



TradeNet Maldives Corporation Limited
C10472019

TradeNet Maldives Corporation Limited

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Supply, Installation and Commissioning of TradeNet Maldives Data Center Servers, Firewall and PBX Solution

Information Issued Date	12 th October 2020
Tender Submission Date	19 th October 2020

SECTION A
TECHNICAL DETAILS /BOQ

1 – TradeNet Maldives Data Centre Server, Firewall and PBX Bundle Solution x 1 Bundle

Bundle solution includes:

1.1- Hot Plug 8 SFF Rack Server Server Solution		
Specifications		
	5U 8SFF Rack-Mount Server	01 NOS
	Intel Xeon 2.3GHz/6-core/95W) Processor Kit Factory Integrated	01 NOS
	2nd Intel Xeon 2.3GHz/6-core/95W) Processor Kit Factory Integrated	01 NOS
	16GB (1 x 16GB) DR x4 PC3L-12800R (DDR3-1600) Factory Integrated	02 NOS
	Storage Raid Controller with 1GB Cache (RAID 0/1/1+0/5/5+0/6/6+0) Factory Integrated	01 NOS
	(8) Hot plug SFF SAS/SATA HDD bays; upgradable to (24) Factory Integrated	01 NOS
	Half-Height SATA DVD-RW Optical Drive Factory Integrated	01 NOS
	146GB SAS 10K rpm SFF (2.5-inch) 3yr Warranty Hot-Plug Hard Drive Factory Integrated	02 NOS
	300GB SAS 10K rpm SFF (2.5-inch) 3yr Warranty Hot-Plug Hard Drive Factory Integrated	02 NOS
	1TB SATA 7.2K rpm SFF (2.5-inch) 3yr Warranty Hot-Plug Hard Drive Factory Integrated	02 NOS
	4-Port 1Gb Gigabit Network Adapter Factory Integrated	01 NOS
	Hot plug, non-redundant fans Factory Integrated	01 NOS
	On-Board Server Management Engine Factory Integrated	01 NOS
	400W Platinum Plus Hot Plug Power Supply Factory Integrated	02 NOS
	5U Rack Kit and Tower Kit should be included	01 NOS
	VMware vSphere for 2 Pro with vCenter Server incl. 1 Year Sub/Basic Support Es-kit	01 NOS
	Microsoft Windows Server 2019 (16-Core) Standard Not Pre-installed English SW	01 NOS
	Endpoint Security Agent w/ license subscription 1 Year	25 User
	3 Year(s) Hardware Warranty Support Next business day Service for Server	01 NOS
	3 Year(s) Maintenance Support including 3 Year Technical Local Support Services	01 NOS

	<p>Installation, Configuration and Startup Service of Server</p> <ul style="list-style-type: none"> ○ <u>Installing and Configuring of Server</u> <ul style="list-style-type: none"> ▪ Installation of the server: Unpacking the server, inspecting it for damage, and installing it according to the specifications ▪ Installation of hardware options: System hardware options purchased with the system will be installed at the same time ▪ Physical connection of the product to a LAN, as appropriate ▪ Run the appropriate installation verification test ▪ Customer orientation: basic hardware product usage and hardware features ○ <u>Installing and Configuring of VMware vSphere</u> <ul style="list-style-type: none"> ▪ Installation and startup by certified technical specialist ▪ Verify all prerequisites are met ▪ Installation of up to four ESXi Server licenses at a single Customer location ▪ Creation and configuration of up to two different VMs ▪ Creation of up to two copies of one of the configured VMs on VMware ESXi Server ▪ Configure and present storage MPIO as per best practice ▪ On the job training on basic management, operation and maintenance. ○ <u>Installing and Configuring of Microsoft Active Directory</u> ○ <u>Installing and Configuring of Domain Controller</u> ○ <u>3 Years Hardware Maintenance Service</u> ○ <u>3 Years Hardware Repair or Replace Warranty</u> ○ <u>Basic on-the-job training for server solution to company staff</u> ○ <u>Basic on-the-job training for VMware Virtualization to company staff</u> ○ <u>Basic on-the-job training for Microsoft Windows Server to company staff</u> ○ <u>Trained and Certified service personnel must carry out all work.</u> ○ <u>Vendor should submit the following certification:</u> <ul style="list-style-type: none"> • Server Solution Certification for Installation of Hardware and Support. • VMware Certification • Microsoft MCS Certification <p>Note: Bids will be rejected, If the above certifications were not included in the bidders proposed solution.</p>	01 Lot
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1.2-Next Generation SD-WAN Capable Firewall with UTM Bundle		
Specifications		
	<ul style="list-style-type: none"> ○ Basic firewall throughput: 7 Gbps or better ○ IPS throughput with mix traffic: 450 Mbps or better ○ NGFW (Firewall, IPS and Application Control enabled) throughput: 350 Mbps or better ○ Threat Protection throughput (Firewall, IPS, Application Control and Malware Protection Enabled): 250 Mbps or better ○ Concurrent Sessions: 1.9 Million or better 	01 NOS

	<ul style="list-style-type: none"> ○ IPsec VPN throughput: 3.5 Gbps or better ○ SSL-VPN throughput: 240 Mbps or better ○ Supported HA Config: Active/Passive, Active/Active ○ Ports: 02 x GE RJ45 WAN; 02 x GE RJ45 HA port; 02 x GE SFP Port; 02 x GE RJ45 MGMT; Console port; 12 x GE RJ45 Ports ○ Rack Kit: EIA standard 19-inch rack, mounting accessories should be provided ○ Power: 240V Single AC power supply <p>Security Subscription: 1 Year - Web Filtering, Malware Protection, IPS, Antispam, Antivirus, Botnet, Virus Outbreak Protection, Application Control, Sandbox cloud.</p> <p>Support Subscription: 1 Year 24x7 Support, Hardware Replacement, Firmware Upgrades.</p>	
	1 Year(s) 24x7 Maintenance Support including Technical Local Support Services	01 NOS
	<p>Installation, Configuration and Startup</p> <ul style="list-style-type: none"> ● Should be installed and configured by certified engineers only. ● Rack mounting and cabling ● Plan and design existing firewall migration ● Update to latest stable firmware ● Configure application control policies ● Configure AV and Web filtering policies ● Configure antispam policies ● Configure IPS policies ● Configure Malware protection policies ● Network segregation and routing configuration for up to 5 subnets / 5 VLANs ● Configure traffic shaping and ISP WAN load balancing ● Configure remote access connectivity policies ● Firewall monitoring, logging and alert configuration ● NAT configuration and DMZ configuration ● Creation of configuration documentation <ul style="list-style-type: none"> ○ <u>1 Year Hardware Maintenance Service</u> ○ <u>1 Year Hardware Repair or Replace Warranty</u> ○ <u>Basic on-the-job training for Firewall to company staff</u> ○ <u>Work must be carried out by certified professional engineers</u> ○ <u>Vendor should submit the following certification: Firewall Solution Certification for Installation of Hardware and Support.</u> <p>Note: Bids will be rejected, If the above certifications were not included in the bidders proposed solution.</p>	01 Lot

1.3- 3CX PBX Solution		
Specifications		
	3CX Pro Edition 48SC	01 NOS
	1 Year(s) 24x7 Software Subscription and Support Service	01 NOS
	1 Year 24 x 7 Technical Local Support Services	01 NOS
	<p>Installation, Configuration and Startup service of 3CX</p> <ul style="list-style-type: none"> ○ <u>Installing and Configuring of 3CX PBX</u> <ul style="list-style-type: none"> ▪ Should be configured behind the firewall ▪ All the VLANs required for the voice should be configured ▪ All the QoS policies should be configured ▪ All the features of 3CX Pro should be configured and run smoothly ○ <u>All the work must be carried out by professional and trained staff</u> ○ <u>Basic on-the-job training for 3CX PBX to company staff</u> ○ <u>Vendor should submit 3CX solution certificate for installation of hardware and support.</u> <p>Note: Bids will be rejected, If the above certifications were not included in the bidders proposed solution.</p>	01 Lot

SECTION B
INSTRUCTION TO BIDDERS

1- Introduction

The purpose of this Request for Proposal (RFP) is intended for competitive vendors who are interested to bid for Supply, Installation and Commissioning of TradeNet Data Center Servers, Firewall and PBX Solution for TradeNet Maldives Corporation Limited. This RFP provides vendors with the bill of materials, technical compliances and architectural requirements for successful responses.

The vendor is requested to give technical and commercial proposals in accordance with the terms and conditions mentioned in this document.

The bidder is expected to examine all instructions, forms, terms and technical specifications in the bidding documents. Failure to furnish all information or documentation required by the bidding documents may result in the rejection of the bid.

TradeNet Maldives reserves the right to refuse entry into any contract, to add to and/or delete, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

All RFP's must be valid for a period of 90 Days from the date of submission.

2- Communication

Applicable terms and conditions herein shall govern communications and inquiries related to this RFP between TradeNet Maldives and vendors.

Inquiries, questions, and requests for clarification are to be directed via email to:
[info@tradenet.com.mv]

Any other form of communication shall be considered informal and shall have no weight, bearing, or influence in this RFP process.

3- Qualified Bidders

Any single firm (sole proprietorship, partner, corporation, or other legal entity registered in the Republic of Maldives) is welcome to participate.

4- Vendors understanding of the bid

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 TradeNet Maldives as necessary to gain such understanding.

TradeNet Maldives reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, TradeNet Maldives reserves the right to determine, at its sole discretion, whether

the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to TradeNet Maldives.

5- Proposal Requirements

5.1 Pre-Qualification Requirements

The Bidder must have been in the service of this nature/IT Solutions for past five (5) Years in related to supply, configuration and commissioning of IT solutions.

TradeNet Maldives shall confirm that the following legal documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected.

Document	
Company Registration Certificate	
GST Registration Certificate	
Trade Permit	
Import License	
Annual fee paid receipt	
Latest BPT return voucher	
Maldives Pension registration confirmation document	
Tax clearance report (should not be more than 30 days old)	

5.2 Proposal 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 submitted in a sealed package. Bid shall be marked

“Supply, Installation and Commissioning of TradeNet Data Center Servers, Firewall and PBX Solution”.

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

- A summary of the Proposer’s document and approach to the installation of systems of this kind and identify any unique or distinctive features of the system of particular interest to the evaluators based on the needs specified in this document
- The proposer must provide basic information on the proposer and any partners or subcontractors participating in the tender. This information should include, but not limited to, the history of the organization, its experience and its experience in the IT field, technical capabilities, experience implementing similar architecture, the size of implementations and success stories. This section should also explain any partnering arrangements that have been made to respond to the proposal.
- Proposal shall be submitted in the following format and include the following information:
 - Detailed description of proposed equipment/services including the manufacturer part numbers, scope of work and quotation shall be submitted.

Documents	
Bid Form (ANNEX I)	
Price Schedule Form (ANNEX II)	
Terms & Conditions	
Bill of Quantities	
Delivery & Implementation Schedule	
Technical Proposal	
TAC Support & Warranty details	

- The Bidder should provide approach and reference of successful implementation of similar system and should include descriptions of system implementations they have completed. The mentioned project references **must** include names and contact information of the respective clients.
Must provide at least minimum Three (3) reference letters / purchase orders / Contract Copy.
- 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 to supply these goods in the Republic of Maldives.

- It is **mandatory** that the bidder will maintain the required technical team as deemed as suited based on the requirements and milestones. However, TradeNet Maldives expects that the proposer would have allocated the following or more team compositions having specific skill sets and professional experience. Importantly it is expected that the proposer will maintain necessary resources on-site during crucial stages of the project that requires closer interaction with TradeNet Maldives during installation, configuration, integration, On-the-Job training, etc. The Bidder **MUST** have at least One (1) full time trained service personnel under its payroll for Server, Vmware, Microsoft, Firewall and 3CX. The bidder shall attach the professional certificate of the engineer for reference. The bidder shall submit the following documents:
 - Certification copy of the relevant training
 - NID / Passport copy of the engineer
 - Contact of the engineer or a focal point from the company
- Unless otherwise specified, the Bidder shall quote entirely in Maldivian Rufiyaa.
- Evidence of the bidder's financial, technical and organizational capability and experience to perform the Contract

6- Delivery & Installation

The successful bidder shall deliver the goods within **15 Day(s)** upon signing of the contract.

The successful bidder shall complete the installation within **5 Day(s)**.

7- Warranty

- Server and Firewall: **Three (3) Years 24x7 Hardware replacement and on-site support with Software Technical Support**
- Software such as Vmware and Microsoft: **One (1) Years 24x7 software Subscription and Technical support**
- 3CX PBX: **One (1) Year 24x7 software Subscription and Technical support**

The Successful Bidder shall provide a warranty that the solution (software, hardware, etc) provided under the contract will comply strictly with the contract, Shall be genuine(Factory integrated) in every particular case and shall be free from defects.

The Successful Bidder further warrants to TradeNet Maldives that all materials, equipment and supplies furnished by the vendor will be new, merchantable of the most suitable grade and fit for their intended purposes.

The warranty period, shall be as given in the bid proposal and/or otherwise agreed in conditions of contract between TradeNet Maldives and the Successful Bidder. Additionally, the Successful Bidder further warrants that all materials and equipment furnished are supplied from authorized channels.

TradeNet Maldives reserves the right to reject the goods if it is identified as grey market products or counterfeit equipment.

8- Evaluation and comparison of bids

- a) **Clarification of Bids:** To assist in the examination, evaluation, comparison and post-qualification of the bids, TradeNet Maldives may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder in respect to its bid and that is not in response to a request by TradeNet Maldives will not be considered. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by TradeNet Maldives in the evaluation of the bids.

- b) **Responsiveness of Bids:** If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by TradeNet Maldives and may not subsequently be made responsive by the bidder by correction of the material deviation, reservation, or omission.

- c) **Technical evaluation of Bids:** TradeNet Maldives 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 Criteria

Criteria	Marks
Price	60%
Experience	15%
Resources	05%
Delivery & Installation	20%

Price:

Each bidder's price is used to identify their relative position on a 0 - 60 price scale. This is done by allocating the lowest priced bid 60 points and calculating the remaining bidder's score in relation to this scale. Price percentage = 60 x (lowest price / bid price).

Experience:

Proof of supply and installation of similar system to other organizations within last five (5) Years. (Bidder should submit purchase orders or letter from user organization mentioning successful implementation.)

Experience (Ref Letters)	Marks
More than or equal to 3 reference Purchase Order/Contract copy	15
Minimum 1 reference letters or PO	5

Resources:

05 points will be given for the amount of trained staffs within the bidder organization. (Certification copy and ID card / Passport copy) The Bidder MUST have at least One (1) full time trained service personnel under its payroll for Server, Vmware, Microsoft, Firewall and 3CX.

Delivery and Installation:

Each bidder's number of days for delivery is used to identify their relative position on a 1 - 20 scale.

Days	Marks
Less than or equal to 20 days	20
More than 20 days	10

ANNEX I
Bid Form

To:

Dear Sirs:

We, the undersigned, offer to “**Supply, Installation and Commissioning of TradeNet Data Center Servers, Firewall and PBX Solution**” in accordance with your Term of Reference dated and our Proposal. We are hereby submitting our Proposal; our financial offer is for the sum of which is inclusive of the local taxes.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the services and fulfill the requirements of the terms of reference.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature	
Name and Title of Signatory	
Name of Firm	
Address	

ANNEX II
Price Schedule Form

#	Description	Qty	Unit Price (MVR)	GST 6%	Total (MVR)
1	<u>TMCL Data Centre Server, Firewall and PBX Bundle Solution</u>	1 Bundle			
Bundle Solution Total including 6% GST					
Delivery Period Maximum xx-Days upon confirmation					
Installation Period Maximum xx-Days					
Warranty Period Hardware, Software, Subscription					

Note: Bidder shall provide cost information by completing the table above indicating the estimated amount of time and cost of completing the project.