

Technical Requirement

#	Description	Qty / Comply
1	1 YEAR SMARTNET HARDWARE REPLACEMENT; SUBSCRIPTIONS & 24X7 LOCAL TECHNICAL SUPPORT	
	Cisco	
1.1	Cisco 1-Year SNTC-8X5 NBD Firepower 2120 NGFW Appliance, 1U 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	2 Nos
1.2	Cisco FPR2120 Threat Defense Threat Protection License	2 Nos
1.3	Cisco FPR2120 Threat Defense Threat Protection 1 Y Subscription	2 Nos
1.4	Cisco FPR2120 Advanced Malware Protection License	2 Nos
1.5	Cisco FPR2120 Advanced Malware Protection 1 Y Subscription	2 Nos
1.6	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	2 Nos
1.7	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.8	Cisco TG Cloud Subscription - 3 Users, Manual Submission	1 Nos
1.9	Cisco TG Cloud Subscription - 3 Users, Manual Submission, 1Y	1 Nos
1.10	Cisco AMP TG File Pk, +200 files/day	1 Nos
1.11	Cisco AMP TG File Pk, +200 files/day, 1 Year	1 Nos
1.12	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	1 Nos
1.13	1-Year Configuration and Migration Technical Support Services for Cloud change request	1 Nos
1.14	Cisco 1-Year SWSS UPGRADES Cisco Firepower Management Center, (VMWare) 2 devices	1 Nos
1.15	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	1 Nos
1.16	1-Year Software Configuration; Migration Services and Change request for FMC VM	1 Nos
1.17	Cisco 1-Year SNTC-8X5 NBD ASA 5545-X with FirePOWER Services, 8GE, 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	2 Nos

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1.18	Cisco 1-Year SWSS UPGRADES Cisco Firepower Management Center, (VMWare) 2 devices	1 Nos
1.19	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	2 Nos
1.20	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.21	1-Year Software Configuration; Migration Services and Change request for FMC VM	1 Nos
1.22	Cisco 1-Year SNTC-8X5 NBD ASA 5545-X with SW, 8GE Data, 1GE Mgmt, AC, 3DES/AES 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	2 Nos
1.23	Cisco 1-Year SWSS UPGRADES Cisco Firepower Management Center, (VMWare) 2 devices	1 Nos
1.24	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	2 Nos
1.25	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.26	1-Year Software Configuration; Migration Services and Change request for FMC VM	1 Nos
1.27	Cisco 1-Year SWSS UPGRADES Cisco AnyConnect / RA VPN Plus Perpetual Lice	2 Nos
1.28	Cisco 1-Year SWSS UPGRADES Cisco AnyConnect 2500 User Plus Perpetual Lice	2 Nos
1.29	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	2 Nos
1.30	1-Year Software Configuration; Migration Services and Change request for AnyConnect VPN	1 Nos
1.31	Cisco 1-Year SNTC-8X5 NBD ISR 4331 Sec bundle w/SEC license 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	2 Nos
1.32	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	2 Nos
1.33	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.34	Cisco 1-Year SNTC-8X5 NBD ASA 5505 Appliance with SW 50 Users 8 ports DES 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes	19 Nos

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	Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	
1.35	Cisco 1-Year SWSS UPGRADES Cisco AnyConnect / RA VPN Plus Perpetual Lice	19 Nos
1.36	Cisco 1-Year SWSS UPGRADES Cisco AnyConnect 25 User Plus Perpetual License	19 Nos
1.37	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	19 Nos
1.38	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	19 Nos
1.39	Cisco 1-Year SNTC-8X5 NBD Nexus 5548 UP Chassis 32 10GbE Ports 2PS 2 Fans 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	2 Nos
1.40	Cisco 1-Year SWSS UPGRADES DCNM for LAN Advanced Edt. for Nexus 5000	2 Nos
1.41	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	2 Nos
1.42	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.43	Cisco 1-Year SNTC-8X5 NBD Nexus 3548, 48 SFP+ Ports 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	1 Nos
1.44	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	1 Nos
1.45	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	1 Nos
1.46	Cisco 1-Year SNTC-8X5 NBD Catalyst 2960-XR 24 GigE, 4 x 1G SFP, IP 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: 1 Year Service Contract - 8 hours a day; 5 days a week Hardware Maintenance: Yes Software Maintenance: Yes Assisted technical support: Yes - Cisco Certified Engineer	8 Nos
1.47	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	8 Nos
1.48	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	8 Nos

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Client Security Fabric Agent		
1.49	FortiClient Security Fabric Agent with EPP license subscription 1 Year/endpoint includes Fabric Agent, Anti-Malware, Remote Access, Web Filter, Vulnerability Scan, Software Inventory, Application Firewall, SSOMA, Threat Outbreak Detection, Sandbox Agent with Cloud Sandbox subscription, Central Management, and 24 x 7 Support	800 User
1.50	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	1 Nos
1.51	1-Year Software Configuration; Migration Services and Change request for Client Security	1 Nos
Email Security		
1.52	Barracuda 1 Year Energize Update – EU for Barracuda Email Security Gateway 600	2 Nos
1.53	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	2 Nos
1.54	1-Year Hardware Configuration; Migration Services and Change request for Replacement H/W	2 Nos
1.55	1-Year Software Configuration; Migration Services and Change request for Email Security	2 Nos
vSphere 7 and vCenter Server 7 1-Year Support/Subscription		
1.56	VMware vSphere 7 Enterprise Plus for 1 processor	16 Nos
1.57	Support/Subscription VMware vSphere 7 Enterprise Plus for 1 processor – 1 Year	16 Nos
1.58	1-Year Software Configuration; Migration Services and Change request for vSphere hosts	8 Nos
1.59	VMware vCenter Server 7 Standard for vSphere 7 (Per Instance)	1 Nos
1.60	Support/Subscription VMware vCenter Server 7 Standard (Per Instance) – 1 Year	1 Nos
1.61	Local 1-Year 24 x 7 On-sit Technical Support Services and Labour	1 Nos
1.62	1-Year Software Configuration; Migration Services and Change request for vCenter	1 Nos
2	Scope of Work and Professional Service Deliverables	
2.1	1-Year 24x7 On-sit Replacement New Hardware Testing and Knowledge Transfer Services for all	
2.2	<p>SmartNet, Subscription and Technical Support</p> <p>The Successful Bidder must provide a SmartNet Hardware Replacement; subscription licenses and technical support under the contract will comply strictly with the contract.</p> <ul style="list-style-type: none"> • Cisco Subscription: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Cisco Hardware SmartNet: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Fortinet Client Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Barracuda Email Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • VMware: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Local Support: 1 Year 24 x 7 On-Site Technical Support Services • Local Support: 1-Year 24 x 7 On-Site Software Config; Migration Services and Change request • Local Support: 1-Year 24 x 7 On-Site Hardware Configuration; Migration Services and Change request for Replacement H/W • Local Support: 1-Year 24x7 On-sit Replacement New Hardware Testing and Knowledge Transfer Services for all items • Local Support – All Service should perform by Certified Engineer – CVs and certificate should attach along with proposal <p>The subscription and technical support period shall be as given in the bid proposal and/or otherwise agreed in conditions of contract between Maldives Customs Service and the successful bidder. Additionally, the successful bidder further warrants that all Subscription and Technical Support provided are backed by manufacture/authorized channels. Maldives Customs Service</p>	

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	reserves the right to reject the subscription and technical Support, if it is identified as grey market subscription license or service.	
2.3	<p>Service Level Expectations for existing equipment</p> <p>The Bidder will offer warranty for the hardware against defects arising out of faulty design, materials and workmanship for a period of: One (1) year</p> <p>a) System Maintenance & Support services will include the following activities.</p> <ul style="list-style-type: none"> • 24 x 7 online support • Patch updating and major / minor software version upgrading support. • Issue resolution / Onsite Visits within 2 hrs. • Phone/Email TAC support must be provided directly from Cisco. • Local TAC support plan must be maintained by the Bidder for a period 1 Year. <p>b) Vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware.</p>	
2.4	<p>Delivery of Hardware and Installation: 30 days upon signing of the contract</p> <p>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.</p>	
3	<p>MINIMUM BIDDER'S QUALIFICATION REQUIREMENTS:</p>	
3.1	<p>a. Experience:</p> <p>The Proposer should provide approach and reference of successful implementation and technical support 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 / Certificate: MAF letter must be referred to the tender advertisement number.</p> <p>Bidder that does not manufacture or produce the Goods it offers to supply shall submit the <u>Manufacturer's Authorization Letter or Certificate</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 100,000.00): The vendor should provide reference letter / document of successful completion of similar project. In the reference document the following points should have included;</p> <ul style="list-style-type: none"> • Document should be from the client (signed and stamped) • Client opinion on regarding the vendor performance and completion of the project. • Project names and project value • Within last five (5) years. <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.</p>	

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	<p>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>a) <u>The bidder shall submit the following documents:</u></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 	
4	PROPOSAL SUBMISSION FORMAT:	
4.1	<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 <u>“SUPPLY of 1-YEAR SMARTNET HARDWARE REPLACEMENT; SUBSCRIPTION LICENSES & 24X7 LOCAL TECHNICAL SUPPORT”</u> 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 60 days from date of submission of the Bid.</i>)</p> <ol style="list-style-type: none"> a. Price Schedule Form b. Delivery Schedule c. Terms and Conditions d. Bill of Quantities e. TAC Support and Warranty Details. f. Manufacturer’s Authorization Letter / Certificate or supporting documents g. Team Composition for Technical Support – Include Certified Engineer CVs h. Reference of successful implementation of similar system 	
5	OTHER DOCUMENTS AND NOTES	
5.1	<p>The bidet should submit the following document 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:</p> <ol style="list-style-type: none"> a. Company Registration Certificate b. SME Registration Certificate c. GST Registration Certificate d. MIRA Tax Clarence Certificate 	

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	e. Last 2 Year's Audited Financial Statements f. Bid Security (if requires) g. Relationship letter (if the bidder has any family relationship with CS executives) h. All the other relevant documents required / mentioned to submit in this bid document																			
5.2	Each person attend for the bid submission meeting can submit only one bid document																			
5.3	A Bidder has a conflict of interest on one or more business entity, that bidder can submit one bid document. If any of one submit disrespect this will be penalised and customs would not bear the loss of his / her action.																			
5.4	The Successful bidder does not get any advance payment for this bid and the payment will be made after the completion of the project.																			
5.5	MCS has the right to change the scope of the project as the budget constraints																			
5.6	The bid will be evaluated by the total value of the project.																			
5.7	The bidder should submit Bid Security (0.05%) and performance Security (2%) of the total value., if the bid value exceeds MVR 500,000/-. And the security should be verified bank or financial institution established in the Maldives. Also, the security should validate within the agreement period and extra 30 days after agreement end.																			
5.8	Price should be in Maldivian Currency (MVR)																			
5.9	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. $CP * 0.005 * LD$ CP (Contractor price) LD (Late duration)																			
5.10	Bid Submission: Date: 24 March 2021 (Wednesday) Time: 11:00 Venue: Customs Building																			
6	EVALUATION CRITERIA:																			
6.1	Evaluation of the bid shall have been based on the following marking criteria. <table border="1" data-bbox="256 1434 1354 1598"> <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" data-bbox="256 1656 1354 1862"> <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 100,000.00)</td> <td>10%</td> </tr> <tr> <td>Technical Support and maintenance</td> <td>10%</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 100,000.00)	10%	Technical Support and maintenance	10%	Total	35 %	
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6.1.1	Technical: ---														
6.1.2	<p>a) Trained/Qualified staff (Team Composition): 15 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 colspan="2">Minimum required certification of Trained Qualified Engineer:</td> </tr> <tr> <td>• Cisco CCNA Routing and Switching (3 Marks)</td> <td rowspan="6">15%</td> </tr> <tr> <td>• Cisco CCNA Security (3 Marks)</td> </tr> <tr> <td>• Cisco CCNP Security (3 Marks)</td> </tr> <tr> <td>• VMware Certified personal (2 Marks)</td> </tr> <tr> <td>• Barracuda Certified personal (2 Marks)</td> </tr> <tr> <td>• Fortinet Certified personal (2 Marks)</td> </tr> <tr> <td>Total</td> <td>15%</td> </tr> </tbody> </table>	Number of Trained Staff	Marks	Minimum required certification of Trained Qualified Engineer:		• Cisco CCNA Routing and Switching (3 Marks)	15%	• Cisco CCNA Security (3 Marks)	• Cisco CCNP Security (3 Marks)	• VMware Certified personal (2 Marks)	• Barracuda Certified personal (2 Marks)	• Fortinet Certified personal (2 Marks)	Total	15%	
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6.1.3	<p>b) Completed similar including Installation and Support project (above MVR 100,000.00 per project) 10 points for proof of supply and installation of similar project and services to other organizations within last five (5) years.</p> <table border="1"> <thead> <tr> <th>Experience (Reference Letters Purchase Order/Completion Certificates)</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Maximum 05 reference letters/purchase orders/contract copy or completion certificate</td> <td rowspan="2">10%</td> </tr> <tr> <td>Cisco Core Network and Security (Value above MVR 100,000.00 per project) (02 points for each reference letters/purchase orders/contract copy or completion certificate if less than 5 reference letters)</td> </tr> <tr> <td>Total</td> <td>10%</td> </tr> </tbody> </table> <p>If available all similar on-going project details should be, furnish in the experience section</p>	Experience (Reference Letters Purchase Order/Completion Certificates)	Marks	Maximum 05 reference letters/purchase orders/contract copy or completion certificate	10%	Cisco Core Network and Security (Value above MVR 100,000.00 per project) (02 points for each reference letters/ purchase orders/contract copy or completion certificate if less than 5 reference letters)	Total	10%							
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6.1.4	<p>c) Subscription and Technical Support 10 points for Warranty support and Subscription for the proposed solution.</p> <table border="1"> <thead> <tr> <th>Warranty Support and Subscriptions</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>• Cisco Subscription: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour</td> <td rowspan="5">10%</td> </tr> <tr> <td>• Cisco Hardware SmartNet: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour</td> </tr> <tr> <td>• Fortinet Client Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour</td> </tr> <tr> <td>• Barracuda Email Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour</td> </tr> <tr> <td>• VMware: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour</td> </tr> <tr> <td>Total</td> <td>10%</td> </tr> </tbody> </table>	Warranty Support and Subscriptions	Marks	• Cisco Subscription: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour	10%	• Cisco Hardware SmartNet: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour	• Fortinet Client Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour	• Barracuda Email Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour	• VMware: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labour	Total	10%				
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10 March 2021