

**1 Year 24x7 Hardware Replacement and Maintenance Support
Service for HPE 3PAR Storage; APC Schneider Electric InRow
Cooling and Symmetra LX UPS including 1 Year 24x7 Local
Technical Support**



Table of Contents

1.	INSTRUCTION TO BIDDER'S	3
1.1	Introduction	3
1.2	Employer's Right to Accept or Reject	3
1.3	Responsiveness of Tender	3
2.	TECHNICAL REQUIREMENT AND SCOPE OF WORKS	4
2.1	Lot 1:.....	4
2.1.1	4
	APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for InRow Cooling (Primary).....	4
2.1.2	5
	APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for InRow Cooling (Secondary).....	5
2.1.3	7
	APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for Symmetra LX 16kVA N+1UPS S/N: 5D1834T70277	7
2.1.4	8
	APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for Symmetra LX 16kVA N+1UPS S/N: 5D1433T00338	8
2.1.5	10
	Warranty and Technical Support.....	10
2.2	Lot 2:.....	10
	1 Year 24x7 Hardware Replacement and Maintenance Support Service for HPE 3PAR Storage;.....	10
2.2.1	10
	HPE 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for HPE 3PAR 8200 2N+SW Storage Primary.....	10
2.2.2	12
	HPE 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for HPE 3PAR 8200 2N+SW Storage Secondary	12
2.3	13
	Warranty and Technical Support.....	13
3.	MINIMUM BIDDER'S QUALIFICATION REQUIREMENTS	14
4.	PROPOSAL SUBMISSION FORMAT	14
5.	OTHERS DOCUMENTS AND NOTES REQUIRED:	15
6.	Bid Submission:	16
7.	Evaluation Criteria.....	16
7.1	Evaluation of the bid shall have been based on the following marking criteria.....	16
7.1.1	Technical (marks break down below)	16
8.	Contact Details:.....	17



1. INSTRUCTION TO BIDDER'S

1.1 Introduction

Maldives Customs Service (MCS) seeks experienced and reputed vendors including support service providers, and system integrators having proven expertise in **1 Year 24x7 Hardware Replacement and Maintenance Support Service for HPE 3PAR Storage; APC Schneider Electric InRow Cooling and Symmetra LX UPS including 1 Year 24x7 Local Technical Support.**

The purpose of this request for proposal (RFP) is intend for competitive vendors who are interested to submit proposal for **1 Year 24x7 Hardware Replacement and Maintenance Support Service for HPE 3PAR Storage; APC Schneider InRow Cooling and Symmetra LX UPS including 1 Year 24x7 Local 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

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 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.

1.3 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 MCS 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 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 RFP has provided, and to determine the completeness of each document submitted.

MCS 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 MCS during installation, configuration, integration, training, testing, etc. The bidder shall attach the professional certificate of the engineer for reference.



2. TECHNICAL REQUIREMENT AND SCOPE OF WORKS

2.1 Lot 1: APC Schneider Electric InRow Cooling and Symmetra LX UPS including 1 Year 24x7 Local Technical Support		
2.1.1	APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for InRow Cooling (Primary)	
(a)	<p>I. 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support including 24 x 7 on-site Technical Support</p> <ul style="list-style-type: none"> - On-site hardware repair/replace and maintenance support service should be delivered by experienced APC Schneider Electric Certified Engineer - On-site diagnostics and repair service should be delivered by experienced APC Schneider Electric Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance. - Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help our need is there when we need it. - Flexible on-site response times that best meets the business requirements - Service summary report should provide after each work performed including recommendations for service to ensure optimal performance. - Maintenance Support Engineer should check and ensuring the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge. - During each maintenance visit, field service Engineers should run tests to verify our system is functioning correctly in all operational modes, stopping problems before they start. - Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard. - Environmental inspection should be conducted monthly to ensure that our system is running optimal functionality and should inspect the site for conditions that might damage our system, such as excessive heat or humidity. - Replacements of parts and components should be included in the annual AMC - Travel and labor expenses should be included in the annual AMC <p>II. Installed Systems Summary:</p> <ul style="list-style-type: none"> - 1Nos APC Schneider Electric InRow RD, 300mm, Air Cooled, 220-240V Systems - 1Nos APC Schneider Electric Leak Sensor - 20 ft (6.1 m) - 1Nos APC Schneider Electric Flooded Receiver 17lb, R410A, 6" Dia, 18" L - 1Nos APC Schneider Electric Condenser, 1 Fan, 1.2MBH /1C TD, 220/1/50 FSC - 2Nos APC Schneider Electric Isolation Valve Assemblies, 1/2" ODF 	01 Lot



(b)	<p>I. Service Level Expectations</p> <ul style="list-style-type: none"> - The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS’s representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. - Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; - The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. - System maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 on-line Support. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ Local TAC support plan must be maintaining by the Bidder for the maintenance period. 	01 Lot
(c)	<p>I. Maintenance of Critical parts locally</p> <ul style="list-style-type: none"> - The support service vendor should maintain critical parts locally in Male’ to provide after sale support to MCS. The following spare parts should be available a period of one (1) year annual maintenance contract for immediate replacement if required are: 1Nos Main PCB Module; 1Nos Power Supply and 1Nos Condenser Fan 	01 Lot
(d)	<p>I. Maintaining of Field Technical Support Delivery Engineers</p> <ul style="list-style-type: none"> - It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. However, MPC expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during annual maintenance contract period. The support service vendor MUST have full time Certified Professional/Engineer under its payroll. 	01 Lot
2.1.2	<p>APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for InRow Cooling (Secondary)</p>	01 Bundle
(a)	<p>I. 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support including 24 x 7 on-site Technical Support</p> <ul style="list-style-type: none"> - On-site hardware repair/replace and maintenance support service should be delivered by experienced APC Schneider Electric Certified Engineer - On-site diagnostics and repair service should be delivered by experienced APC Schneider Electric Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance. - Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help our need is there when we need it - Flexible on-site response times that best meets the business requirements - Service summary report should provide after each work performed including recommendations for service to ensure optimal performance - Maintenance Support Engineer should check and ensuring the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge. 	01 Lot



	<ul style="list-style-type: none"> - During each maintenance visit, field service Engineers should run tests to verify our system is functioning correctly in all operational modes, stopping problems before they start. - Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard. - Environmental inspection should be conducted monthly to ensure that our system is running optimal functionality and should inspect the site for conditions that might damage our system, such as excessive heat or humidity. - Replacements of parts and components should be included in the annual AMC - Travel and labor expenses should be included in the annual AMC <p>II. Installed Systems Summary:</p> <ul style="list-style-type: none"> - 1Nos APC Schneider Electric InRow RD, 300mm, Air Cooled, 220-240V Systems - 1Nos APC Schneider Electric Leak Sensor - 20 ft (6.1 m) - 1Nos APC Schneider Electric Flooded Receiver 17lb, R410A, 6" Dia, 18" L - 1Nos APC Schneider Electric Condenser, 1 Fan, 1.2MBH /1C TD, 220/1/50 FSC - 2Nos APC Schneider Electric Isolation Valve Assemblies, 1/2" ODF 	
(b)	<p>I. Service Level Expectations</p> <ul style="list-style-type: none"> - The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. - Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; - The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. - System maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 on-line Support. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ Local TAC support plan must be maintaining by the Bidder for the maintenance period. 	01 Lot
(c)	<p>I. Maintenance of Critical parts locally (Male')</p> <ul style="list-style-type: none"> - The support service vendor should maintain critical parts locally in Male' to provide after sale support to MCS. The following spare parts should be available a period of one (1) year annual maintenance contract for immediate replacement if required are: 1Nos Main PCB Module; 1Nos Power Supply and 1Nos Condenser Fan 	01 Lot
(d)	<p>I. Maintaining of Field Technical Support Delivery Engineers</p> <ul style="list-style-type: none"> - It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. However, MPC expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during annual maintenance 	01 Lot



	contract period. The support service vendor MUST have full time Certified Professional/Engineer under its payroll.	
2.1.3	APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for Symmetra LX 16kVA N+1UPS S/N: 5D1834T70277	01 Bundle
(a)	<p>I. 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support including 24 x 7 on-site Technical Support</p> <ul style="list-style-type: none"> - On-site hardware repair/replace and maintenance support service should be delivered by experienced APC Schneider Electric Certified Engineer - On-site diagnostics and repair service should be delivered by experienced APC Schneider Electric Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance. - Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help we need is there when we need it - Flexible on-site response times that best meets the business requirements - Service summary report should be provided after each work performed including recommendations for service to ensure optimal performance - Maintenance Support Engineer should check and ensure the unit is operating with the most recent firmware version. Firmware upgrades shall be provided at no extra charge. - During each maintenance visit, field service Engineers should run tests to verify our system is functioning correctly in all operational modes, stopping problems before they start. - Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard. - Environmental inspection should be conducted monthly to ensure that our system is running optimally and should inspect the site for conditions that might damage our system, such as excessive heat or humidity. - Replacements of parts and components should be included in the annual AMC - Travel and labor expenses should be included in the annual AMC <p>II. Installed Systems Summary:</p> <ul style="list-style-type: none"> - 1Nos APC Schneider Electric Symmetra LX 16kVA N+1, Rackmount FRAME, 220/230/240V or 380/400/415V - 1Nos APC Schneider Electric Symmetra LX Communications Card - 1Nos APC Schneider Electric Symmetra LX Input/Output wiring tray-230V - 2Nos APC Schneider Electric Symmetra RM 220-240V Backplate Kit w/(4) IEC320 C19 - 1Nos APC Schneider Electric Symmetra RM 220-240V Backplate Kit w/(8) IEC320 C13 & (2) IEC320 C19 - 4Nos APC Schneider Electric Symmetra LX 4kVA Power Module 220/230/240V or 380/400/415V - 4Nos APC Schneider Electric Symmetra LX 4kVA Battery Module 	01 Lot



	- 1Nos APC Schneider Electric Symmetra LX Network Management Card 2 with Environmental Monitoring	
(b)	<p>I. Service Level Expectations</p> <ul style="list-style-type: none"> - The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS’s representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. - Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; - The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. - System maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 on-line Support. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ Local TAC support plan must be maintaining by the Bidder for the maintenance period. ✓ Annual Report on Maintenances and Services carried out. 	01 Lot
(c)	<p>I. Maintenance of Critical parts locally (Male’)</p> <ul style="list-style-type: none"> - The support service vendor should maintain critical parts locally in Male’ to provide after sale support to MCS. The following spare parts should be available a period of one (1) year annual maintenance contract for immediate replacement if required are: 1Nos Battery Module; 1Nos Power Module and 1Nos Network Management Card 	01 Lot
1.3.4	<p>I. Maintaining of Field Technical Support Delivery Engineers</p> <ul style="list-style-type: none"> - It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. However, MPC expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during annual maintenance contract period. The support service vendor MUST have full time Certified Professional/Engineer under its payroll. 	01 Lot
2.1.4	APC Schneider Electric 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for Symmetra LX 16kVA N+1UPS S/N: 5D1433T00338	01 Bundle
(a)	<p>I. 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support including 24 x 7 on-site Technical Support</p> <ul style="list-style-type: none"> - On-site hardware repair/replace and maintenance support service should be delivered by experienced APC Schneider Electric Certified Engineer - On-site diagnostics and repair service should be delivered by experienced APC Schneider Electric Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance. - Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help our need is there when we need it - Flexible on-site response times that best meets the business requirements - Service summary report should provide after each work performed including recommendations for service to ensure optimal performance 	01 Lot



	<ul style="list-style-type: none"> - Maintenance Support Engineer should check and ensuring the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge. - During each maintenance visit, field service Engineers should run tests to verify our system is functioning correctly in all operational modes, stopping problems before they start. - Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard. - Environmental inspection should be conducted monthly to ensure that our system is running optimal functionality and should inspect the site for conditions that might damage our system, such as excessive heat or humidity. - Replacements of parts and components should be included in the annual AMC - Travel and labor expenses should be included in the annual AMC <p>II. Installed Systems Summary:</p> <ul style="list-style-type: none"> - 1Nos APC Schneider Electric Symmetra LX 16kVA N+1, Rackmount FRAME, 220/230/240V or 380/400/415V - 1Nos APC Schneider Electric Symmetra LX Communications Card - 1Nos APC Schneider Electric Symmetra LX Input/Output wiring tray-230V - 2Nos APC Schneider Electric Symmetra RM 220-240V Backplate Kit w/(4) IEC320 C19 - 1Nos APC Schneider Electric Symmetra RM 220-240V Backplate Kit w/(8) IEC320 C13 & (2) IEC320 C19 - 4Nos APC Schneider Electric Symmetra LX 4kVA Power Module 220/230/240V or 380/400/415V - 4Nos APC Schneider Electric Symmetra LX 4kVA Battery Module - 1Nos APC Schneider Electric Symmetra LX Network Management Card 2 with Environmental Monitoring 	
(b)	<p>I. Service Level Expectations</p> <ul style="list-style-type: none"> - The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. - Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; - The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. - System maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 on-line Support. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ Local TAC support plan must be maintaining by the Bidder for the maintenance period. ✓ Annual Report on Maintenances and Services carried out. 	01 Lot
(c)	<p>I. Maintenance of Critical parts locally (Male')</p>	01 Lot



	<ul style="list-style-type: none"> - The support service vendor should maintain critical parts locally in Male' to provide after sale support to MCS. The following spare parts should be available a period of one (1) year annual maintenance contract for immediate replacement if required are: 1Nos Battery Module; 1Nos Power Module and 1Nos Network Management Card 	
(d)	<p>I. Maintaining of Field Technical Support Delivery Engineers</p> <ul style="list-style-type: none"> - It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. However, MPC expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during annual maintenance contract period. The support service vendor MUST have full time Certified Professional/Engineer under its payroll. 	01 Lot
2.1.5	Warranty and Technical Support	
	<p>The successful bidder shall provide a warranty of</p> <p>APC Schneider Electric InRow Cooling: One (1) 24 x 7 1 Year 24x7 Hardware Replacement and Maintenance Support Service and Technical Support Services</p> <p>APC Schneider Electric Symmetra LX UPS: One (1) 24 x 7 1 Year 24x7 Hardware Replacement and Maintenance Support Service and Technical Support Services</p> <p>HPE 3PAR Storage: One (1) 24 x 7 1 Year 24x7 Hardware Replacement and Maintenance Support Service and Technical Support Services</p> <p>Local Support: One (1) Year 24 x 7 Local Maintenance Support for Hardware and Technical Support Services for APC Schneider Electric and HPE</p> <p>for the entire systems (software, hardware, etc..) provided under the annual service contract (AMC) will comply strictly with this contract.</p> <p>The successful support service vendor further warrants to MCS that all materials, equipment, and supplies furnished by the vendor will be merchantable of the most suitable grade and fit for their intended purposes.</p> <p>Additionally, the successful support service vendor further warrants that all materials and equipment furnished under the annual have supplied from authorized channels.</p>	
2.2	Lot 2: 1 Year 24x7 Hardware Replacement and Maintenance Support Service for HPE 3PAR Storage;	
2.2.1	HPE 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for HPE 3PAR 8200 2N+SW Storage Primary	01 Bundle
(a)	<p>I. 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support including 24 x 7 on-site Technical Support</p> <ul style="list-style-type: none"> - On-site hardware repair/replace and maintenance support service should be delivered by experienced HPE Certified Engineer - On-site diagnostics and repair service should be delivered by experienced HPE Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance. - Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help our need is there when we need it 	01 Lot



	<ul style="list-style-type: none"> - Flexible on-site response times that best meets the business requirements - Service summary report should provide after each work performed including recommendations for service to ensure optimal performance - Maintenance Support Engineer should check and ensuring the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge. - During each maintenance visit, field service Engineers should run tests to verify our system is functioning correctly in all operational modes, stopping problems before they start. - Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard. - Replacements of parts; labor; travels & accommodation and components should be included in the annual AMC <p>II. Installed Systems Summary:</p> <ul style="list-style-type: none"> - 1Nos HPE 3PAR 8200 2N+SW Storage Field Base - 8Nos HPE 3PAR 8000 400GB+SW SFF SSD - 16Nos HPE 3PAR 8000 1.8TB+SW 10K SFF HDD - 16Nos HPE 3PAR 8000 6TB+SW 7.2K LFF HDD - 1Nos HPE 3PAR 8000 SFF Fld Int Dr Encl - 1Nos HPE 3PAR 8000 LFF Fld Int Dr Encl - 1Nos HPE 3PAR 8200 All-inc Multi-sys SW E-LTU 	
(b)	<p>I. Service Level Expectations</p> <ul style="list-style-type: none"> - The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. - Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; - The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. - System maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 on-line Support. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ Local TAC support plan must be maintaining by the Bidder for the maintenance period. 	01 Lot
(c)	<p>I. Maintenance of Critical parts locally (Male')</p> <ul style="list-style-type: none"> - The support service vendor should maintain critical parts locally in Male' to provide after sale support to MCS. The following spare parts should be available a period of one (1) year annual maintenance contract for immediate replacement if required are: <ul style="list-style-type: none"> ✓ 1Nos HPE 3PAR 8200 2N+SW Storage Controller ✓ 2Nos HPE 3PAR 8000 400GB+SW SFF SSD ✓ 2Nos HPE 3PAR 8000 1.8TB+SW 10K SFF HDD; 1Nos HPE 3PAR 8000 6TB+SW 7.2K LFF HDD ✓ 1Nos HPE 3PAR 8000 SFF Fld Int Dr Encl; 1Nos HPE 3PAR 8000 LFF Fld Int Dr Encl 	01 Lot



(d)	<p>I. Maintaining of Field Technical Support Delivery Engineers</p> <ul style="list-style-type: none"> - It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. However, MPC expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during annual maintenance contract period. The support service vendor MUST have full time Certified Professional/Engineer under its payroll. 	01 Lot
2.2.2	<p>HPE 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support Service including 24 x 7 on-site local technical support for HPE 3PAR 8200 2N+SW Storage Secondary</p>	01 Bundle
(a)	<p>I. 1-Year 24 x 7 Hardware Repair/Replace and Maintenance Support including 24 x 7 on-site Technical Support</p> <ul style="list-style-type: none"> - On-site hardware repair/replace and maintenance support service should be delivered by experienced HPE Certified Engineer - On-site diagnostics and repair service should be delivered by experienced HPE Certified Engineer and should diagnose, repair, and test the unit to ensure optimal performance. - Technical support experienced engineers should be available to answer our questions, giving us peace of mind knowing the help our need is there when we need it - Flexible on-site response times that best meets the business requirements - Service summary report should provide after each work performed including recommendations for service to ensure optimal performance - Maintenance Support Engineer should check and ensuring the unit is operating with the most recent firmware version. Firmware upgrades shall provide at no extra charge. - During each maintenance visit, field service Engineers should run tests to verify your system is functioning correctly in all operational modes, stopping problems before they start. - Maintenance Support Engineer should follow well-defined set of processes and procedures to be able to provide quality services, as per Industry standard. - Replacements of parts; labor; travels & accommodation and components should be included in the annual AMC <p>II. Installed Systems Summary:</p> <ul style="list-style-type: none"> - 1Nos HPE 3PAR 8200 2N+SW Storage Field Base - 8Nos HPE 3PAR 8000 400GB+SW SFF SSD - 16Nos HPE 3PAR 8000 1.8TB+SW 10K SFF HDD - 16Nos HPE 3PAR 8000 6TB+SW 7.2K LFF HDD - 1Nos HPE 3PAR 8000 SFF Fld Int Dr Encl - 1Nos HPE 3PAR 8000 LFF Fld Int Dr Encl - 1Nos HPE 3PAR 8200 All-inc Multi-sys SW E-LTU 	01 Lot



(b)	<p>I. Service Level Expectations</p> <ul style="list-style-type: none"> - The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by MCS's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day. - Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; - The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. - System maintenance and support services will include the following activities. <ul style="list-style-type: none"> ✓ 24 x 7 on-line Support. ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ Local TAC support plan must be maintaining by the Bidder for the maintenance period. 	01 Lot
(c)	<p>I. Maintenance of Critical parts locally (Male')</p> <ul style="list-style-type: none"> - The support service vendor should maintain critical parts locally in Male' to provide after sale support to MCS. The following spare parts should be available a period of one (1) year annual maintenance contract for immediate replacement if required are: <ul style="list-style-type: none"> ✓ 1Nos HPE 3PAR 8200 2N+SW Storage Controller ✓ 2Nos HPE 3PAR 8000 400GB+SW SFF SSD ✓ 2Nos HPE 3PAR 8000 1.8TB+SW 10K SFF HDD; 1Nos HPE 3PAR 8000 6TB+SW 7.2K LFF HDD ✓ 1Nos HPE 3PAR 8000 SFF Fld Int Dr Encl; 1Nos HPE 3PAR 8000 LFF Fld Int Dr Encl 	01 Lot
(d)	<p>I. Maintaining of Field Technical Support Delivery Engineers</p> <ul style="list-style-type: none"> - It is mandatory that the support service vendor should maintain the required support technical team as deemed as suited based on the requirements and milestones. However, MPC expects that the support service vendor would have allocated the following more team compositions having specific skill sets and professional experience. Importantly it is expected that the support service vendor will maintain necessary resources for on-site technical support during annual maintenance contract period. The support service vendor MUST have full time Certified Professional/Engineer under its payroll. 	01 Lot
2.3	Warranty and Technical Support	
2.3.1	<p>The successful bidder shall provide a warranty of</p> <ul style="list-style-type: none"> - HPE 3PAR Storage: One (1) 24 x 7 1 Year 24x7 Hardware Replacement and Maintenance Support Service and Technical Support Services - Local Support: One (1) Year 24 x 7 Local Maintenance Support for Hardware and Technical Support Services for APC Schneider Electric and HPE - <p>for the entire systems (software, hardware, etc..) provided under the annual service contract (AMC) will comply strictly with this contract.</p> <p>The successful support service vendor further warrants to MCS that all materials, equipment, and supplies furnished by the vendor will be merchantable of the most suitable grade and fit for their intended purposes.</p>	



	Additionally, the successful support service vendor further warrants that all materials and equipment furnished under the annual have supplied from authorized channels	
3. MINIMUM BIDDER'S QUALIFICATION REQUIREMENTS		
3.1	<p>a. Experience: 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. <u>Manufacturer's Authorization Letter / Certificate:</u> 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><u>Completed similar systems and support services projects (Value above MVR 500,000.00):</u> The vendor should provide reference letter / documents of successful completion of similar system and support services projects within last five (5) years. The mentioned project references must include names and contact information of the respective clients, if requires MCS can contact and verify the project summaries. The submitted reference documents should be complying the followings:</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 <p>c. <u>Team Composition for Technical Support:</u> 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>d. <u>The bidder shall submit the following documents:</u></p> <ul style="list-style-type: none"> • Certifications copy of the relevant training • ID card OR Passport Copy of the engineer 	
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>1 YEAR 24X7 HARDWARE REPLACEMENT AND MAINTAINCE SUPPORT SERVICE FOR HPE 3PAR STORAGE; APC SCHNEIDER ELECTRIC INROW COOLING AND SYMMETRA LX UPS INCLUDING 1 YEAR 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 scope of work (Annual Maintenance Support Service) 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"> a. Price Schedule Form (Give price Break-down) b. Support Service Response and Replacement 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. OTHERS DOCUMENTS AND NOTES REQUIRED:		
5.1	<ol style="list-style-type: none"> i. 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: <ol 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 Financial Statements f. Bid Security (if requires) 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 	
5.2	<ol style="list-style-type: none"> i. Each person attend for the bid submission meeting can submit only one bid document 	
5.3	<ol style="list-style-type: none"> i. A Bidder has a conflict of interest on one or more business entity, the bidder can submit one bid document. 	
5.4	<ol style="list-style-type: none"> i. 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	<ol style="list-style-type: none"> i. MCS has the right to change the scope of the project as the budget constraints 	
5.6	<ol style="list-style-type: none"> i. Two lots of this bid will be evaluated separately. The lot will be awarded to the bidder with the highest marks for each lot respectively. 	
5.7	<ol style="list-style-type: none"> i. All the bidders should submit Bid Security (0.05%) of the total value and successful bidder should submit and performance Security (2%). (if the bid value exceeds MVR 500,000/-) i. The security should be from verified bank or financial institution established in the Maldives. Also, the security should validate within the agreement period and extra 30 days after agreement period end. 	
5.8	<ol style="list-style-type: none"> i. If, the bid awarding party completed the project successfully as per the contract, the duration of the contract may extend to extra 2 years (both Customs & Bid awarding party agreed to execute all the tasks and conditions) without any further bid announcement. 	
5.9	<ol style="list-style-type: none"> i. Price should be in Maldivian Currency (MVR) 	
5.10	<ol style="list-style-type: none"> i. 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)	
6. Bid Submission:		
6.1	I. Date: 27 th June 2021 (Sunday) II. Time: 13:00 hrs III. Venue: Customs Building	

7. Evaluation Criteria

MCS 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.

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

Criteria	Marks
Price	65%
Technical (marks break down below)	35%
Total	100%

7.1.1 Technical (marks break down below)

Technical Criteria Detail	Marks
Trained/Qualified staff (Team Composition)	20%
Completed similar systems and support services projects - Value above MVR 500,000.00	15%
Total	35%

a) Trained/Qualified staff (Team Composition) for Lot 1:

- 20 Points for Trained Qualified Engineers with the bidder organization under its payroll. (Certifications copy of the relevant training and National ID card OR Passport Copy of the engineer and Work permit for foreigners.)

Number of Trained Staff	Marks
Minimum required certification of Trained Qualified Engineer: 5 point for each Qualification/Certificate <ul style="list-style-type: none"> • APC Schneider Electric Certification for In-Row Cooling Certified...[5 Marks] • APC Schneider Electric Certification for Single Phase Certified.....[5 Marks] • APC Schneider Electric Certification for Secure Power Specialist Certified.....[5 Marks] • APC Schneider Electric Certification for Symmetra UPS Service Certified.....[5 Marks] 	20%
Total	20%

b) Trained/Qualified staff (Team Composition) for Lot 2:



- 20 Points for Trained Qualified Engineers with the bidder organization under its payroll.
(Certifications copy of the relevant training and National ID card OR Passport Copy of the engineer and Work permit for foreigners.)

Number of Trained Staff	Marks
Minimum required certification of Trained Qualified Engineer: 4 points for each Qualification/Certificate <ul style="list-style-type: none"> • HPE 3PAR Installation, Startup and Support Certified.....[4 Marks] • HPE 3PAR Service and Solutions Qualification Certified.....[4 Marks] • HPE Storage Solution V2 Certified Certified.....[4 Marks] • Cisco CCNA and CCNP Certified Certified.....[4 Marks] • VMware Certified.....[4 Marks] 	20%
Total	20%

* Note: **Trained/Qualified staff (Team Composition)** marks will be allocated separately for both lot.

- c) **Completed similar systems and support services projects** (value above MVR 500,000.00 per project):
15 points for proof of completed similar systems and support services projects within last five (5) years.

Experience (Reference Letters Purchase Order/Completion Certificates)	Marks
Minimum 05 reference letters/ documents: 03 points for each reference letter / completion certificate signed and stamp by client Completed similar systems and support services projects (value above MVR 500,000.00 per project)	15%
Total	15%

8. Contact Details:

a) Procurement Section:

- Telephone Number: **3334113 / 3334172**
- Mobile Number: **9905143 / 9688869**
- Email address: **procurement@customs.gov.mv**

b) Network and Communication Section:

- Telephone Number: **3334175 /**
- Mobile Number: **7946663**
- Email address: **procurement@customs.gov.mv**

7th June 2021

