Maldives Customs Service

Male, Rep. of. Maldives

RFP for Supply, Upgrade Installation & Configuration of Disk-based, Deduplication, Cloud Integrated, Backup Systems 48TB Raw capacity to existing HPE StoreOne 3640 including integration with 3PAR Storage & Oracle Cloud Infrastructure as per announcement number (IUL)14-PR/1/2021/86

#	Description	Qty / Comply
Lot 1:		
1	**HPE StoreOnce 48TB Capacity Upgrade**	
1.1	HPE StoreOnce 3640 48TB Capacity Upgrade LTU	1 Nos
1.2	HPE StoreOnce 3640 48TB Capacity Upgrade Kit	1 Nos
1.3	HPE StoreOnce Gen4 10/25Gb SFP Network Card	1 Nos
1.4	Factory Integrated	1 Nos
1.5	HPE StoreOnce Gen4 10/25Gb SFP Network Card LTU	1 Nos
1.6	Factory Integrated	1 Nos
1.8	HPE Premier Flex LC/LC Multi-mode OM4 2 fiber 2m Cable	4 Nos
1.9	HPE 3Y Proactive Care 24x7 SVC	1 Nos
1.10	HPE Technical Installation Startup SVC	1 Nos
1.11	HPE StoreOnce 36xx Stup SVC	1 Nos
1.12	HPE StoreOnce Sing N Catalys Startup SVC	1 Nos
1.13	3-Year 24x7 On-sit Technical Support Services and Labor	1 Nos
1.14	Installation, Migration, Configuration and On-the Job Training Professional Service: Scope of Work HPE Installation and Startup Service for HPE StoreOnce - Installation and configuration of HPE StoreOnce by certified HPE engineers only - All relevant technology certified specialist(s) should be available onsite for the duration of installation and configuration - Install and configure HPE StoreOnce storage expansion as per manufacturer best practices. - Installation of StoreOnce, create, present, optimize and integrate to existing 3PAR - Configure additional HPE StoreOnce catalyst stores for new backup strategy - Configure additional local backup repositories in Veeam for primary backup - Upgrade to the latest release of HPE StoreOnce and confirm that the HPE StoreOnce is at a supported and appropriate version. - Initialize the StoreOnce - Verify that the license keys for the purchased HPE StoreOnce features are installed - HPE StoreOnce updates or patches installation - Review the configuration information and demonstrating basic operation of the installed HPE StoreOnce System product.	

#	Description	Qty / Comply

	- Customer on the job training on basic administration and management.
	
	 HPE RMC Software Installation and Start-up Service
	    - HPE RMC VMw for 3PAR Startup SVC
	    - HPE StoreOnce Single Node Catalyst Startup Backup Service
	    - Ensure all RMC backup jobs are completed.
	 Configuring Network for StoreOnce
	    - Configure and assign Network for StoreOnce from existing Cisco Nexus Converge Switch	

Lot 2:		
2	**Oracle Cloud Infrastructure - Object Storage**	
2.1	Object Storage - Storage 30TB Annual Upfront	1 Nos
2.2	Object Storage - Requests (10,000 Requests per Month (first 50,000 free)	1 Nos

2.3	**Installation, Migration, Configuration and On-the Job Training**
	 Professional Service: Scope of Work
	 Oracle Cloud Object Installation and Startup Service
	    - All configuration services for Oracle Cloud Object Storage should be from Oracle Certified engineer(s) only.
	    - All relevant technology certified specialist(s) should be available onsite for the duration of installation and configuration
	    - Planning, designing and implementing revised backup strategy for long term archival and better critical data protection
	    - Configure Oracle Cloud Infrastructure (OCI) for better regional data availability and lower latency
	    - Configure OCI security as per manufacture and industry best practices
	    - Configure S3 compatible object storage in OCI
	    - Configure high level of security policies as per manufacturer best practice for the object storage
	    - Provision and configure object storage on current Veeam Backup Infrastructure
	    - Ensure proper controls to manage cloud storage usage
	    - Configure Veeam Scale-out backup repository containing performance tier on HPE StoreOnce and capacity tier on object storage
	    - Configure the scale-out backup repository backup operation scheduling strategies
	    - Configure Veeam immutable backup storage for both local and cloud backup ties
	    - Configure revised backup policies for up to 10 critical production workload in line with the revised backup strategy
	    - Test and demonstrate backup and recovery process
	    - Customer on the job training on management and administration of the system
	    - License renewal (Object Storage - Storage 30TB Annual Upfront), for a year must be quoted. However, it can only be awarded if MCS accepts quoted value.	

3	**Warranty and Technical Support**	
3.1	The Successful Bidder must provide a warranty that the solution (software, hardware, 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 Bidder further warrants to Maldives Customs Service 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. • HPE Hardware & Software: **Three (3) Year 24 x 7 Hardware Replacement and 24 x 7 On-site Technical Support Services**	

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	• Local Support: **One (1) Year 24 x 7 Local Maintenance Support for Hardware and Technical Support Services** The warranty 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 materials and equipment furnished are supplied from authorized channels. Maldives Customs Service reserves the right to reject the goods if it is identified as grey market products or counterfeit equipment.	
4	**Service Level Expectations for existing equipment**	
4.1	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. a) Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any; b) The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer. c) System maintenance and 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 failures reported. ✓ Phone/Email TAC and RMA support must be provided. ✓ Local TAC support plan must be maintained by the Bidder for the warranty period.	
5	**Delivery**	
5.1	15 days (including Holidays) 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.	
5.2		
6	**Proposal submission format**	

6.1	The Bid document shall be rejected if it fails to meet the following minimum criteria and submit the required documents.
	
	 The complete original proposal must be submitting in a sealed package. Bidder shall be marked <u>**"Supply, Upgrade Installation & Configuration of Disk-based, Deduplication, Cloud Integrated, Backup Systems 48TB Raw capacity to existing HPE StoreOne 3640 including integration with 3PAR Storage & Oracle Cloud Infrastructure**</u>
	
	 Vendor shall file all documents necessary to support their proposal and include them with their proposal.
	
	 Proposal shall be submitted in the following format and include the following information.
	
	 Detailed description of proposed equipment/services including scope of work (Annual Maintenance Support Service) and quotation shall be submitted. (*Quotation shall remain valid for a period of **90 days** from date of submission of the Bid.*)
	
	     a. Bid Form
	     b. Price Schedule Form	

#	Description	Qty / Comply
	c. Support Service Response and Replacement Schedule d. Terms and Conditions e. Bill of Quantities f. TAC Support and Warranty Details. g. Manufacturer's Authorization Letter / Certificate or supporting documents h. Team Composition for Technical Support – Include Certified Engineer CVs i. Reference of successful implementation of similar system	
6.2	OTHER DOCUMENTS AND NOTES 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: a. Company Profile b. Company Registration Certificate c. SME Registration Certificate d. GST Registration Certificate e. MIRA Tax Clarence Certificate f. Last 2 Year Financial Statements g. Bid Security (if requires) h. Relationship letter (if the bidder has any family relationship with CS executives) i. All the other relevant documents required / mentioned to submit in this bid document	
6.3	Each person attend for the bid submission meeting can submit only one bid document	
6.4	A Bidder has a conflict of interest on one or more business entity, the bidder can submit one bid document.	
6.5	The Successful bidder does not get any advance payment for this bid and the payment will be made after the completion of the project.	
6.6	MCS has the right to change the scope of the project as the budget constraints	
6.7	The bid will be evaluated separately for each lot.	
6.8	The bidder should submit Bid Security (MVR 281/-) and performance Security (10% of the contract value), if the bid value exceeds MVR 500,000/-. And the security should be from a 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.	
6.9	Price should be in **Maldivian Currency (MVR)**	
6.10	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)	
7	**Bid Submission**	
7.1	Date: 7th December 2021 Time: 13:00 Venue: Customs Building	

#	Description	Qty / Comply
8	**Evaluation criteria**	
8.1	Evaluation of the bid shall have been based on the following marking criteria.	

Criteria	Marks
Price	70%
Technical (marks break down below)	30%
Total	100%

Technical Criteria Detail	Marks
Trained/Qualified staff (Team Composition)	15%
Completed similar including Installation and Support project (Value above MVR 500,000.00)	10%
Manufactures Authorization Letter/Certificate	5%
Total	30%

8.2

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.)

Lot 1

Number of Trained Staff	Marks
Minimum required certification of Trained Qualified Engineer: 3 point for each Qualification/Certificate • HPE 3PAR installation, Startup & Support • HPE 3PAR Service and Solution Qualification • HPE Storage Solution V2 Certified • Cisco CCNA and CCNP Certified • VMware Certification	15%
Total	15%

Lot 2

Number of Trained Staff	Marks
Minimum required certification of Trained Qualified Engineer: 3 point for each Qualification/Certificate • Oracle cloud Infrastructure Foundation • Oracle support consultant • Oracle Private Cloud Appliance installation • Cisco CCNA and CCNP Certified • VMware Certification	15%
Total	15%

#	Description	Qty / Comply
8.3	b) Completed similar including Installation and Support project (Value above MVR 500,000.00 per project) 10 points for proof of supply and installation of similar project and services to other organizations within last five (5) years.	

Experience (Reference Letters Purchase Order/Completion Certificates)	Marks
Minimum 05 reference letters/purchase orders/contract copy or completion certificate: 02 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)	10%
Total	10%

If available all similar on-going project details should be, furnish in the experience section

#	Description	Qty / Comply
8.4	c) Manufactures Authorization Letter/Certificate 5 points for Manufacturer's Authorization Letter or Supporting Document (Letter or Certificate, to demonstrate that it has been duly authorized by the manufacturer or producer) 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.	

Manufactures Authorization Letter/Certificate	Marks
Manufacture's Authorization letter or Supporting Document	5%
Total	5%

#	Description	Qty / Comply
9	**Contact Details**	
9.1	Project Manager: Ibrahim Naaif (Senior Superintendent) Mobile No: 7946663 Tel: 3003409 Email: Ibrahim.naaif@customs.gov.mv	
9.2	Procurement Section: Tel: 3334113 / 3334172 Email: procurement@customs.gov.mv	