified from future contracts and purchases for up to 2 years.
 - If the successful bidder withdraws from the bid, they will be suspended from participating in future FENAKA Corporation Ltd projects for up to 2 years.

Note: Delivery timelines are critical, and failure to meet them will result in penalties or contract termination. Vendors must ensure compliance with the specified deadlines.

Acceptance Criteria

- All licenses must be confirmed as active, genuine, and registered under FENAKA Corporation Ltd for the correct quantity and subscription term.
- All Sophos endpoint and server agents must be deployed/onboarded, healthy, and reporting to the centralized Sophos Central console with policies enforced.
- Veeam Backup for Microsoft 365 must be configured and a successful test backup and granular (item-level) recovery demonstrated for Exchange Online, SharePoint Online, OneDrive, and Teams.
- Configuration documentation, setup manuals with diagrams, and knowledge transfer/training must be delivered.
- A Final Acceptance Test (FAT) must be successfully completed and signed off by FENAKA Corporation Ltd engineers before final payment is released.

Bid Validity

All bids must remain valid and binding for a period of **ninety (60) days** from the date of bid submission. Quoted prices must remain firm and unaltered throughout this period. FENAKA Corporation Ltd may request an extension of the bid validity period in writing; bidders may accept or decline such a request, but a bidder agreeing to the extension shall not be permitted to modify its bid.

General Terms and Conditions

- This RFP and any resulting contract shall be governed by and construed in accordance with the laws of the Republic of Maldives.
- The successful bidder shall not assign, transfer, or subcontract the contract or any part thereof without the prior written consent of FENAKA Corporation Ltd.
- The vendor shall keep confidential all information relating to FENAKA Corporation Ltd's systems, infrastructure, and data obtained during the engagement, and shall comply with FENAKA's information-security and data-protection requirements.
- Neither party shall be liable for failure to perform due to events of force majeure beyond its reasonable control; the affected party must notify the other in writing without delay.
- Any dispute arising out of or in connection with the contract shall first be resolved amicably; failing which, it shall be settled in accordance with the applicable laws and dispute-resolution mechanisms of the Republic of Maldives.
- FENAKA Corporation Ltd reserves the right to amend the terms and conditions, and any amendment shall be communicated in writing to the affected bidder(s).

Submission of Bids

- Submit all bids in a sealed envelope labelled with the company's name and addressed to the bid submission address below.
- Bidders shall submit two (2) complete sets of the bid document: one (1) original and one (1) copy. Each set shall be enclosed separately in its own sealed envelope, clearly marked as "ORIGINAL" or "COPY." The sealed envelopes shall then be placed in a single outer envelope, which shall be sealed and clearly marked with the tender reference number (FNK-I/IUL/2026/043) and the name of the bidder. In the event of any discrepancy, the signed and stamped "ORIGINAL" version shall prevail.
- Every page of the bid document shall be signed by the authorized signatory of the company, stamped with the company seal, and sequentially numbered. All required sections and annexes must be clearly indicated and properly arranged.

- One (1) USB drive or other electronic storage device containing a scanned, read-only copy (PDF) of the complete bid document shall be submitted by each bidder.
- The electronic version must be identical to the signed and stamped hard copy. In the event of inconsistency, the hard copy shall prevail.
- Failure to comply allows FENAKA Corporation Ltd to reject the proposal. If discrepancies exist, the original document prevails.
- Any alterations must be signed or initialized by the person signing the bid.
- Bid lacking documents mentioned in clause 13.5.1 Mandatory Documentation and Submission Requirements and that do not comply with clause 13.6 Bid Format are subjected to be rejected.
- Every page of the bid document shall be signed by the authorized signatory of the company, stamped with the company seal, and sequentially numbered. All required sections and annexes must be clearly indicated and properly arranged.
- Failure to comply allows FENAKA Corporation Ltd to reject the proposal. If discrepancies exist, the original document prevails.
- Any alterations must be signed or initialized by the person signing the bid.

All bids should be addressed as follows:

FENAKA Corporation Limited

Ports Complex, 7th Floor,

Hilaalee Magu, Malé

BID REFERENCE: FNK-I/IUL/2026/055

Additional Information

- A detailed scope of work must be submitted with the tender document.
- Certificate copies and reference letters may need to be verified by contacting the relevant parties; please provide contact information with certificate copies and reference letters.
- All documents must be printed on one side.

Evaluation and Comparison of Bids

- **Clarification of Bids:**
 - All technical bids will be evaluated by the Technical and Evaluation Committee formed at FENAKA Corporation Ltd.
 - The committee may, at its discretion, request written clarifications from the vendor. No changes to the bid price or substance will be permitted during this process.
 - Any unsolicited clarifications not made in response to a formal request will not be considered.
 - Corrections will only be allowed for arithmetic errors identified by FENAKA Corporation Ltd during evaluation.
- **Compliance with Bid Documents:**
 - Vendors must submit their offers strictly in accordance with the terms and conditions outlined in the bid documents.

- Any bid that includes conditions contrary to the bid document's terms will be liable for rejection.
- Decisions made by FENAKA Corporation Ltd regarding bid compliance are final, conclusive, and binding on the vendor.
- **General Instructions:**
 - FENAKA Corporation Ltd reserves the right to accept or reject any or all bids, in part or in full, without providing any reason. Such decisions are final and binding.
 - In the event of technological obsolescence or unavailability of the contracted product/SKU, the bidder must confirm in writing the supply of an upgraded equivalent at the same contracted price, subject to FENAKA Corporation Ltd's approval.
 - If price reductions occur due to technological differences or product changes, the bidder must pass on the price benefit to FENAKA Corporation Ltd.
- **Responsiveness of Bids:**
 - Bids that are not responsive to the bidding documents will be rejected.
 - Material deviations, reservations, or omissions cannot be corrected by the bidder after submission to make the bid responsive.
- **Technical Evaluation of Bids:**
 - FENAKA Corporation Ltd will evaluate the technical aspects of each bid to ensure compliance with the RFP requirements.
 - Bids must meet all specified requirements without material deviations or reservations to be considered responsive.

Evaluation Criteria

Criteria	Marks
<p>Price Each bidder's price is used to identify their relative position on the price scale. The lowest-priced qualified bid is allocated the maximum price score, and the remaining bidders' scores are calculated in relation to this scale.</p>	80%
<p>Implementation / Installation Terms and Period The time the vendor proposes to deploy the solution and integrate it into the existing infrastructure. The maximum implementation period is 30 days. The service must be deployed by OEM-certified engineers who are up to date and qualified for the proposed solution. The proposal must include CVs and certificates of the implementation engineers. A full-time vendor-certified professional/engineer must be available for support. Implementation engineers cannot be changed after the award of the contract. All configuration changes required in the existing environment to achieve the proposed design are the responsibility of the bidder.</p>	10%
<p>Technical Proposed technical solution and completed Compliance Form; solution details for endpoint EDR/XDR, server protection, and Microsoft 365 backup; centralized management and threat detection/response capabilities; backup, retention, and recovery capabilities; production support; Bill of Materials with manufacturer SKU/part numbers; and experience implementing similar solutions. Each evaluated criterion carries marks as determined by the committee.</p>	10%
Total	100%

Sample Forms

Bid Form

BID FORM

Section I / II (Specify): _____

Description of product/works:	SUPPLY OF SOFTWARE LICENSES – ENDPOINT SECURITY (EDR/XDR), SERVER PROTECTION, AND/OR MICROSOFT 365 BACKUP
Bid to:	FENAKA Corporation Limited
Address:	Ports Complex, 7th Floor, Hilaalee Magu, Maafannu, Republic of Maldives

Having examined the conditions of Contract, technical specifications, and bill of quantities for the execution of the above-named works, I/we, the undersigned, offer to supply, configure, and maintain the whole of the said work in conformity with the said conditions of Contract, technical specifications, and bill of quantities for the sum of MVR: _____
(_____).

We undertake, if our Bid is accepted, to commence the works within seven (7) calendar days of receipt of the letter of award and to complete the whole of the works comprised in the Contract within _____ (_____) calendar days.

We agree to abide by this Bid for a period of ninety (90) days from the date of submission of the Bid, and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We understand that you are not bound to accept the lowest or any Bid you receive.

Unless and until a formal agreement is prepared and executed, this Bid, together with your written acceptance thereof, shall constitute a binding Contract between us.

Yours faithfully,

Signed: _____

In the capacity of: _____

Duly authorized to sign bids for and on behalf of: _____

_____ (Company Name & Stamp)

Date: _____

Name & Address of Signatory

Name: _____

Address: _____

Tel No.: _____ Fax No.: _____

Price Schedule Form

Section #: _____

Description: _____

Total Price incl. GST (MVR): _____

Delivery Period: _____

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

Bill of Materials

Item	Manufacturer SKU / Part No.	Item Description	QTY

License Delivery and Installation Schedule

Item	Description	Quantity	Delivery in Days	Installation & Commissioning in Days	Total Scope in Days

Note: In addition to the above information, bidders should provide detailed implementation schedules. The client may use its own format.

Technical Compliance Statement Form

Bidders must complete a compliance statement for every technical specification listed in Part I (Section I and/or Section II), indicating compliance (Yes/No) and providing a remark or reference to supporting documentation/datasheet for each line item.

No.	Specification / Requirement	Compliance (Yes / No)	Remarks / Reference

Form of Qualification Information

Experience

Works of similar nature completed over the last 2 years:

Customer	Project Details	Value	Year of Completion
Organization {...} Contact Person {...} Email {...} Phone {...}	Products {...} Services {...} Agreement No {...}	MVR {...}	Year {...}