



REQUEST FOR PROPOSAL

DELL EMC Integrated System for Microsoft Azure Stack HCI Solution

Bid Number	22/2021	Bid Submission Date	22 SEP 2021 11:00 hrs
Bid Announcement Ref	IAS/MIS/2021-1224		
Bid Submission Address	M.Dar-Al-Eiman Building, Majeedhee Magu, K.Male', Maldives		

Island Aviation Services Ltd. is seeking bids for the items specified in this document. Interested bidders are invited to submit their proposals for the supply of the items as instructed in this document. Please ensure that all submissions comply with the instructions. Failure to comply with the instructions may result in disqualification of the bid.



SEPTEMBER 2, 2021

ISLAND AVIATION SERVICES LIMITED

M.Dar-Al-Eiman Building | Majeedhee Magu | K.Male' | Maldives

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1. Invitation to Bid

SUMMARY

Island Aviation Services Limited (IASL) is an incorporated limited liability company operating under the registration number **C-0830/2007** and having its registered office in **M.Dar-Al-Eiman Building, Majeedhee Magu, K.Male', Maldives**. IASL is the National Airline of the Republic of Maldives and is wholly owned by the Government of Maldives. In addition to Air Transport Services, IASL offers various other aviation related services such as Air Cargo, Airport Management, Aircraft Engineering, and Ground Handling Services.

IASL is seeking eligible bidders to submit their bids to supply and setup a Dell EMC Integrated System for Microsoft Azure Stack HCI Solution as specifications outlined in the RFP document's **Section 4**.

Island Aviation Services invites sealed bids valid for **90** days from the date of opening the bids from Maldivian companies, for procuring requirement as detailed in this document. All bidders are advised to study the Bid Document carefully.

2. Information for Bidders

2.1. Goods / Services Required

Supply, install and configure a Dell EMC Integrated System for Microsoft Azure Stack Hyper-Converged Infrastructure (HCI) Solution as outlined in the technical specifications of this RFP document's Section 4.

The winning bidder must deliver the required Hyper converged infrastructure within **60** calendar days as of the date of signing the purchase order (contract) and the delivery will be at [Island Aviation Services Ltd (IASL) head office in Male' Maldives]

2.2. Eligible Bidders

The Bidders must submit relevant documents as per below details.

- a) The bidder should be a company registered in Maldives, registered under the Companies Act (Law No.10/96) / a partnership registered under the Partnerships Act (Law No. 13/2011) of the Maldives for the last 3 years from the of this RFP. The bidder must have its own operational office in Maldives and registered with Maldives Inland Revenue Authority (MIRA) and submit below documents:
 - i. Company Registration Certificate
 - ii. GST Registration Certificate
 - iii. Audited Financials (Last 3 years)
- b) Bidder must be a business entity providing ICT goods and services and should be OEM or Original Solution Developer (OSD) or their authorized partners or Service Provider (SP) or System Integrator (SI) of OEM/OSD in Maldives with an authority to do customization/up-gradation during the period of contract with the IASL.
- c) Bidder needs to provide Manufacturer Authorization Form (MAF) from OEM. A bidder who does not manufacture or produce the Goods it offers, to supply shall submit the Manufacturer's Authorization

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Letter, to demonstrate that they have been duly authorized by the manufacturer or producer of the Goods/Services to supply these Goods/Services in the Maldives.

- d) The bidder must have experience with similar projects including installation services & support (Value above MVR 1,000,000.00). The bidder should provide reference of successful implementation of similar system and should include descriptions of system implemented. The mentioned project references must include names and contact information of the respective clients so that IASL can contact and verify the project summaries.
- e) It is mandatory that the bidder will maintain certified engineers in the HCI platform as technical team as deemed as suited based on the requirements and milestones. Installation and configuration of the hardware must be provided by the authorized engineers.

The proposer shall submit the following documents:

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

2.3. Guideline for BID Submission:

Bidders are required to attend the information session as per below details.

Date of Information Session	<u>08 September 2021, 14:30 hrs Local Time</u>
Venue For Information Session	Island Aviation Services Ltd (Head Office), M.Dar-Al-Eiman Building, Majeedhee Magu, K.Male', Maldives.

An information session shall be conducted for all parties, kindly note that attendance for the information session is **mandatory** and Bids will not be accepted of any party that does not attend the mentioned session on time.

2.4. Bid Submission

Venue for Bid Submission	Island Aviation Services Ltd (Head Office), M.Dar-Al-Eiman Building, Majeedhee Magu, K.Male', Maldives.
Date and Time	<p style="color: red; text-decoration: underline;">22 September 2021, 11:00 hrs Local Time</p> <p>No party will be allowed after the mentioned time.</p>

- a) The Bid Proposal must be submitted in English language. All required information must be provided, responding clearly and concisely to all the points set out. Any proposal which does not fully and comprehensively address this Request for Proposal may be rejected.

The Bid Proposal Document **must** comprise of the following:

Cover Letter	The cover letter for the proposal must be signed by an authorized person who has the authority to bind the Proposal to a Contract;
Company Profile	Profile of the Firm including the firm's shareholding structure and details;
Project Cost and Payment Terms	<ul style="list-style-type: none"> • The Project Cost and Payment Terms and arrangements quoted in Maldivian Rufiyaa (MVR) inclusive of all freight, insurance, and taxes. • Proposal must remain valid for a period of 90 days after the date of Proposal Submission.
Financial Capacity and Relevant Experience	<ul style="list-style-type: none"> • Provide last 3 years' financial statements (audited) to indicate financial strength of the company to execute a project of this nature. • List of experience in similar projects with letters of completion. If past experiences are not accompanied with an official letter of completion by the client, marks will not be awarded to that section;
Manufacturer's Authorization Letter	Bidders that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization Letter, to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods/Services to supply these Goods/Services in the Maldives
Technical Proposal	<p>Team Composition for Technical Support</p> <ul style="list-style-type: none"> ▪ The bidder shall submit the following documents (minimum 3 certified engineers): <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>Technical Support Process</p> <ul style="list-style-type: none"> ▪ Should submit a diagram detailing the process which would need to be followed for technical support and escalation matrix <p>Implementation Plan</p> <ul style="list-style-type: none"> ▪ From order confirmation to Setup and Delivery Plan. <p>Scope of Work & Solution Design</p> <ul style="list-style-type: none"> ▪ Solution's rack diagram with cabling ▪ Detailed scope of work in accordance with the base requirements mentioned in Section 3 & 4

Bid Form (Form A)	Bid Application Form, signed by with duly authorized personnel
Related Party Disclosure (Form B)	The form serves to justify that the bidder has or does not have any relationship in terms of employment or close family relationship. Close family relationship here refers to spouse, including former spouse relatives, which comprise: siblings; cousins; uncles and aunts; nephews and nieces; lineal ancestors (presumably, it means parents, grandparents and other ancestors of direct lineage) lineal descendants (children, grandchildren and other direct descendants).

- b)** Island Aviation Services Ltd reserves the right to reject a Proposal in the following circumstances:
- i. If less than two total bids have been received, the IASL reserves the right to continue or reject the evaluation or request for a resubmission.
 - ii. If any of the required documents mentioned in section **2.4. a)**. is not submitted by a party, IASL has the right to reject the BID or request for a resubmission.
- c)** Proposals shall be evaluated in accordance with the Party’s demonstrated capacity and experience and expertise. The awarding criteria and weightage will be annexed to this document.
- d)** Parties shall bear all costs associated with the preparation and submission of the Application and Island Aviation will not in any case be responsible and liable for the costs incurred.
- e)** All information given in writing to or verbally shared with the Party’s in connection with this Request for Proposal is to be treated as strictly confidential. The Party’s shall not share or invoke such information to any third party without the prior written approval of IASL. This obligation shall continue after the procurement process has been completed whether the Party is successful.
- f)** All materials submitted in Response to the Request for Proposal shall become the property of IASL. Proposals and supporting materials will not be returned to the Party.
- g)** All information provided will be subjected to verification by IASL. Submission of incomplete or unsigned forms may result in rejection of the bid as non-responsive.
- h)** IASL will only accept one bid document from every bidder.
- i)** To assist in the evaluation and comparison of bids, IASL may, at its discretion, request any bidder for clarification of its bid. This will be clarified in writing, but no change in substance or price of the bid will be sought.
- j)** IASL will evaluate and compare only those bids determined to be responsive in accordance with requirements specified in the bidding document.
- k)** IASL will award the contract in writing to the bidder who scores the highest marks in compliance with the criteria decided by the Bid Evaluation Committee.
- l)** Upon furnishing by the successful bidder, IASL will promptly notify the other bidders through telephone or email that their bids have been unsuccessful.

2.5. Evaluation Criteria

IASL intends to apply the following criteria for the selection of bids. The Bid will be evaluated by the Bid Evaluation Committee of IASL. Points will be given to proposals according to the evaluation criteria below.

Category	Details	Points										
Price	<p>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 qualified bid 60 points and scaling-down the remaining bidder's score in relation to this, based on the price proposed by the bidder.</p> <p><i>Price percentage = 60 x (lowest price / quoted price)</i></p>	60%										
Financial Capacity and Relevant Experience	<ul style="list-style-type: none"> ▪ 10 points for financial capacity based on audited financials ▪ Maximum 05 reference letters indicating successful completion (Value above MVR 1,000,000.00 per project) ▪ 02 points for each reference letters if less than 5 reference letters) 	20%										
Technical Proposal	<ul style="list-style-type: none"> ▪ 10 points for the completeness/requirement fit in relation to section 3 and 4 of the bid. ▪ 10 points are given for the number of trained staff with the bidder organization. (Certification copy, a letter from the organization that staff is employed at that organization and ID card / Passport Copy should be submitted of the staff.) <p>All the below information must be provided for a person to be considered as trained staff.</p> <ul style="list-style-type: none"> ○ Certification copies of the relevant training (eg: Microsoft, Dell EMC). ○ Letter from the organization that staff is employed at that organization ○ ID card OR Passport Copy of the staff ○ Contact information of the staff and his / her supervisor in that organization <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>Marks</th> <th>Number of trained staff</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>More than 2 trained, certified staff</td> </tr> <tr> <td>05</td> <td>2 trained, certified staff</td> </tr> <tr> <td>2.5</td> <td>1 trained, certified staff</td> </tr> <tr> <td>0</td> <td>No trained, certified staff</td> </tr> </tbody> </table>	Marks	Number of trained staff	10	More than 2 trained, certified staff	05	2 trained, certified staff	2.5	1 trained, certified staff	0	No trained, certified staff	20%
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3. SCOPE OF WORK

Vendors are required to submit documents for each section below as part of technical proposal.

3.1. Installation and Configuration

The vendor will be required to carry out all cabling & configuration changes required for the proposed equipment's. If required, any anticipated downtimes in relation to the deployment of the solution should be informed ahead to facilitate IASL to plan for these times. IASL will provide rack space in its datacenter for the equipment.

Installation and configuration should include but not limited to below:

1. Rack mounting and cabling
2. Configuring iDRAC and BIOS
3. NIC and network configuration
4. Node OS setup and deployment
5. Updating out of the box drivers
6. Networking setup for the cluster nodes
7. Monitoring and Management Setup via Open Manage Integration with Microsoft Windows Admin Center
8. Deployment and configuring host cluster
9. Cluster witness setup
10. Enabling storage spaces direct
11. Setup live migration

3.2. Hardware warranty and Technical Support

The successful bidder 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 case and shall be free from defects.

- **Hardware:** Minimum three (3) Year Hardware Replacement and Support Services
- **Local Support:** Minimum three (3) Year 24 x 7 On-Site Local Technical Support for technical issue, software updates and patches

Additionally, the successful bidder further warrants that all materials and equipment furnished are supplied from authorized channels. IASL reserves the right to reject the goods if it is identified as grey/black market products or counterfeit equipment

3.3. Service level expectations for hardware upgrades

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.

- Defective equipment shall be replaced by the vendor at their own cost, including the cost of transport if any.
- System Maintenance & Support services will include the following activities:
 - 24 x 7 online support
 - 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.

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4. Technical Requirements

Dell EMC Integrated System for Microsoft Azure Stack HCI

Below are the general cluster and node requirements IASL intends to deploy with certified and validated hardware for Dell EMC Integrated System for Microsoft Azure Stack HCI. This considered as the base for deploying the solution, for completeness or incompatibilities bidders are encouraged to inform via clarifications to IASL and include the same in the respective proposal after consensus.

4.1. Cluster Configuration

Cluster Design Element	Description
Number of cluster nodes	2
Cluster node model	740xd
Storage Network topology	RDMA and TCP/IP traffic traversing 2 x 25GbE Storage Back-to-Back SFP28 cables to each host
TOR Switch	Dell EMC PowerSwitch S3048-ON
Resiliency Option	Two-way mirror (nested resiliency preferred)
Raw storage capacity	96 TB
Minimum Usable storage capacity	24 TB

4.2. Node Resources

Resource (per cluster node)	Description
CPU	Dual Intel Xeon Gold 6226 CPU @2.4 Ghz
Memory	288 GB DDR4 RAM
Storage controller for operating system	BOSS-S1 adapter card
Physical drives for operating system	2 x Intel 240 GB M.2 SATA drives configured as RAID 1
Storage controller for Microsoft storage space direct	HBA330 Mini
Physical drives	Cache Tier – 4 x 960 GB MU SATA SSD (mid bay) Capacity Tier – 12 x 3.5 in, 8 TB SATA hard drives (front bay)
Network Adapter	QLogic QL41262 dual-port 25GbE with SFP28 and patch cord
Power Supplies	Dual, Hot-plug, Redundant Power Supply (1+1) 1100W
Out of Band Management	Integrated Dell Remote Access Controller (iDRAC) 9 Enterprise
Operating system	Windows server 2019 Datacenter (With licenses)
Management and Monitoring	OpenManage Integration with Microsoft Windows Admin Center (OMIWAC Premium License for MSFT HCI)

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Submission Check List

REQUIRED DOCUMENTS		TICK IF SUBMITTED	
1	Company Registration Certificate	<input type="checkbox"/>	<input type="checkbox"/>
2	Cover Letter	<input type="checkbox"/>	<input type="checkbox"/>
3	Company Profile	<input type="checkbox"/>	<input type="checkbox"/>
4	Project Cost and Payment Terms	<input type="checkbox"/>	<input type="checkbox"/>
5	Audited Financial Statements of the past 3 years	<input type="checkbox"/>	<input type="checkbox"/>
6	Manufacturer's Authorization Letter	<input type="checkbox"/>	<input type="checkbox"/>
7	Technical Proposal	<input type="checkbox"/>	<input type="checkbox"/>
8	Bid Form (Form A)	<input type="checkbox"/>	<input type="checkbox"/>
9	Related Party Disclosure (Form B)	<input type="checkbox"/>	<input type="checkbox"/>

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BID FORM (FORM A)

Description of Work:	Dell EMC Integrated System for Microsoft Azure Stack HCI Solution
Bid to:	Island Aviation Services Ltd
Address	Island Aviation Services Limited, M. Dar Al-Eiman Building, Majeedhee Magu, Male' 20345, Republic of Maldives

Having examined the conditions of Contract, technical specifications, drawings and bill of quantities for the execution of above named works, I/we the undersigned, offer to construct and maintain the whole said work in conformity with the said conditions of contract, technical specifications, drawings and bill of quantities for the sum of MVR: _____

(_____).

We undertake, if our Bid is accepted, to commence the works within seven (7) calendar days of receipt of the letter of award and to complete whole of the works in the Contract within ____ (_____) calendar days.

We agree to abide by this bid for a period of Ninety (90) days from the date of submission of the proposal, and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any Bid you receive.

Unless and until a formal agreement is prepared and executed, this bid, together with our written acceptance thereof, shall constitute a binding contract between us.

Yours sincerely,

Signed _____

In the capacity of _____

Duly authorized to sign bids for and on behalf of _____

_____ (Company Name & Stamp)

Date: _____

Name & Address of Signatory

Name: _____

Address: _____

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RELATED PARTY DISCLOSURE (FORM B)

Island Aviation Services Limited
M. Dar Al-Eiman Building,
Majeedhee Magu,
Male' 20345,
Republic of Maldives

[Date]

Dear Sir/ Madam,

Project: Dell EMC Integrated System for Microsoft Azure Stack HCI Solution

Subject: Related Party Disclosure

With the exception of the below specified, I hereby declare that, we, the party is in no way, shape or form related to Island Aviation; created either through an employer-employee agency relationship between employees or directors of Island Aviation or by way of ownership of Island Aviation.

Name of the Related Party	Designation of the Related Party	Relationship

Yours sincerely,

[Name of signatory]

[Title]

Note:

1. Related parties for this purpose include:
 - 1.1. Employees or directors of the Company
 - 1.2. Close family members of any employee/ director of the Company. Close family members here refer to spouse, including former spouse relatives, which comprise: siblings, cousins, uncles and aunts, nephews and nieces, lineal ancestors (presumably, it means parents, grandparents and other ancestors of direct lineage), lineal descendants (children, grandchildren and other direct descendants).