



MALDIVES  
CUSTOMS  
SERVICE

Project Name: **SUPPLY OF 3 YEAR HARDWARE REPLACEMENT, SOFTWARE SUBSCRIPTIONS AND SUPPORT, INCLUDING 24X7 LOCAL TECHNICAL SUPPORT**

Tender Reference No.: **(IUL)14-PR/1/2026/61**

Tender Submission Date: **20<sup>th</sup> July 2026**

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

Issued by: **Maldives Customs Service**

Issue Date: **05<sup>th</sup> July 2026**



Table of Contents

1. INSTRUCTIONS TO BIDDERS AND GENERAL PROVISIONS.....2

1.1 Introduction.....2

1.2 Eligibility/Qualification Criteria and Mandatory Requirements .....2

1.3 Bid Registration .....3

1.4 Bid Inquiry and Clarification.....3

1.5 Bid Submission and Opening .....4

1.6 Bid Language and Currency Provisions .....4

1.7 Amendments and Addenda .....4

1.8 Price Schedule and Tax Provisions .....4

1.9 Delivery Timeline and Contract Duration .....4

1.10 Bid Validity and Extensions .....5

1.11 Tax Compliance Requirements .....5

1.12 Bid Submission Requirements and Documentation Guidelines .....5

1.13 Signatory Authority.....6

1.14 Procurement Procedures and Evaluation Process .....6

1.15 Award Determination and Notification Process .....6

1.16 Bid Security.....7

1.17 Performance Guarantee .....7

1.18 Contractor Obligations and Payment Terms.....7

1.19 Bid Cancellation and Rejection .....7

1.20 Responsiveness of Tender .....8

1.21 Liquidated Damages and Penalties .....8

2. TECHNICAL REQUIREMENT, BILL OF MATERIALS AND SCOPE OF WORKS.....9

2.1 Supply of 3 Year Cisco SmartNet and Subscriptions including Technical Support .....9

2.2 Warranty; Service Level Expectations and Maintenance Support Services for Cisco..... 10

3. EVALUATION CRITERIA .....12

3.1 Price Evaluation ..... 12

3.2 Technical Evaluation ..... 12



## 1. INSTRUCTIONS TO BIDDERS AND GENERAL PROVISIONS

### 1.1 Introduction

1.1.1 **Maldives Customs Service (MCS)** hereby invites sealed proposals from qualified, experienced, and reputable vendors and system integrators with a proven track record in the **SUPPLY OF 3 YEAR HARDWARE REPLACEMENT, SOFTWARE SUBSCRIPTIONS AND SUPPORT, INCLUDING 24X7 LOCAL TECHNICAL SUPPORT**. This support renewal initiative strengthens MCS's IT infrastructure and technical support services to enhance operational efficiency, improve system resilience, and enable scalable organizational growth.

1.1.2 This request for proposal (RFP) is intended for competitive vendors interested in submitting proposals for the **SUPPLY OF 3 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.

The selected vendor will be responsible not only for delivering the hardware or software components outlined in the Bill of Materials but also for providing comprehensive training and 24/7 technical support to ensure seamless deployment, integration, and ongoing operation of the infrastructure.

1.1.3 The vendor is expected to conduct a thorough examination of all instructions, terms, and technical specifications set forth in this RFP. Failure to furnish any information or documentation as expressly required by the RFP document shall result in the immediate disqualification and rejection of the submitted Bid.

### 1.2 Eligibility/Qualification Criteria and Mandatory Requirements

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

1.2.2 Bidder must not be debarred or suspended from government procurement activities.

1.2.3 The bidder should meet the following minimum qualification requirements:

**a. Experience** (completed similar systems and support services):

The Proposer should provide an approach, references to successful implementations, and technical support of similar systems, and include descriptions of the system implementations they have completed. The project references mentioned must consist of the names and contact information of the respective clients, allowing MCS to contact and verify the project summaries.

The vendor should provide reference letters/documents for successful completion of similar system and support services projects within the last five (5) years.

The references mentioned in the project must include the 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:

- Document should be from the client (signed and stamped)
- Client opinion regarding the vendor's performance and completion of the project.
- Project names and project value

**Successful completion with a similar nature and scope** (such as Data Centre Computing & Storage; Cisco Network & Security Infrastructure and Support Service) of the supply described in the technical requirements.

- a) within the last five (05) years, at least five (5) contracts
- b) each valued at MVR 1,000,000.00 or above

**b. Manufacturer's Authorization Letter / Certificate:**

The bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization Letter or Certificate 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

- **Authorization for Cisco:** Letter must explicitly reference the project reference number to ensure proper validation



**c. Team Composition for Implementation or Technical Support:**

It is mandatory that the vendor maintain the required technical team as deemed suitable based on the requirements and milestones. However, **MCS** expects that the bidder would allocate more team compositions with specific skill sets and professional experience. Importantly, 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 technical support, installation, configuration, integration, training, testing, etc.

The bidder **MUST** have a full-time vendor-certified professional/engineer under **its payroll** to provide all professional services (*subcontracted or part-time personnel will not be accepted*).

**The bidder shall submit the following documents:**

- Certifications: a copy of the relevant training.
- ID card OR Passport Copy of the engineer
- Employment Verification / Confirmation Letter

**1. Project Manager Certificates (minimum requirements):**

- Degree or Master in Information Technology or Engineering
- IT Project Management or IT Service Management

**2. Technical Support Engineers Certificates (minimum requirements):**

- Cisco Certified Specialist – Enterprise Design\*
- Cisco Certified Specialist – Enterprise Advance Infrastructure
- Cisco Certified Specialist – Enterprise Core
- Cisco Certified Specialist – Enterprise SDWAN\*
- Cisco Certified Specialist – Security Core
- Cisco Certified Specialist – Network Security Firepower
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional Enterprise (CCNP- Enterprise)
- Cisco Certified Network Professional Security (CCNP Security)

1.2.4 The bidder must read, understand, and comply with all areas of this RFP. Any other information passed during the information session or any information passed via email shall be considered a requirement of this RFP.

**1.3 Bid Registration****1.3.1 Registration Deadline**

- a. Date: **12<sup>th</sup> July 2026**
- b. Time: **14:00 hours (local time)**

1.3.2 Prospective bidders must submit their registration via email to [tender@customs.gov.mv](mailto:tender@customs.gov.mv). Bid participation will be restricted to those who:

- a. Register via email prior to the specified deadline

**1.3.3 Required Registration Information:**

- a. Announcement Number
- b. Business/Company Name
- c. Primary Contact Person's Name, Email Address and Contact Number

1.3.4 Bidders are responsible for confirming receipt of their registration submission. To verify the receipt, contact the Procurement Section at **3334113 or 3334154**.

1.3.5 ***Failure to register by the deadline will result in disqualification from the bidding process.***

**1.4 Bid Inquiry and Clarification**

1.4.1 All requests for clarification must be submitted in writing via email to [tender@customs.gov.mv](mailto:tender@customs.gov.mv). To confirm receipt of clarification requests, bidders may contact the Procurement Section at **3334113 or 3334154**.

1.4.2 For Technical queries related to this solicitation, contact:

- Name: Mohamed Mansoor
- Telephone: 7784956

1.4.3 For administrative matters, contact the Procurement Section at 3334154 or 3334113



- 1.4.4 All requests for clarification must be received no later than:
- **Date: 18<sup>th</sup> July 2026**
  - **Time: 14:00 hours (local time)**
- 1.4.5 Requests for clarification received after the deadline may not be considered. The procuring authority reserves the right to share relevant clarifications with all registered bidders.

## 1.5 Bid Submission and Opening

- 1.5.1 Bid Submission Deadline
- a. **Date: 20<sup>th</sup> July 2026**
  - b. **Time: 14:00 hours (local time)**
  - c. **Location: Customs Head Office Boduthakurufaanu Magu**
- 1.5.2 For bids requiring registration, only parties registered via email within the specified timeframe are eligible to submit proposals. Where a pre-bid meeting is conducted, eligibility to submit bids shall be granted to parties who have either completed timely registration or attended the pre-bid meeting.
- 1.5.3 Each eligible bidder is limited to submitting one (1) bid, and no electronic submissions (email or fax) will be accepted.
- 1.5.4 Bidders must disclose any potential conflicts of interest and are limited to submitting one (1) bid per interested party, with failure to disclose resulting in enforcement actions under Public Finance Regulations and the bidder assuming full responsibility for any resulting losses.
- 1.5.5 All bids will be opened publicly at the submission deadline in the presence of bidders who choose to attend the opening session.
- 1.5.6 Any modifications to the submission date, time, or venue for bid submission will be communicated to registered bidders in writing or via email. For bids that do not require registration, such changes will be published in the official gazette. And bidders are responsible for monitoring all communications from the procurement office.
- 1.5.7 Late submission of proposal/bid or any of the mentioned documents will not be entertained.
- 1.5.8 Proposals submitted electronically via email or transmitted by facsimile will not be accepted. All bids must be physically delivered to the designated location in accordance with the specifications outlined in this Request for Proposal.
- 1.5.9 The individual presenting the proposal on behalf of the bidding entity must possess appropriate authorization and be fully informed of the bid contents to provide clarifications, additional information, or responses to queries as may be required during the bid opening.

## 1.6 Bid Language and Currency Provisions

- 1.6.1 All bid documentation, including technical specifications, supporting materials, and correspondence, must be submitted in either **Dhivehi or English** language.
- 1.6.2 All monetary values, pricing schedules, and financial transactions related to this procurement shall be quoted and conducted in **Maldivian Rufiyaa (MVR)**.

## 1.7 Amendments and Addenda

- 1.7.1 MCS reserves the right to amend, clarify, or supplement the bid documents at any time prior to the proposal submission deadline. Any such modifications shall be issued in the form of an official addendum, which may include additions, deletions, or revisions to the original bid documentation.
- 1.7.2 Registered bidders will receive addenda via email at the address provided during the registration process. For tenders that do not require pre-registration, addenda will be published in the official gazette.
- 1.7.3 All addenda issued shall constitute an integral part of the bid documents and shall be binding upon all bidders. All official addenda will be distributed electronically via email to all registered bidders.

## 1.8 Price Schedule and Tax Provisions

- 1.8.1 All bid prices shall be quoted in **Maldivian Rufiyaa (MVR)**.
- 1.8.2 GST-registered bidders shall submit prices inclusive of all applicable taxes, with a detailed breakdown separately itemizing labor/material costs and the corresponding GST amount.
- 1.8.3 The applicable GST rate shall be the prevailing rate at the time of contract award.
- 1.8.4 MCS reserves the right to negotiate scope reductions to align with budgetary constraints prior to contract award.

## 1.9 Delivery Timeline and Contract Duration

- 1.9.1 Where a project timeline is required, bidders must state the duration as a definitive total number of calendar days required to complete the work or deliver the goods from the commencement date. Estimated durations, approximate timeframes, or date ranges will not be accepted and shall render the proposal non-responsive.



- 1.9.2 The successful bidder shall complete all deliverables within **forty-five (45)** calendar days from the date of contract execution. Any proposal proposing a delivery period that exceeds the above will be disqualified.
- 1.9.3 The project duration shall be calculated continuously, inclusive of holidays.
- 1.9.4 The initial contract term shall be for a period of **one (1) Year** from the date of execution, with the option to extend for an additional **two (2) Years** without further competitive bidding, subject to satisfactory performance of all contractual obligations, mutual agreement between the Maldives Customs Service and the Contractor, and continued compliance with all terms and conditions.
- 1.9.5 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.

### 1.10 Bid Validity and Extensions

- 1.10.1 All bids must remain valid for a **minimum period of ninety (90) calendar days** from the bid submission deadline.
- 1.10.2 MCS reserves the right to request an extension of the bid validity period, during which bidders shall maintain their original bid submissions without any alterations to terms, pricing, or conditions.

### 1.11 Tax Compliance Requirements

- 1.11.1 The successful bidder shall submit a Tax Clearance Certificate, issued no more than three (3) months prior to the date of request by this office, as a condition precedent to contract award.
- 1.11.2 Prior to contract execution, any successful bidder with outstanding tax liabilities shall be granted seven (7) calendar days to settle such liabilities in full, or alternatively, must provide documentation evidencing current compliance with an existing tax payment agreement.

### 1.12 Bid Submission Requirements and Documentation Guidelines

- 1.12.1 The complete original proposal must be submitted in a sealed package. Bidder shall be marked **"SUPPLY OF 3 YEAR HARDWARE REPLACEMENT, SOFTWARE SUBSCRIPTIONS AND SUPPORT, INCLUDING 24X7 LOCAL TECHNICAL SUPPORT"**
- 1.12.2 The Bidder shall ensure that all bid-related materials and supporting documentation are securely fastened together. The complete bid package must be either stapled or bound in a manner that prevents any separation of documents during handling and review.
- 1.12.3 The bidder should submit the following document, and MCS shall confirm that the following legal documents and information have been provided in the Bid. A detailed description of proposed equipment/services, including the scope of work (Annual Maintenance Support Service) and quotation, shall be submitted. If any of these documents or information is missing, the offer shall be rejected:
- a. Cover Letter
  - b. Price Schedule Form
  - c. Bidder's Quotation
  - d. Delivery and Installation Schedule
  - e. Support Service Response and Replacement Schedule (if applicable)
  - f. Terms and Conditions
  - g. Bid Security (**Refer to Clause 1.16**)
  - h. Bill of Quantities and Scope of Services
  - i. Hardware Warranty, Support Subscription and Technical Support
  - j. Service Level Expectations and escalation matrix
  - k. Maintenance Support Services
  - l. Manufacturer's Authorization (Letter / Certificate or supporting documents)
  - m. Company Profile (Company Overview, including ID Card of company shareholders/directors)
  - n. Company Registration Certificate
  - o. Company Legal Documents (Memorandum of Association and Articles of Association)
  - p. Company Profile Information Sheet (issued by the Ministry of Economic Development)
  - q. SME Registration Certificate
  - r. GST Registration Certificate
  - s. MIRA Tax Clearance Certificate (last 30 days from the date of bid submission)
  - t. Pension Contribution Voucher and paid receipt
  - u. Relationship letter- When submitting the bid, if there is a relationship with an employee of this office (a relationship described as a "close relative" or "close associate" as stated in Article 19.01 (a) of the State Financial Regulations), a signed document clearly stating this information must be submitted along with the bid. If this information is discovered without such a document being provided, the bid will be invalidated.



- v. Team Composition (Implementation or Technical Support engineer CVs, certificates, ID Card and confirmation letter)
- w. Experience (Reference for the successful implementation of similar projects and services)
- x. Financial Statements (Last 2 Year)
- y. Technical Literature/Datasheet
- z. All the other relevant documents required/mentioned to submit in this bid document

- 1.12.4 Failure to submit complete and sufficient documentation required for evaluation scoring at the time of bid submission shall result in zero points being awarded for the respective criteria.
- 1.12.5 Failure to provide required pre-award documentation within the stipulated timeframe shall result in bid award cancellation.

### 1.13 Signatory Authority

- 1.13.1 Proposals submitted by private limited companies shall be executed by the Managing Director. Where the proposal is executed by an individual other than the Managing Director, a certified copy of a valid Power of Attorney, explicitly conferring authority upon the signatory to execute and submit proposals on behalf of the company, must accompany the submission.
- 1.13.2 Proposals submitted by partnerships shall be executed by the Managing Partner. Where the proposal is executed by an individual other than the Managing Partner, a certified copy of a valid Power of Attorney, explicitly conferring authority upon the signatory to execute and submit proposals on behalf of the partnership, must accompany the submission.
- 1.13.3 Proposals submitted by cooperative societies shall be executed by the Chairperson. Where the proposal is executed by an individual other than the Chairperson, a certified copy of a valid Power of Attorney, explicitly conferring authority upon the signatory to execute and submit proposals on behalf of cooperative society, must accompany the submission.
- 1.13.4 Proposals submitted by sole proprietorships shall be executed by the registered proprietor. Where the proposal is executed by an individual other than the proprietor, a certified copy of a valid Power of Attorney, explicitly conferring authority upon the signatory to execute and submit proposals on behalf of the proprietorship, must accompany the submission.
- 1.13.5 Proposals submitted by government-owned corporations and public limited companies may be executed by any duly authorized officer of the organization. Documentary evidence demonstrating the signatory's official capacity and authority to bind the organization must be provided with the submission
- 1.13.6 All Powers of Attorney submitted pursuant to this section must be current, valid at the time of submission, and specific to this procurement.

### 1.14 Procurement Procedures and Evaluation Process

- 1.14.1 **The aggregate price (total price for the project) quoted in the bid submission shall be used for bid evaluation purposes.**
- 1.14.2 The detailed bid evaluation criteria and methodology are outlined in **Section 3** of this document
- 1.14.3 Contract award shall be determined through a competitive bidding process initiated by public advertisement. The contract shall be awarded to the bidder whose proposal is deemed most advantageous to the organization and demonstrates full compliance with all specified requirements, including in circumstances where only one (1) responsive and qualified bid is received. The award decision shall be formalized through execution of a written contractual agreement.
- 1.14.4 In the event the initial solicitation results in no responses or all submitted proposals are determined to be non-responsive or inadequate, a second solicitation shall be issued. The contract shall be awarded to the highest-rated conforming proposal received pursuant to this second solicitation, contingent upon the successful execution of a formal contractual agreement.
- 1.14.5 In the event that no responsive proposals are received after a second solicitation period, or in the absence of any submitted bids, the bid committee shall retain the right to conduct comprehensive market analysis to identify qualified vendors within both domestic and international markets. The committee may subsequently initiate direct negotiations with entities demonstrating requisite competencies and compliance with specified requirements. Following thorough evaluation and appropriate consultations, the committee may proceed to award the contract in accordance with established procurement procedures and regulations.
- 1.14.6 In the event the selected contractor fails to perform the contracted work for any reason, the organization reserves the right to award the contract to the next highest-rated bidder from the original solicitation without initiating a new procurement process.

### 1.15 Award Determination and Notification Process

- 15.1 Contract award shall be made to the responsive bidder whose bid meets all requirements specified in this RFP document and achieves the highest evaluation score based on the criteria set forth in **Section 3**.



- 1.15.2 In addition to the evaluation criteria under Section 3, the selection of the successful bidder shall also be governed by Regulation No. 2026/G-2.
- 1.15.3 A **"Notification of Intention to Award"** shall be issued to all bidders, identifying the selected bidder.
- 1.15.4 Provided no bid disputes are filed within three (3) working days of the "Notification of Intention to Award", a formal **"Notification of Award"** shall be issued to the successful bidder.

### 1.16 Bid Security

- 1.16.1 The value of the bid security is **MVR 15,000/-**.
- 1.16.2 The sample format of the Bid Security is provided in **Annex-1** of this document.
- 1.16.3 The validity period of the Bid Security is **ninety (90)** days from the date of bid opening, or extension if requested under ITB.
- 1.16.4 The Bid Security must be a security issued for this work by a bank or financial institution registered in the Maldives under the relevant laws of the Maldives.
- 1.16.5 If a bidder withdraws after the bid opening or cancels the bid after receiving the bid award notification, the submitted Bid Security will be forfeited to the state.

### 1.17 Performance Guarantee

- 1.17.1 The bidder who wins the tender should submit a Performance Guarantee of **five percent (5%)** of the total contract value if the contract value exceeds **Five Hundred Thousand (MVR 500,000.00)**.
- 1.17.2 The sample format of the Performance Guarantee is provided in Annex-2 of this document.
- 1.17.3 The Performance Guarantee must be submitted within **seven (7) days**, including holidays, from the date of signing the agreement.
- 1.17.4 The Performance security shall be valid for **thirty (30) days** beyond the original validity period of the agreement, or beyond any period of extension if requested under the agreement.
- 1.17.5 The Performance Guarantee must be a guarantee issued for this project by a bank or financial institution registered in the Maldives under the relevant laws of the Maldives.
- 1.17.6 If the successful bidder fails to submit the Performance Guarantee within the given period, the bid award decision will be cancelled, and the submitted Bid Security will be forfeited to the state.

### 1.18 Contractor Obligations and Payment Terms

- 1.18.1 The Contractor shall be solely responsible for procuring all materials necessary for the complete execution of the work specified in this RFP. This responsibility encompasses all aspects of material sourcing, quality assurance, and timely availability to meet project requirements.
- 1.18.2 The Contractor shall bear all financial responsibilities associated with the execution of this contract, including but not limited to:
- a. All applicable domestic and international customs duties
  - b. Local and international taxes
  - c. Transportation and delivery costs to the Office-designated location
  - d. Any incidental expenses incurred during contract performance
- 1.18.3 No advance payment shall be issued to the successful bidder. Full payment shall be made only upon satisfactory completion and acceptance of all deliverables specified in the contract

### 1.19 Bid Cancellation and Rejection

- 1.19.1 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 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.
- 1.19.2 MCS reserves the right to reject any bid that does not include all required information and documentation at the time of submission. Furthermore, the Office may cancel previously accepted bids if they are subsequently found to be incomplete. MCS also maintains the right to cancel the bidding process if the submitted prices or durations are deemed unreasonable or if an insufficient number of qualifying bids are received.
- 1.19.3 During the bid evaluation phase, bidders must submit any additional requested information or documentation within the timeframe specified by the Office. Failure to provide such requested materials within the designated period will result in bid cancellation.
- 1.19.4 MCS shall not consider bids from any party currently debarred by the Ministry of Finance throughout the duration of their debarment period. If such debarment status is discovered subsequent to bid acceptance, the Office reserves the right to nullify the bid. Any attempt to submit a bid while under debarment will result in automatic disqualification.
- 1.19.5 Bidders must disclose any relationships with Office employees that qualify as "close relative" or "close associate" as defined in Article 19.01(a) of the Public Finance Regulations. This disclosure must be submitted as a signed



document accompanying the bid. Discovery of such relationships without prior written disclosure will result in immediate bid cancellation.

### 1.20 Responsiveness of Tender

- 1.20.1 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.
- 1.20.2 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.
- 1.20.3 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 the RFP have been provided and to determine the completeness of each document submitted.
- 1.20.4 MCS expects that the proposer would have allocated the required team compositions having the specific skill sets and professional experience.
- 1.20.5 Most importantly, it is expected that the Bidder will maintain necessary resources on-site during crucial stages of the project that require closer interaction with MCS during installation, configuration, integration, training, testing, etc. The bidder shall attach the professional certificate of the engineer for reference.

### 1.21 Liquidated Damages and Penalties

- 1.21.1 The Contractor shall be subject to liquidated damages for any delay in completion beyond the agreed-upon contract period. Such damages shall be calculated at the rate of zero-point-five per cent (0.5%) of the total Contract Price per day of delay. The accumulation of liquidated damages shall continue until reaching a maximum of fifteen per cent (15%) of the total Contract Price. Should the liquidated damages exceed this fifteen per cent (15%) threshold, the Office reserves the right to terminate the remaining uncompleted portion of work under this Contract.
- 1.21.2 For clarity, the liquidated damages shall be computed using the following formula:
- a. Liquidated Damages = Contract Price × 0.005 × Number of Days Delayed, where;
  - b. Contract Price represents the total contract value, and the Number of Days Delayed represents the number of calendar days exceeding the contractual completion date.



## 2. TECHNICAL REQUIREMENT, BILL OF MATERIALS AND SCOPE OF WORKS

#	Requirements	Qty
<b>SUPPLY OF 3-YEAR HARDWARE REPLACEMENT, SOFTWARE SUBSCRIPTIONS, AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT</b>		
<b>2.1 Supply of 3 Year Cisco SmartNet and Subscriptions including Technical Support</b>		<b>1 Bundle</b>
2.1.1	Cisco 3-Year SNTC-8X5XNBD Catalyst 8500 Router Edge Platform 4x SFP+ and 8x SFP, 4x10GE, 8x1GE 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: 3 Year Service Contract- 8 hours a day; 5 days a week Hardware and Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	2 Nos
2.1.2	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	2 Nos
2.1.3	Local 3-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	2 Nos
2.1.4	Cisco 3-Year SNTC-8X5XNBD ISR 1100X 8P Dual GE SFP Router Pluggable SMS/GPS 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: 3 Year Service Contract- 8 hours a day; 5 days a week Hardware and Software Maintenance: Yes Assisted technical support: Yes- Cisco Certified Engineer	22 Nos
2.1.5	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	22 Nos
2.1.6	Local 3-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	22 Nos
2.1.7	Cisco DNA Subscription-Modify for Catalyst 8000 Series	01 Nos
2.1.8	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	01 Nos
2.1.9	Local 3-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	01 Nos
2.1.10	Cisco ISR1100 8P-SV Network Stack Advantage Lic	21 Nos
2.1.11	IPSEC HSEC License for Cisco ISR 1100 8P-SV Series	21 Nos
2.1.12	IPSEC PLUS 100 Mbps License for Cisco ISR 1100 8P-SV Series	21 Nos
2.1.13	Cisco Umbrella SIG Essential (additional) for DNA Premier,3Y	21 Nos
2.1.14	Cisco DNA Premier On-Prem Lic 3Y – up to 25M (Aggr, 50M)	21 Nos
2.1.15	Cisco Umbrella for DNA Premier	525 Nos
2.1.16	Cisco SDWAN On Prem Deployment Option	21 Nos
2.1.17	Cisco DNA Premier Stack – up to 25M (Aggr, 50M)	21 Nos
2.1.18	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	01 Nos
2.1.19	Local 3-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	01 Nos
2.1.20	Cisco ISR1100 8P-SV Network Stack Advantage Lic	01 Nos
2.1.21	IPSEC HSEC License for Cisco ISR 1100 8P-SV Series	01 Nos
2.1.22	IPSEC PLUS 100 Mbps License for Cisco ISR 1100 8P-SV Series	01 Nos
2.1.23	Cisco Umbrella SIG Essential (additional) for DNA Premier,3Y	01 Nos
2.1.24	Cisco DNA Premier On-Prem Lic 3Y – up to 25M (Aggr, 50M)	01 Nos
2.1.25	Cisco Umbrella for DNA Premier	25 Nos
2.1.26	Cisco SDWAN On Prem Deployment Option	01 Nos
2.1.27	Cisco DNA Premier Stack – up to 25M (Aggr, 50M)	01 Nos
2.1.28	Cisco ThousandEyes WAN Insights Embedded	01 Nos
2.1.29	IOS XE SD-WAN boot up mode for Unified image-Deployment Opt	01 Nos
2.1.30	ISR1100SV 8-Port Platform Selection for DNA	01 Nos
2.1.31	Local 3-Year 24 x 7 On-site Technical Support Services and Labour	01 Nos
2.1.32	Local 3-Year Hardware Configuration; Migration Services and Change Request for Replacement H/W	01 Nos



#	Requirements	Qty
2.2	<b>Warranty; Service Level Expectations and Maintenance Support Services for Cisco</b>	<b>1 Bundle</b>
2.2.1	<p><b>Hardware Warranty, Subscription and Technical Support</b>                      The bidder must provide a warranty for the hardware, software and technical support to cover any defects arising from faulty design, substandard materials, or workmanship. This warranty should be effective from the date when the full system is accepted.</p> <p>The Successful bidder shall responsible and comply these services under the contract:</p> <ul style="list-style-type: none"> <li>• <b>Cisco Hardware SmartNet: Three (3) Year SmartNet Service and Technical Support and Labour</b></li> <li>• <b>Cisco Subscription: Three (3) Year Subscription and Technical Support and Labour</b></li> <li>• <b>Local Support: Three (3) 24 x 7 On-Site Technical Support Services</b></li> <li>• <b>Local Support: Three (3) 24 x 7 On-Site Software Config; Migration Services and Change request.</b></li> <li>• All the replacement H/W Configuration, Migration Services, and Change requests should be provided.</li> <li>• All the replacement new model H/W Testing and Knowledge Transfer Services should be provided.</li> <li>• All Services should be performed by a <u>Cisco</u> Certified Engineer – CVs and certificate.</li> </ul> <p>The entire solution (software, hardware, etc.) provided under the contract will rigorously adhere to the agreement, guaranteeing authenticity and freedom from defects in every instance.</p> <p>The warranty period specified shall be in accordance with the details provided in the bid proposal and as agreed upon in the terms and conditions of the contract between the client and the winning bidder. Furthermore, the successful bidder guarantees that all materials and equipment provided have been sourced from authorized channels.</p> <p>The successful bidder assures the client that all materials, equipment, and supplies delivered by the vendor will be brand new, marketable, of the highest quality, and suitable for their intended purposes. This includes guaranteeing that the provided items will meet industry standards and fulfil the client's requirements.</p> <p>MCS retains the right to refuse acceptance of any goods if they are found to be grey market products or counterfeit equipment. This measure is in place to ensure the quality and authenticity of the products provided to our customers.</p>	1 Svc
2.2.2	<p><b>Service Level Expectations</b>                      The Tenderer shall provide a comprehensive warranty for all hardware supplied under this contract, covering defects arising from faulty design, materials, or workmanship, for a period of <b>Three (3) Year from the Date of Acceptance</b> of the entire hardware system.</p> <ol style="list-style-type: none"> <li>a) The support service vendor should provide the contact number of a single point of contact to facilitate 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.</li> <li>b) The Bidder shall replace defective equipment at its own cost, including the cost of transport.</li> <li>c) The support service vendor shall provide the engineer with all standard toolkits and test equipment needed to maintain the hardware.</li> <li>d) System Maintenance and support services will include the following activities.                             <ul style="list-style-type: none"> <li>✓ 24 x 7 Online Support.</li> <li>✓ Patch updating and major/minor software version upgrading support.</li> <li>✓ Phone/Email TAC support must be provided during the support period.</li> <li>✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported.</li> <li>✓ The Bidder must maintain a local TAC support plan for the maintenance period.</li> </ul> </li> <li>e) Bidder should submit service escalation matrix.</li> </ol>	1 Svc
2.2.3	<p><b>Maintenance Support Services, including on-site Technical Support:</b></p> <ul style="list-style-type: none"> <li>• An experienced engineer (stated in 2.2.4), certified by the original equipment manufacturer (OEM), shall be responsible for delivering on-site services, including hardware repair, replacement, and maintenance.</li> <li>• On-site diagnostic and repair activities shall be conducted by a proficient OEM-certified engineer. This includes thorough diagnostics, necessary repairs, and comprehensive testing to ensure optimal unit performance.</li> <li>• MCS shall have access to experienced technical support engineers who are readily available to address questions or issues promptly and effectively. This ensures reliable and timely assistance whenever required.</li> <li>• Flexible on-site response times that best meet the business requirements</li> <li>• The maintenance support engineer shall verify that all units operate on the latest stable firmware versions. Any necessary firmware upgrades shall be provided to the customer at no additional cost.</li> <li>• During each maintenance visit, field service engineers shall perform comprehensive tests to confirm that the system functions correctly in all operational modes, proactively identifying and preventing potential issues.</li> <li>• The Maintenance Support Engineer shall follow well-defined processes and procedures to ensure high-quality service delivery that meets or exceeds industry standards.</li> <li>• Replacements of parts, labour, travel &amp; accommodation and components should be incl in the annual AMC.</li> </ul>	1 Svc
2.2.4	<p><b>Maintaining Field Technical Support Delivery Engineers, Locally Employed in Bidder’s Organisation</b></p> <p>It is mandatory that the vendor maintain the required technical team as deemed suitable based on the requirements and milestones. However, <b>MCS</b> expects that the bidder would allocate more team compositions with specific skill sets</p>	1 Lot



#	Requirements	Qty
	<p>and professional experience. Importantly, 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 <b>MCS</b> during technical support, installation, configuration, integration, training, testing, etc.</p> <p>The bidder <b>MUST</b> have a full-time vendor-certified professional/engineer under <b>its payroll</b> to provide all professional services (<i>subcontracted or part-time personnel will not be accepted</i>).</p> <p><u>Project Manager Certificates (minimum requirements):</u></p> <ul style="list-style-type: none"> <li>• Degree or Master in Information Technology or Engineering</li> <li>• IT Project Management or IT Service Management</li> </ul> <p><u>Technical Support Engineers Certificates (minimum requirements):</u></p> <ul style="list-style-type: none"> <li>• Cisco Certified Specialist – Enterprise Design*</li> <li>• Cisco Certified Specialist – Enterprise Advance Infrastructure</li> <li>• Cisco Certified Specialist – Enterprise Core</li> <li>• Cisco Certified Specialist – Enterprise SDWAN*</li> <li>• Cisco Certified Specialist – Security Core</li> <li>• Cisco Certified Specialist – Network Security Firepower</li> <li>• Cisco Certified Network Associate (CCNA)</li> <li>• Cisco Certified Network Professional Enterprise (CCNP- Enterprise)</li> <li>• Cisco Certified Network Professional Security (CCNP Security)</li> </ul> <p><u>The bidder shall submit the following documents:</u></p> <ul style="list-style-type: none"> <li>• Certifications: a copy of the relevant training.</li> <li>• ID card OR Passport Copy of the engineer</li> <li>• Employment Verification / Confirmation Letter</li> </ul>	



### 3. EVALUATION CRITERIA

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

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

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

#### 3.1 Price Evaluation

The evaluation of proposed prices shall be conducted on a proportional basis wherein the maximum of **seventy (70)** marks shall be awarded to the lowest priced compliant proposal. All other proposals shall receive marks calculated proportionally to their proposed price using the following formula:

$$\text{Final Price Score} = (\text{Lowest Proposed Price} \div \text{Bidder's Proposed Price}) \times 70.$$

#### 3.2 Technical Evaluation

Technical Criteria Detail	Marks
<b>Completion of the Technical and Support Proposal including supporting documents:</b> Bill of Materials with Manufacturer Part Numbers, Scope of Work and Datasheets	30%
<b>Warranty, Subscription, Technical Support and Maintenance</b>	Mandatory
<b>Manufacturer's Authorization:</b> Manufacturer's Authorization Letter / Certificate	Mandatory
<b>Team Composition:</b> Trained/Qualified Engineers	Mandatory
<b>Experience:</b> Completed Similar Systems, Scope and Support Services (such as Data Centre Computing & Storage; Cisco Network & Security Infrastructure and Support Service) of the supply described in the technical requirements. a) within the last five (05) years, at least five (5) contracts b) each valued at MVR 1,000,000.00 or above	Mandatory
<b>Delivery of Hardware and Installation:</b> 45 Days	Maximum Duration
<b>Total</b>	<b>30%</b>



## BID SECURITY FORMAT

*The Issuing Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.*

\_\_\_\_\_ *[Bank's Name, and Address of Issuing Branch or Office]*

**Beneficiary:** ----- *[Name and Address of Procuring Entity]*

**Date:** -----

**BID GUARANTEE No.:** -----

We have been informed that *[name of the Bidder]* (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of *[name of contract]* under Invitation for Bids No. *[Procurement Reference number]* ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we *[name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[amount in figures]* (*[amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Procuring Entity during the period of bid validity,
  - (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire: (a) if the Bidder is the successful Bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

\_\_\_\_\_ *[signature(s)]*



## PERFORMANCE GUARANTEE FORMAT

*[The issuing bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]*

**Date:** *[insert date (as day, month, and year)]*

**Title of the procurement:** *[Insert general title of the procurement]*

**Procurement Reference No:** *[insert reference]*

**Bank's Branch or Office:** *[insert complete name of Guarantor]*

**Beneficiary:** *[insert complete name of Procuring Entity]*

**PERFORMANCE GUARANTEE No.:***[insert Performance Guarantee number]*

We have been informed that *[insert complete name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert day and month]*, *[insert year]* with you, for the supply of *[description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert amount(s)<sup>1</sup> in figures and words]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee shall expire no later than the *[insert number]* day of *[insert month]* *[insert year]*,<sup>2</sup> and any demand for payment under it must be received by us at this office on or before that date. We agree to a one-time extension of this Guarantee for a period not to exceed *[six months]* *[one year]*, in response to the Procuring Entity's written request for such extension, such a request to be presented to us before the expiry of the Guarantee.

.....  
*[signatures of authorized representatives of the bank]*

- 
- 1 *The Bank shall insert the amount(s) specified in the SCC and denominated, as specified in the SCC, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Procuring Entity.*
  - 2 *Dates established in accordance with a Clause of the General Conditions of Contract ("GCC"), taking into account any warranty obligations of the Supplier under a Clause of the GCC intended to be secured by a partial Performance Guarantee.*

