

Reference: RFQ/2022/004

Supply, Installation and Commissioning of Primary Site Data Center UPS for TradeNet

ANNEX 1

SECTION A
SCOPE OF WORK

This RFQ invites suppliers to propose and supply a power backup solution to TradeNet Data Center.

#	Description	
1	Supply, Installation and Commissioning of Primary Site Data Center UPS for TradeNet	
	High Available Solution	
	2-Year Preventive Maintenance Contract for full system	

A1) Sign-off documentation

Preparation of sign-off documentation relating to the provided services and shall present to TradeNet Data Centre Team. By the time of signing, the scope of work mentioned in this document shall fully be completed.

A2) Preventive maintenance of the system

Maintenance of Power Backup to ensure maximum performance. The service shall be provided for a minimum of two (2) years period.

A3) Preventive maintenance service

- Part of maintaining the system is ensuring the unit is operating with the most recent firmware version. Firmware upgrades should be provided at no extra charge. All Preventive Maintenance contracts should include free firmware upgrades.
- During each preventive maintenance visit, field service engineers should run tests to verify the system is functioning correctly in all operational modes, stopping problems before they start.
- Provides a detailed report of work performed including recommendations for service to ensure optimal performance
- It is mandatory that the supplier shall follow a well-defined set of processes and procedures to be able to provide quality services, as per industry standard.
- The supplier shall stock and provide adequate onsite and offsite spare parts and spare components to ensure that the uptime commitment is met during the maintenance period.
- The supplier shall have back-to-back SLA with the Manufacturer of the supplied systems to ensure timely supply of spares and technical support.

A4) Incident Management

Capturing and reporting of incidents, problem analysis, categorization (critical or non-critical) and instant escalation of alerts to Tradenet Data Center Team.

A5) Service level expectation

- The supplier will have to provide the mobile number of a single point of contact and a backup contact person to facilitate immediate contact by Tradenet's representative and shall be responsible to liaise with all vendors for rectification of faults within the same or next business day.
- Defective equipment shall be replaced by the supplier at his own cost, including the cost of transport if any.
- The supplier shall provide all normal toolkit and test equipment needed for the maintenance of the hardware.
- System Maintenance & Support services expectations:
 - 8 x 7 online support
 - Issue resolution / Onsite visits **within 1 hour**.
 - Local Technical Assistance Center (TAC) support plans must be maintained by the supplier for the maintenance period.

SECTION B
TECHNICAL REQUIREMENTS

Item	Description	Qty
1.	<u>Supply, Installation and Commissioning of Primary Site Data Center UPS for Tradenet</u>	
1.1	High Available Solution	
	8kVA Scalable to 16kVA N+1 Rack-mount, 240V	02 NOS
	Removable input/output wiring tray	02 NOS
	220/240V Backplate Kit w/ (4) IEC320 C19	04 NOS
	220/240V Backplate Kit w/ (8) C13 & (2) C19	02 NOS
	Communication / Network Management Card 2 w/Monitoring	02 NOS
	<u>Installation and Commissioning and maintenance</u> <ul style="list-style-type: none"> • 2-year hardware maintenance support, On-site • Installation, support and service • Provide all material and labor • 02 years Hardware Repair and Replace Warranty • 02 Years Hardware Maintenance Service • All works must be performed by trained service personnel 	
1.2	Full-system preventive maintenance Minimum of 2 years of maintenance of equipment such as power systems and cooling systems to ensure maximum performance.	

SECTION C
QUALIFICATION CRITERIA

Parties interested to deliver the scope of work outlined in Section A of this Annex, shall meet the below technical qualification criteria;

a) Experience.

Proof of supply of similar items to other organizations within the last 5 years. (Bidders should submit purchase orders or letters from organizations mentioning successful delivery.)

b) Delivery & Installation Duration

Delivery and installation should be completed within a maximum period of 60 days from the receipt of the purchase order or contract.

Firm 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 to supply and install the goods and service in the Republic of Maldives.

c) Compatibility

The data center currently has an APC Netshelter SX 42U x 2 and APC UPS. The proposed equipment, as well as the hardware exterior and software, must be fully compatible with the existing hardware. The proposed solution must be able to work in line with current hardware. In any case, if the items do not appear to be complementary to the existing infrastructure, the proposal/quotation may be disqualified.

d) Resources

Supplier shall maintain all the necessary resources on-site during all stages of the project that requires closer interaction with TradeNet during installation, configuration and testing.

The supplier MUST have at least One (1) full time trained service personnel under its payroll for UPS (Provided solution). It is **mandatory** that the supplier shall attach a professional certificate of the engineer and other related reference documents. The supplier shall submit the following documents:

- a. Certification copies 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.

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