



Ministry of Finance and Public Enterprises

REQUEST FOR PROPOSAL

Project Name: Providing HPE Storage, Equipment Maintenance Services and Technical Support for 01 (One) Year.

Tender Reference No.: PC-13/2026/W-08

Bid Opening Date: 12th August 2026, 13:30

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1. INSTRUCTION TO BIDDER'S

1.1 Introduction

Ministry of Finance and Public Enterprises (MOFPE) seeks experienced and reputed vendors including solution providers, and system integrators having proven expertise in **Providing HPE Storage, Equipment Maintenance Services and 01 (One) Year Technical Support**.

The purpose of this request for proposal (RFP) is intend for competitive vendors who are interested to submit proposal to for **Providing HPE Storage, Equipment Maintenance Services and 01 (One) Year Technical Support**. This RFP provides vendors with the bill of materials and technical support requirements for successful responses.

The vendor is expected to examine all instructions, terms, and technical specifications in the RFP. Failure to furnish all information or documentation required by the RFP documents shall result in the rejection of the bid.

1.2 Employer's Right to Accept or Reject

MOFPE reserves the right to accept or reject any bid, to accept part/ package wise and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for MOFPE's action.

1.3 Responsiveness of Tender

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to MOFPE as necessary to gain such understanding.

If a bid is not substantially responsive to the bidding documents, it shall be rejected and may not subsequently made responsive by the bidder by any correction of the material deviation, reservation, or omission. MOFPE shall examine the bids to confirm that all documents and technical documentation requested in RFP has provided, and to determine the completeness of each document submitted.

MOFPE expects that the proposer would have allocated the required team compositions having the specific skill sets and professional experience.

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

1.4 Scope of Work

- a) The following are the support services that needs to be renewed under this project.
 - To fulfill a 1 Years HPE Service Contract as to the attachement in Annex 1 (Bill of Material).



b) Hardware Support

- **Incident Response & Resolution:** Addressing hardware failures, providing troubleshooting assistance, and offering repair or replacement services.
- **On-site Support:** Providing on-site technician support for hardware issues, typically within a specified response time.
- **Hardware Parts Replacement:** Supplying and replacing faulty parts or components, which may include next-business-day or same-day service, depending on the contract.
- **System Diagnostics:** Remote or on-site diagnostic services to identify faults or issues with hardware systems.
- **Preventive Maintenance:** Scheduled or proactive maintenance to ensure optimal performance, including firmware updates or hardware inspections.
- **Firmware & BIOS Updates:** Regular updates to hardware-related software and firmware to ensure compatibility, security, and performance.

c) Software Support

- **Operating System & Software Updates:** Providing updates and patches for the HPE-provided software or licensed third-party software running on HPE hardware.
- **Bug Fixes & Software Troubleshooting:** Addressing any issues or failures in software functionality, with resolution or bug fixes applied.
- **Software Upgrades:** Offering access to new software versions or upgrades when available.
- **Configuration Assistance:** Support for software configuration and integration with HPE hardware components to ensure optimal performance.
- **Compatibility Testing:** Ensuring compatibility between hardware components and software versions for existing or new deployments.

d) Support Levels

- **24/7 Technical Support:** Offering continuous technical support through various channels, such as phone, email, chat, or portal access.
- **Response Time Guarantees:** Defined response time for initial troubleshooting, diagnosis, and resolution (e.g., 4-hour response time for critical issues).
- **Critical and Non-Critical Issue Resolution:** Differentiating between critical issues requiring immediate resolution and less urgent matters, with clear escalation procedures.

e) Remote Support

- **Remote Diagnostics & Assistance:** Provision of remote support via remote desktop, phone, or network connection to diagnose and resolve hardware/software issues.



- **Monitoring & Proactive Management:** Continuous monitoring of hardware systems to identify potential issues before they become critical, such as temperature or load issues.
- f) Service Delivery & Reporting
- **Service Level Agreements (SLA):** Defining the SLAs for response times, resolution times, and availability of resources.
 - **Case Tracking & Reporting:** Ability to track service requests and issues, with regular updates and reporting on the status of ongoing support cases.
 - **Documentation:** Providing documentation of issues, resolutions, maintenance schedules, and any critical events affecting hardware/software systems.
 - **Support Portal Access:** Access to an online portal for submitting support tickets, tracking progress, and accessing resources.
- g) Escalation Procedures
- **Escalation Pathways:** Defined process for escalating issues that cannot be resolved within the agreed time frame, to higher levels of expertise or management.
 - **Critical Issue Handling:** Special procedures for dealing with Hardware running production system outages , including management involvement and expedited resources.

2. Minimum Bidder's Qualification Requirements

2.1 Pre-Qualification Requirements

The Bidder must have been in the service of this nature/IT Solutions for past five (3) years in related to supply, configuration, and commissioning of similar solutions.

MOFPE shall confirm that the following legal documents and information have been provide in the bid. If any of these documents or information is missing, the offer shall be rejected:

- Company Profile / Portfolio
- Company Registration Certificate (Company/Individual/Corporate Society)
- GST Registration Certificate
- SME Registration Certificate
- Company Profile (Minitry of Economic Development)
- Profile with clearly identify similar experience
- Tax Clearance report (Not older than 3 months)
- Last Fiscal Year Financial Statements
- A Bid Security of MVR 20,000.00 which is valid for 90 days from the date of bid opening.
- A Bid Validity period of 90 days.



2.2 Manufacturer's Authorization Letter

Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization Letter, 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.

2.3 Experience

The bidder should provide approach and reference of successful completed similar projects including installation services and technical support (Value above MVR 500,000.00): The vendor should provide reference of successful implementation of similar system and should include descriptions of system implemented. The mentioned project references must include names and contact information of the respective clients so that MOFPE can contact and verify the project summaries. Minimum 05 reference letters/purchase orders/contract copy or certificate for proof of supply and installation of similar project and services to other organizations.

2.4 Team Composition for Installation, Migration and Technical Support Delivery

It is mandatory that the proposer will maintain the required technical team as deemed as suited based on the requirements and milestones. However, MOFPE expects that the proposer would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the Proposer will maintain necessary resources on-site technical support during contract period. The proposer MUST have full time Vendor Certified Professional/Engineer under its payroll.

Minimum required certificate of the Engineer:

- HPE 3PAR Installation, Startup & Support
- HPE 3PAR Service and Solution Qualification
- HPE Virtual Connect
- HPE Storage Solution V2
- HP Blade System Solutions Support
- VMware Certified personal

The proposer shall submit the following documents.

- Certifications copy of the relevant training
- Letter from organization that the engineer is employed at that organization
- ID card OR Passport Copy of the engineer
- Contact information of the staff and his/her supervisor in that organization

3. Proposal Submission Format

The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents.

The complete original proposal must be submitting in a sealed package. Bid shall be marked **"Providing HPE Storage, Equipment Maintenance Services and 01 (One) Year Technical Support"**.



Bidder shall file all documents necessary to support their proposal and include them with their proposal.

Proposal shall be submitted in the following format and include the following information.

- a) Detailed description of proposed equipment/services including the manufacturer part numbers, scope of work and quotation shall be submitted.
 - Price Proposal in the monthly basis
 - Technical Proposal: Executive Summary and Bill of Quantities
 - Warranty and Technical Support
 - Delivery Schedule for 01 year
 - Service Level Expectations
- b) Bidder that does not manufacture or produce the goods it offers to supply may submit the Manufacturer's Authorization Letter or supporting documents, to demonstrate that it has been duly authorized by the manufacturer or producer of the goods to supply these goods in the Republic of Maldives.
- c) The Bidder should provide reference of successful implementation of similar system and should include descriptions of system implemented. The mentioned project references must include names and contact information of the respective clients so that MOFPE can contact and verify the project summaries.

4. Evaluation Criteria

MOFPE shall evaluate the technical aspects of the Bid submitted in accordance with the RFQ, to confirm that all requirements specified in the RFQ, 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	100%
Total	100%

Technical Criteria Detail	Pass / Fail
Proposed Technical Solution and Bill of Material Compliance Form	Pass / Fail
Trained/Qualified staff (Team Composition)	Pass / Fail
Completed similar supply and implementation projects/services - Value above MVR 500,000.00)	Pass / Fail
Manufactures Authorization Letter/Certificate	Pass / Fail



Technical Support and maintenance	Pass / Fail
If meet all the requirments will be considered as Technical Achieved	PASS

4.1 Price

Each bidder's price is used to identify their relative position on a 0 – 100 price scale. This done by allocating the lowest priced bid **100 points** and calculating the remaining bidder's score in relation to this scale.

Price percentage = 100 x (lowest price / bid price)

4.2 Technical

a) Proposed Technical Solution and Compliance Form

All Bidders must pass Technical Evalution to be selected to price bid evaluation.

Proposed Technical Solution and Bill of Material Compliance Form	Pass / Fail
Proposed Technical Solution - Overview of Proposed Solution and - Bill of Material with Manufacture's Partner Number & Datasheet Note: Must meet all the requirments	Pass / Fail
If meets the requirments	Pass

b) Trained/Qualified staff (Team Composition)

Trained Qualified Engineers with the bidder organization under its payroll. (Certification copy, letter from organization that staff is employ at that organization and ID card / Passport Copy should be submit of the staff.)

Number of Trained Staff	Pass / Fail
Minimum 1 Trained Qualified Engineer with above certification. Qualification/Certificate - HPE 3PAR Installation, Startup & Support - HPE 3PAR Service and Solution Qualification - HPE Virtual Connect - HPE Storage Solution V2 - HP Blade System Solutions Support Note: Must meet all the requirments	Pass / Fail
Total	Pass

c) Completed similar supply and implementation projects/services

Proof of supply and installation of similar project and services (HPE 3PAR, StoreOne) to other organizations within last five (5) years.

Experience (Reference Letters Purchase Order/Completion Certificates)	Pass / Fail
Minimum 05 Reference Letters or Completion Certificate HPE 3PAR, StoreOne implementation projects/services - Value above MVR 250,000.00 <i>Note: Must meet all the requirements</i>	Pass / Fail
Total	Pass

d) Manufactures Authorization Letter/Certificate

Manufacturer's Authorization Letter or Supporting Document for HPE to demonstrate that it has been duly authorize by the manufacturer or producer of the goods to supply these goods in the Republic of Maldives.

Manufactures Authorization Letter/Certificate and Proposed Technical Solution	Pass / Fail
Manufacture's Authorization letter or Supporting Document <i>Note: Must meet all the requirements</i>	Pass / Fail
Total	Pass

e) Subscription and Technical Support

Warranty support and Subscription for the proposed solution.

Warranty Support and Subscriptions	Pass / Fail
HPE: One (01) Year 24 x 7 Hardware Replacement and 24 x 7 On-site Technical Support Services <i>Note: Must meet all the requirements</i>	Pass / Fail
Total	Pass

5. Pre-Bid Meeting and Bid Submission

- 5.1** There won't be any pre-bid meeting with regard to this Tender. The bidder is required to submit a questioner to clarify any information need to prepare the proposal for this Tender before 10th August 2026, 13:00.
- 5.2** The bidder can share the questioner to procurement@finance.gov.mv.
- 5.3** The bidders will receive the clarifications before 11th August 2026, 14:00
- 5.4 Bid Submission will follow as below;**
 - a) Venue: Ministry of Finance and Public Enterprises, 6th Floor Conference Room
 - b) Date: 13th August 2026
 - c) Time: 13:30

1. BILL OF MATERIAL OF CURRENT SAP HARDWARE

ANNEX 1

1.1 HPE 3PAR & Store Once

QTY	PART NO.	DESCRIPTION
1	BW904A	HPE 42U 600x1075mm Enterprise Shock Rack
1	BW904A 001	HP Factory Express Base Racking Service
1	H6Z12A	HPE 3PAR StoreServ 8400 2N Stor Cnt Base
1	H6Z12A 0D1	Factory integrated
2	H6Z00A	HPE 3PAR 8000 4-pt 16Gb FC Adapter
2	H6Z00A 0D1	Factory integrated
16	K2P98A	HPE 3PAR 8000 600GB SAS 15K SFF HDD
16	K2P98A 0D1	Factory integrated
6	M0S92A	HPE 3PAR 8000 2TB SAS 7.2K SFF HDD
6	M0S92A 0D1	Factory integrated
2	K2P88A	HPE 3PAR 8000 480GB Non-AFC SFF SSD
2	K2P88A 0D1	Factory integrated
1	L7B69A	HPE 3PAR 8400 OS Suite Base LTU
1	L7B69A 0D1	Factory integrated
168	L7B70A	HPE 3PAR 8400 OS Suite Drive LTU
168	L7B70A 0D1	Factory integrated
1	L7B73A	HPE 3PAR 8400 Replication Suite Base LTU
1	L7B73A 0D1	Factory integrated
168	L7B74A	HPE 3PAR 8400 Replication Ste Drive LTU
168	L7B74A 0D1	Factory integrated
1	L7B71A	HPE 3PAR 8400 Data Opt St v2 Base LTU
1	L7B71A 0D1	Factory integrated
168	L7B72A	HPE 3PAR 8400 Data Opt St v2 Drive LTU
168	L7B72A 0D1	Factory integrated
1	L7D45A	HPE 3PAR 8400 App Suite for Oracle LTU
1	L7D45A 0D1	Factory integrated
1	L7D49A	HPE Smart SAN for HPE 3PAR 8xxx LTU
1	L7D49A 0D1	Factory integrated
3	H6Z26A	HPE 3PAR 8000 SFF(2.5in) SAS Drive Encl
3	H6Z26A 0D1	Factory integrated
48	K2P98A	HPE 3PAR 8000 600GB SAS 15K SFF HDD
48	K2P98A 0D1	Factory integrated
18	M0S92A	HPE 3PAR 8000 2TB SAS 7.2K SFF HDD
18	M0S92A 0D1	Factory integrated
6	K2P88A	HPE 3PAR 8000 480GB Non-AFC SFF SSD
6	K2P88A 0D1	Factory integrated
4	H6Z26A	HPE 3PAR 8000 SFF(2.5in) SAS Drive Encl



4	H6Z26A OD1	Factory integrated
56	K2P98A	HPE 3PAR 8000 600GB SAS 15K SFF HDD
56	K2P98A OD1	Factory integrated
24	M0S92A	HPE 3PAR 8000 2TB SAS 7.2K SFF HDD
24	M0S92A OD1	Factory integrated
16	K2P88A	HPE 3PAR 8000 480GB Non-AFC SFF SSD
16	K2P88A OD1	Factory integrated
1	K2R28A	HPE 3PAR StoreServ SPS Service Processor
1	K2R28A OD1	Factory integrated
1	TK808A	HPE Rack Front Door Cover Kit
1	TK808A OD1	Factory integrated
8	QK734A	HPE Premier Flex LC/LC OM4 2f 5m Cbl
8	QK734A OD1	Factory integrated
2	H5M70A	HPE Basic 7.3kVA/60309/C13 C19/INTL PDU
2	H5M70A OD1	Factory integrated
1	BW932A	HPE 600mm Rack Stabilizer Kit
1	BW932A B01	Include with complete system
1	BW906A	HPE 42U 1075mm Side Panel Kit
1	BW906A OD1	Factory integrated
1	BW891A	HPE Rack Grounding Kit
1	BW891A OD1	Factory integrated
1	BW904A	HPE 42U 600x1075mm Enterprise Shock Rack
1	BW904A 001	HP Factory Express Base Racking Service
1	BB915A	HPE StoreOnce 5100 48TB System
1	BB915A OD1	Factory integrated
1	BB926A	HPE StoreOnce 10GbE Network Card
1	BB926A OD1	Factory integrated
1	BB928A	HPE StoreOnce 8Gb Fibre Channel Card
1	BB928A OD1	Factory integrated
1	BB951A	HPE StoreOnce 8Gb Fibre Channel Card LTU
1	BB951A OD1	Factory integrated
1	TK808A	HPE Rack Front Door Cover Kit
1	TK808A OD1	Factory integrated
2	H5M70A	HPE Basic 7.3kVA/60309/C13 C19/INTL PDU
2	H5M70A OD1	Factory integrated
1	BW932A	HPE 600mm Rack Stabilizer Kit
1	BW932A B01	Include with complete system
1	BW906A	HPE 42U 1075mm Side Panel Kit
1	BW906A OD1	Factory integrated
1	BW891A	HPE Rack Grounding Kit
1	BW891A OD1	Factory integrated
1	BB888AAE	HPE StoreOnce 4500/5100 Catalyst E-LTU
1	BD362AAE	HPE 3PAR StoreServ Mgmt/Core SW E-Media



1	BD363AAE	HPE 3PAR OS Suite Latest E-Media
1	BD365AAE	HPE 3PAR SP SW Latest E-Media
1	BD370AAE	HPE 3PAR App Suite for Oracle E-Media
2	D4U75AAE	HPE StoreOnce RMC E-LTU
1	H1K92A3	HPE 3Y Proactive Care 24x7 Service
1	H1K92A3 QBS	HPE Catalyst 45/5100 LTU Support
2	H1K92A3 U28	HPE SO Rec Mgr Central Base Support
4	H1K92A3 WSF	HPE 3PAR Internal Entitlement Supp
1	H1K92A3 XDR	HPE StoreOnce 5100 48TB Backup Supp
1	H1K92A3 YM4	HPE Smart SAN for HP 3PAR 8xxx LTU Supp
1	H1K92A3 YT9	HPE 3PAR StoreServ 8400 2N Base Support
7	H1K92A3 YTJ	HPE 3PAR 8000 Drive Encl Support
2	H1K92A3 YTL	HPE 3PAR 8000 4-pt 16Gb FC Adapter Supp
1	H1K92A3 YTQ	HPE 3PAR StoreServ SPS Svc Proc Support
120	H1K92A3 YTS	HPE 3PAR 8000 600GB 15K SFF HDD Support
24	H1K92A3 YTZ	HPE 3PAR 8000 480GB SFF SSD Supp
48	H1K92A3 YU4	HPE 3PAR 8000 2TB 7.2K SFF HDD Support
1	H1K92A3 YV1	HPE 3PAR 8400 OS Suite Base Support
168	H1K92A3 YV2	HPE 3PAR 8400 OS Suite Drive Support
1	H1K92A3 YV3	HPE 3PAR 8400 Data Opt St v2 Base Supp
168	H1K92A3 YV4	HPE 3PAR 8400 Data Opt St v2 Drive Supp
1	H1K92A3 YV5	HPE 3PAR 8400 ReplicationSuite Base Supp
168	H1K92A3 YV6	HPE 3PAR 8400 Replication Ste Drive Supp
1	H1K92A3 YVR	HPE 3PAR 8400 App Suite Support

1.2 **BL660c Blade**

QTY	PART NO.	DESCRIPTION
5	728352-B21	HP BL660c Gen9 10/20GB FLB CTO Blade
5	728380-L21	HP BL660c Gen9 E5-4669v3 2P FIO Kit
5	728380-B21	HP BL660c Gen9 E5-4669v3 2P Kit
5	728380-B21 OD1	Factory integrated
60	728629-B21	HP 32GB 2Rx4 PC4-2133P-R Kit
60	728629-B21 OD1	Factory integrated
10	779168-B21	HP 400GB 12G SAS ME 2.5in EM SC H2 SSD
10	779168-B21 OD1	Factory integrated
5	700764-B21	HPE FlexFabric 20Gb 2P 650FLB FIO Adptr
5	749975-B21	HP Smart Array P246br/1G FIO Controller
20	P9U14AAE	VMw vSOM EntPlus 1P 3yr E-LTU
1	H1K92A3	HPE 3Y Proactive Care 24x7 Service
20	H1K92A3 RX3	HPE VMw vSOM EntPlus 1P 3yr ESW Support
5	H1K92A3 YSM	HPE BL660c Gen9 Support



1.3 SAN Switches

QTY	PART NO.	DESCRIPTION	COMMENTS
2	QR480B	HPE SN6000B 16Gb 48/48 FC Switch	16GB Ports
2	QR480B 05Y	2.4m Jumper (IEC320 C13/C14, M/F CEE 22)	
96	QK724A	HPE B-series 16Gb SFP+SW XCVR	
96	QK724A 0D1	Factory integrated	
1	H1K92A3	HPE 3Y Proactive Care 24x7 Service	
2	H1K92A3 QAM	HPE SN6000B 16Gb 48/24 FC Switch Support	
96	QK735A	HPE Premier Flex LC/LC OM4 2f 15m Cbl	
2	QR480B	HPE SN6000B 16Gb 48/48 FC Switch	8GB Ports
2	QR480B 05Y	2.4m Jumper (IEC320 C13/C14, M/F CEE 22)	
96	AJ716B	HPE 8Gb Short Wave B-Series SFP+ 1 Pack	
96	AJ716B 0D1	Factory integrated	
1	H1K92A3	HPE 3Y Proactive Care 24x7 Service	
2	H1K92A3 QAM	HPE SN6000B 16Gb 48/24 FC Switch Support	
96	QK735A	HPE Premier Flex LC/LC OM4 2f 15m Cbl	