



Project Name: **SUPPLY OF 1 YEAR SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING
24X7 LOCAL TECHNICAL SUPPORT**

Tender Reference No.: **(IUL)14-PR/1/2022/61**

Tender Submission Date: **03rd July 2022**

Tender Submission Time: **1300hrs**

Issued by: **Maldives Customs Service**

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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 **SUPPLY OF 1 YEAR SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT**.

The purpose of this request for proposal (RFP) is intend for competitive vendors who are interested to submit proposal for **SUPPLY OF 1 YEAR SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 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 have been 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 Bills of Material and Scope of Works

#	Requirements	Response
1. SUPPLY OF 1 YEAR SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT		
1.1	Supply of 3CX, PRTG, AuditPlus and Cloudflare 1 Year Software Subscriptions and Technical Support	1 Bundle
1.1.1	3CX Enterprise Maintenance Support for 1 Year	1 Nos
1.1.2	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.3	1-Year Software Configuration; Migration Services and Change request for 3CX	1 Nos
1.1.4	PRTG XL1/5/Unlimited Sensors Maintenance Support for 1 Year	1 Nos
1.1.5	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.6	1-Year Software Configuration; Migration Services and Change request for PRTG	1 Nos
1.1.7	Cloudflare Pro / Business Plan for 1 Year	1 Nos
1.1.8	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.9	1-Year Software Configuration; Migration Services and Change request for Cloudflare	1 Nos
1.1.10	ADAudit Plus Professional Edition- Domain Controllers 1 Year Annual Subscription	4 Nos
1.1.11	ADAudit Plus File Servers 1 Year Annual Subscription	2 Nos
1.1.12	ADAudit Plus Member Servers 1 Year Annual Subscription	20 Nos
1.1.13	ADAudit Plus Workstations 1 Year Annual Subscription	100 Nos
1.1.14	ADAudit Plus 1 Year support and software updates	1 Nos
1.1.15	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.1.16	1-Year Software Configuration; Migration Services and Change request for AuditPlus	1 Nos
1.2	Supply of Endpoint Security 1 Year Software Subscriptions and Technical Support	1 Bundle
1.2.1	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	500 User
1.2.2	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.2.3	1-Year Software Configuration; Migration Services and Change request for Client Security Server Side	1 Nos
1.3	Supply of Email Security 1 Year Software Subscriptions and Technical Support	1 Bundle
1.3.1	Barracuda 1 Year Energize Update – EU for Email Security Gateway 600 Or Equivalent / Better Solution	1 Nos
1.3.2	Local 1-Year 24 x 7 On-site Technical Support Services and Labour	1 Nos
1.3.3	1-Year Software Configuration; Migration Services and Change request for email security	1 Nos
1.4	<p>Software Subscription and Technical Support</p> <p>The Successful Bidder must provide software subscription licenses, and technical support will comply strictly with the agreement.</p> <ul style="list-style-type: none"> • 3CX: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • PRTG: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Cloudflare: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • ManageEngine: One (1) Year Subscription; 1 Year 24 x 7 Technical Support and Labour • Client Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labor • Email Security: One (1) Year Subscription; 1 Year 24 x 7 Technical Supports and Labor • 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 • All the replacement Application/Software Migration Services and Change requests should be provided • All the replacement Application/Software setup Testing and Knowledge Transfer Services should be provided • All services should perform by 3CX, Fortinet, Microsoft and HPE Certified Engineer – CVs and certificate <p>The subscription and technical support period shall be as given in the bid proposal and/or otherwise agreed in conditions of the contract between Maldives Customs Service and the successful bidder. Additionally, the successful bidder further warrants that all Subscription and Technical Support provided</p>	1 Lot



#	Requirements	Response
	are backed by manufacture/authorized channels. MCS reserves the right to reject the subscription and technical support if it is identified as a grey market subscription license or service.	
1.4	<p>Service Level Expectations</p> <p>a) 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.</p> <p>b) Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any;</p> <p>c) The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer.</p> <p>d) System maintenance and 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. ✓ Phone/Email TAC support must be provided during the support period ✓ Issue resolution / Onsite Visits within 1 hour of hardware failures reported ✓ A local TAC support plan must be maintained by the Bidder for the maintenance period. 	1 Lot
1.6	<p>Maintenance Support Services including on-site Technical Support:</p> <ul style="list-style-type: none"> • On-site Software and maintenance support service should be delivered by an experienced 3CX, Fortinet, Microsoft and HPE Certified Engineer • On-site diagnostics service should be delivered by an experienced 3CX, Fortinet, Microsoft and 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 we need is there when we need it • Flexible on-site response times that best meet 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 ensure the system application is running with vendor recommended updates and patches. All the upgrades shall provide at no extra charge during the 1-year contract period. • Maintenance Support Engineer should follow a well-defined set of processes and procedures to be able to provide quality services, as per Industry standards. 	1 Lot
1.7	<p>Maintaining Field Technical Support Delivery Engineers (Locally Employed in Bidder’s Organisation)</p> <p>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, MCS 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 the annual maintenance contract period. The support service vendor MUST have a full time Certified Professional/Engineer under its payroll.</p> <p><u>Primary requires certificates of the engineer:</u></p> <ul style="list-style-type: none"> • 3CX Certified • Fortinet Certified • HPE Certifications • Csico Certified • VMware Certified <p><u>The support service vendor 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 	1 Lot
1.8	MINIMUM BIDDER’S QUALIFICATION REQUIREMENTS:	
1.8.1	<p>a. Experience:</p> <p>The Proposer should provide an approach and reference of successful implementation and technical support of a similar system and should include descriptions of system implementations they have completed. The mentioned project references must include the names and contact information of the respective clients so that MCS can contact and verify the project summaries.</p>	

#	Requirements	Response
	<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</u> (Value above MVR 500,000.00): The vendor should provide reference letters/documents of successful completion of similar system and support services projects within the 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 comply with the followings:</p> <ul style="list-style-type: none"> • Document should be from the client (signed and stamped) • Client opinion regarding the vendor performance and completion of the project. • Project names and project value <p>c. <u>Team Composition for Technical Support:</u> (All required certifications details refer to above relevant section) 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 a full-time Vendor Certified Professional/Engineer under its payroll.</p> <p><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 	
1.9	PROPOSAL SUBMISSION FORMAT:	
1.9.1	<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 submitted in a sealed package. Bidder shall be marked <u>“SUPPLY OF 1 YEAR SOFTWARE SUBSCRIPTIONS AND SUPPORT INCLUDING 24X7 LOCAL TECHNICAL SUPPORT”</u> Vendor shall file all documents necessary to support their proposal and include them with their proposal.</p> <p>The proposal shall be submitted in the following format and include the following information. A detailed description of proposed equipment/services including the scope of work (Annual Maintenance Support Service) and quotation shall be submitted. (Quotation shall remain valid for a period of 90 days from the date of submission of the Bid.)</p> <ol style="list-style-type: none"> a. Price Schedule Form b. Support Service Response and Replacement Schedule c. Terms and Conditions d. Bill of Quantities and Services e. Service Level Expectations f. Support Subscription and Technical Support. 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 datacentre system and services 	
1.10	OTHER DOCUMENTS AND NOTES	
1.10.1	<p>The bidet should submit the following document and MCS shall confirm that the following legal documents and information have been provided 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 Clearance Certificate (last 30 day e. Last 2 Year Financial Statements f. Bid Security (MVR 10,000/-). The Bid security shall be valid for thirty days (30) beyond the original validity period of the Bid, or beyond any period of extension if requested under ITB. 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 	
1.10.2	Each person attend for the bid submission meeting can submit only one bid document	



#	Requirements	Response
1.10.3	A Bidder has a conflict of interest on one or more business entities, the bidder can submit one bid document.	
1.10.4	The Successful bidder does not get any advance payment for this bid and the payment will be made after the completion of the project.	
1.10.5	MCS has the right to change the scope of the project as the budget constraints	
1.10.6	The bid will be evaluated by the total value of the project.	
1.10.7	If, the bid awarding party completes the project successfully as per the contract, the duration of the contract can be extended to another 1 year (both Customs & Bid awarding party agree to execute all the tasks and conditions) without any further bid announcement.	
1.10.8	The bidder who win the tender should submit a performance Security (2%) of the total value, if the bid value exceeds MVR 500,000/-. And the security should be from a registered / verified bank or financial institution established in the Maldives. Also, the Performance security shall be valid for thirty days (30) beyond the original validity period of the agreement, or beyond any period of extension if requested under the agreement.	
1.10.9	The price should be in Maldivian Currency (MVR)	
1.10.10	If the contractor fails to deliver the project upon the agreed date, the fine will take under the following formula, and the fine will take up to 15% of the total value. Also, MCS have the right to terminate the agreement, if the liquidate damage increases by over 15% of the total agreement. CP * 0.005 * LD CP (Contractor price) LD (Late duration)	
1.10.11	Bid Submission: Date: 03 rd July 2022 Time: 1300hrs Venue: Customs Building	
1.10.12	For Further Information: Mobile: 7946663 Phone: 3334272	



3. 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.

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

Criteria	Marks
Price	70%
Technical <i>(marks break down below)</i>	30%
Total	100%

Technical (marks break down below)

Technical Criteria Detail	Marks
Technical Support and maintenance	Mandatory
Trained/Qualified staff (Team Composition)	Mandatory
Completed Similar Systems and Support Services Projects <u>Minimum 10 reference letters/purchase orders/contract copy or completion certificate:</u> <ul style="list-style-type: none"> - 3 points for each reference letters/completion certificate signed and stamped by the client - Completed similar systems and support services projects (value above MVR 500,000.00 per project) 30 points for proof of completed similar systems and support services projects within the last five (5) years. 	30%
Total	30%

