

Technical requirement

1.1 Introduction

Maldives Customs Service (MCS) seeks experienced and reputed bidders including solution providers, and system integrators having proven expertise to provide technical support for **Supply, Installation and Upgrade of HPE 3PAR 8000 Series Storage Upgrade Bundle Config for Production and DR.** The contractors / bidders should have local after sales and service facilities and should have technical competency in using latest available technologies.

The purpose of this Request for Proposal (RFP) is intended for competitive vendors who are interested to bid for **Supply, Installation and Upgrade of HPE 3PAR 8000 Series Storage Upgrade Bundle Config for Production and DR.** This RFP is reference to announcement number (IUL)14-PR/1/2020/43 (21 December 2020) and provides vendors with the bill of materials and technical support requirements for successful responses.

The vendor who is desirous to take up the role of solution provider 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.

MCS 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 liability or obligation of any kind or amount.



1.2 Bill of Material

#	Description	Qty / Comply
1	Supply, Installation and Upgrade of HPE 3PAR 8000 Series Storage Upgrade Bundle Config for Production and DR	
	<i>Bundle solution includes:</i>	
1.1	Storage Upgrade Bundle Config - 29.30TiB Usable Capacity for Production	
1.1.1	HPE 3PAR StoreServ 8000 SFF(2.5in) Field Integrated SAS Drive Enclosure	1 Nos
1.1.2	Factory integrated	1 Nos
1.1.3	HPE 3PAR 8000 920GB SAS SFF (2.5in) FIPS Encrypted SSD w/All-inclusive Single-system Software	4 Nos
1.1.4	Factory integrated	4 Nos
1.1.5	HPE 3PAR 8000 1.8TB SAS 10K SFF (2.5in) FIPS Encrypted HDD w/All-inclusive Single-system Software	10 Nos
1.1.6	Factory integrated	10 Nos
1.1.7	HPE 3PAR StoreServ 8000 SFF(2.5in) Field Integrated SAS Drive Enclosure	1 Nos
1.1.8	Factory integrated	1 Nos
1.1.9	HPE 3PAR 8000 920GB SAS SFF (2.5in) FIPS Encrypted SSD w/All-inclusive Single-system Software	4 Nos
1.1.10	Factory integrated	4 Nos
1.1.11	HPE 3PAR 8000 1.8TB SAS 10K SFF (2.5in) FIPS Encrypted HDD w/All-inclusive Single-system Software	10 Nos
1.1.12	Factory integrated	10 Nos
1.1.13	HPE 3PAR StoreServ 8000 4-port 10Gb iSCSI/10Gb NIC Combo Adapter	2 Nos
1.1.14	HPE 3Y Proactive Care 24x7 SVC	1 Nos
1.1.15	HPE 3PAR Internal Entitlement Supp	2 Nos
1.1.16	HPE 3PAR 8000 920GB SFF FE SSD Support	8 Nos
1.1.17	HPE 3PAR 8000 1.8TB+SW 10K SFF FE HDD Supp	20 Nos
1.1.18	HPE 3PAR 8000 Drive Encl Support	2 Nos
1.1.19	HPE 3PAR 8000 2/4pt 10Gb Adptr Supp	2 Nos
1.1.20	HPE 3PAR SSD Extended Replacement SVC	8 Nos
1.1.21	HPE Installation and Startup Service	1 Nos
1.1.22	HPE Startup 3PAR 8K Fld Drv-Drv Enc SVC	2 Nos
1.1.23	HPE Startup 3PAR 8000 Adapter SVC	2 Nos
1.1.24	Cisco DS-SFP-FC16G-LW 16 Gbps Fibre Channel LW SFP+, LC	6 Nos
1.1.25	Cisco SFP-10G-ER-S 10GBASE-ER SFP Module, Enterprise-Class	12 Nos
1.1.26	Cisco DS-SFP-FC16G-SW 16 Gbps Fibre Channel SW SFP+, LC	6 Nos
1.2	Storage Upgrade Bundle Config - 29.30TiB Usable Capacity for DR	
1.2.1	HPE 3PAR StoreServ 8000 SFF(2.5in) Field Integrated SAS Drive Enclosure	1 Nos
1.2.2	Factory integrated	1 Nos
1.2.3	HPE 3PAR 8000 920GB SAS SFF (2.5in) FIPS Encrypted SSD w/All-inclusive Single-system Software	4 Nos



Supply, Installation and Upgrade of HPE 3PAR 8000 Series Storage Upgrade Bundle Config for Production and DR

1.2.4	Factory integrated	4 Nos
1.2.5	HPE 3PAR 8000 1.8TB SAS 10K SFF (2.5in) FIPS Encrypted HDD w/All-inclusive Single-system Software	10 Nos
1.2.6	Factory integrated	10 Nos
1.2.7	HPE 3PAR StoreServ 8000 SFF(2.5in) Field Integrated SAS Drive Enclosure	1 Nos
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1.3	Scope of Work and Professional Service	
1.3.1	<p>Scope of Work: The vendor will be required to carry out all cabling & configuration changes required for the proposed equipment's. If required, any downtimes should be informed ahead in order to facilitate MCS to plan for these times. All configuration changes required in existing equipment to achieve the proposed design is the responsibility of the bidder.</p> <p>How will the environment be managed? Considerations should be made based on the MCS's preferences for management of the migration/ upgrade. Limited downtime would be allowed, and prior approvals are required for such cases.</p> <p>Prior to the deployment of the new hardware/upgrade, it is important to understand the configuration conversions that must be addressed. Vendor must analyse the existing network, virtual host and storage network (Cisco Nexus and Cisco next generation Firewall) for the configurations before migration/upgrade.</p> <p>Existing HPE 3APR Config per bundle (Identical config at Production and DR)</p> <ul style="list-style-type: none"> • 01 x HPE 3PAR 8200 2N+SW Storage Field Base • 08 x HPE 3PAR 8000 400GB+SW SFF SSD • 16 x HPE 3PAR 8000 1.8TB+SW 10K SFF FIPS (FE) HDD • 01 x HPE 3PAR 8000 LFF Fld Int Dr Encl • 16 x HPE 3PAR 8000 6TB+SW 7.2K LFF FIPS (FE) HDD 	1 Lot



	<p>Planning and Information Gathering</p> <ul style="list-style-type: none"> • Perform site readiness assessment ensuring hardware and environment is ready for project commencement. • Perform requirement gathering and final design sessions in preparation for writing deployment process guides. 	
1.3.2	<p>Installation, Configuration and Upgrade of 3PAR (Production and DR) incl. On-the-Job Training</p> <ul style="list-style-type: none"> • Upgrade of HPE 3PAR StoreServ Storage hardware and upgrades according to the product specifications. • Provides and implements HPE best practice configuration • Provides a Certified specialist onsite for the duration of the configuration and migration execution • Upgrade to the latest release of HPE 3PAR Operating System and confirm that the HPE 3PAR Operating System is at a supported and appropriate version. • HPE 3PAR StoreServ and SSMC latest Operating System updates or patches installation • Ensure all HPE RMC (SQL level) and HPE Storeonce backup is configure and fully functional • Verify that the Customer has read/write access to virtual volumes from the target hosts • Designed to ensure successful upgrade/migrations through use of HPE methodologies and experienced HPE Certified professionals • Provide and implement cisco best practices for any network configurations required if necessary • Tests to demonstrate failover scenarios and load handling capability • Customer on the job training on basic administration and management. <p>Installation and Supply of Top Rack Cable Routing Systems and accessories for APC Rack</p> <ul style="list-style-type: none"> • Installation Top Rack Cable Routing System Installation • 8 x Cable Trough, Open Bottom, 600mm • 8 x Cable Trough, 600mm • 2 x Cable Trough, Open Bottom, 300mm • 2 x Cable Ladder 12" (30cm) Wide w/Ladder Attachment Kit • 8 x 1U Rack Mount Light Panel, Dimmable LEDs w Flexible Gooseneck Arms • Organized cable management system both inside and outside the rack. • Installation of top rack cable routing system • Installation of the cable management rings, to vertical or horizontal organizers, to troughs and ladders. • Installation of Containment component position front or back 	1 Lot
1.3.3	<p>Hardware Warranty and Technical Support: The successful vendor must provide a hardware warranty, and technical support for hardware and software, etc provided under the contract will comply strictly with the contract, shall be genuine in every particular case and shall be free from defects. The successful vendor further warrants to MCS 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.</p> <ul style="list-style-type: none"> • HPE: 3-Year Parts, 3-Year Labor, 3-Year Onsite 24 x 7 Technical and Remote Support • Local Support: Three (3) Year 24 x 7 On-Site Local Technical Support for technical issue, software updates and patches <p>Additionally, the successful vendor further warrants that all materials and equipment furnished are supplied from authorized channels. MCS reserves the right to reject the goods if it is identified as grey market products or counterfeit equipment.</p>	1 Lot
1.3.4	<p>Service Level Expectations for Hardware: The vendor should offer warranty for the hardware against defects arising out of faulty design, materials, and workmanship for a period of three (3) year from the Date of Acceptance.</p> <ol style="list-style-type: none"> Defective equipment shall be replaced by the vendor at his own cost, including the cost of transport if any. Vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware. System Maintenance & Support services will include the following activities: <ul style="list-style-type: none"> • 24 x 7 online support 	1 Lot



	<ul style="list-style-type: none"> • Patch updating and major / minor software version upgrading support. • Issue resolution / Onsite visits within 2 hrs. for hardware or software failures reported. • Phone/Email TAC and RMA support must be provided. • Local TAC support plan must be maintained by the vendor for the warranty period. 	
1.3.5	<p><u>Delivery of Hardware and Installation:</u></p> <p>a) Should deliver and install within 56 days</p> <ul style="list-style-type: none"> • The successful bidder shall deliver the goods and install within 56 Day(s) upon signing of the contract. • If at any time during performance of the contract, the successful bidder or its subcontractor(s) should encounter conditions delaying timely delivery of the agreed solution(s) and performance of services, the bidder shall promptly notify MCS in writing of the fact of the delay, it's likely duration and its causes(s). As soon as practicable after receipt of the vendor's notice, MCS shall evaluate the situation and may at its discretion extend the vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. 	1 Lot
2	Minimum Bidder's Qualification Requirements:	
2.1	<p>a. Experience: The Proposer 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 so that MCS can contact and verify the project summaries.</p> <p>b. Manufacturer's Authorization Letter: MAF must be referred to the tender advertisement number. Bidder that does not manufacture or produce the Goods it offers to supply shall submit the <u>Manufacturer's Authorization Letter</u>, to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods/Services to supply these Goods/Services in the Maldives.</p> <p>c. Completed similar projects including installation services & support (Value above MVR 1,000,000.00): 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 MCS can contact and verify the project summaries. Minimum 05 reference letters or certificate for proof of supply and installation of similar project and services to other organizations within last five (5) years.</p> <p>d. Team Composition for Technical Support: It is mandatory that the vendor will maintain the required technical team as deemed as suited based on the requirements and milestones. However, MCS expects that the proposer would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the vendor will maintain necessary resources for on-site technical support during crucial stages of the project that requires closer interaction with MCS during installation, configuration, integration, training, testing, etc.. The bidder MUST have full time Vendor Certified Professional/Engineer under its payroll.</p> <p>i) The bidder shall submit the following documents:</p> <ul style="list-style-type: none"> • 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 <p>ii) Minimum required certificate of the Engineer</p> <ul style="list-style-type: none"> • HPE 3PAR installation, Startup & Support 	Mandatory



	<ul style="list-style-type: none"> • HPE 3PAR Service and Solution Qualification • HPE Storage Solution • HPE BladeSystem Certification • HPE Virtual Connect • Cisco CCNA Routing and Switching • Cisco CCNA & CCNP Security • VMware Certified personal 																					
3	Proposal Submission Format:																					
3.1	<p>The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents.</p> <p>The complete original proposal must be submitting in a sealed package. Bidder shall be marked “Supply, Installation and Upgrade of HPE 3PAR 8000 Series Storage Upgrade Bundle Config for Production and DR.” Vendor shall file all documents necessary to support their proposal and include them with their proposal.</p> <p>Proposal shall be submitted in the following format and include the following information.</p> <p>Detailed description of proposed equipment/services including the manufacturer part numbers, scope of work and quotation shall be submitted. <i>(Quotation shall remain valid for a period of 90 days from date of submission of the Bid.)</i></p> <ol style="list-style-type: none"> Price Schedule Form Delivery Schedule Terms and Conditions Bill of Quantities – Including Manufacturer Part Numbers TAC Support and Warranty Details. Manufacturer’s Authorization Letter or supporting documents Team Composition for Technical Support – Include Certified Engineer CVs Reference of successful implementation of similar system 	Mandatory																				
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4.1	<p>Evaluation of the bid shall have been based on the following marking criteria.</p> <table border="1"> <thead> <tr> <th>Criteria</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Price</td> <td>65%</td> </tr> <tr> <td>Technical (marks break down below)</td> <td>35%</td> </tr> <tr> <td>Total</td> <td>100%</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Technical Criteria Detail</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Trained/Qualified staff (Team Composition)</td> <td>15%</td> </tr> <tr> <td>Completed similar including Installation and Support project (Value above MVR 1,000,000.00)</td> <td>10%</td> </tr> <tr> <td>Manufactures Authorization Letter/Certificate</td> <td>5%</td> </tr> <tr> <td>Technical Support and maintenance</td> <td>5%</td> </tr> <tr> <td>Total</td> <td>35 %</td> </tr> </tbody> </table>	Criteria	Marks	Price	65%	Technical (marks break down below)	35%	Total	100%	Technical Criteria Detail	Marks	Trained/Qualified staff (Team Composition)	15%	Completed similar including Installation and Support project (Value above MVR 1,000,000.00)	10%	Manufactures Authorization Letter/Certificate	5%	Technical Support and maintenance	5%	Total	35 %	
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4.2	<p>a) Trained/Qualified staff (Team Composition): 10 Points for 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.)</p> <table border="1"> <thead> <tr> <th>Number of Trained Staff</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Minimum required certification of Trained Qualified Engineer: <ul style="list-style-type: none"> • HPE 3PAR installation, Startup & Support (2 marks) • HPE 3PAR Service and Solution Qualification (2 marks) </td> <td>15%</td> </tr> </tbody> </table>	Number of Trained Staff	Marks	Minimum required certification of Trained Qualified Engineer: <ul style="list-style-type: none"> • HPE 3PAR installation, Startup & Support (2 marks) • HPE 3PAR Service and Solution Qualification (2 marks) 	15%																	
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4.5	<p>c) Manufactures Authorization Letter/Certificate 5 points for 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.</p> <table border="1"> <thead> <tr> <th>Manufactures Authorization Letter/Certificate</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Manufacture’s Authorization letter or Supporting Document</td> <td>5%</td> </tr> <tr> <td>Total</td> <td>5%</td> </tr> </tbody> </table>	Manufactures Authorization Letter/Certificate	Marks	Manufacture’s Authorization letter or Supporting Document	5%	Total	5%	
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5	Other Notes:							
5.1	Price should be in Maldivian Currency (MVR).							
5.2	The successful bidder does not get any advance payment for this bid and the payment will be made after the completion of the project.							
5.3	MCS have the right to change the scope of the project as per the budget constraints							
5.4	This bid will be evaluate by the total value of the project							
5.4	The bidder should submit Bid Security (0.05%) and performance Security (2%) of the total value, if the bid value exceeds MVR 500,000.00. And the security should be from verified bank or financial institution established in Maldives. Also the security should validate within the agreement period and extra 30 days after agreement end.							



5.5	<p>If the contractor fails to deliver the project upon the agreed date, the fine will take under the following formula, and fine will take up to 15% of the total value. Also MCS have the right to terminate the agreement, if the liquidate damage increases over 15% of the total agreement.</p> <p>$CP * 0.005 * LD$ CP (Contract price) LD (Late duration)</p>	
6	Bid Submission:	
6.1	Bid Submission; b) Date: 3 rd January 2021 (Sunday) c) Time: 13:00 hrs d) Venue: Customs Building	
6.2	Each person attend for the bid submission meeting can submit only one bid document.	
6.3	A bidder has a conflict of interest on one or more business entity, the bidder can submit one bid document.	
6.4	The Bidder should submit following documents and MCS 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: <ul style="list-style-type: none"> a. Company Registration Certificate b. SME Registration Certificate c. GST Registration Certificate d. MIRA Tax Clarence Certificate e. Last 2 Year's Financial Statements f. Bid Security (if required) g. Relationship letter (if the bidder has any family relationship with MCS executives) h. All the other relevant documents required / mentioned to submit in this bid document 	

21 December 2020

