Maldives Marketing and Public Relations Corporations

Republic of Maldives

Information Sheet

TO HIRE A PARTY TO SUPPLY, INSTALL CONFIGURE, MIGRATE AND TRAIN FOR SERVER UPGRADE

23rd June 2022

Section 1 – Instruction to Tenderers

1.	General	
1.1	Announcement Number:	(IUL)MMPRC-PRO/1/2022/51
1.2	Announcement Date:	23rd June 2022
1.3	Project:	**To hire a party to supply, install, configure, migrate and train for server upgrade**
1.4	Deadline (Date & Time)	4th July 2022 at 1300 hours
1.5	Contact Info	Hassan Shaheel General Manager, Procurement Maldives Marketing and Public Relations Corporation H. Zonaria, 4th Floor, Boduthakurufaanu Magu, Male' Republic of Maldives Telephone: +960 3323228 Email: procurement@visitmaldives.com
2.	**Procedure of Tendering**	
2.1	**Eligible Tenderers:** a) A Tenderer may be a sole proprietor, private entity, a registered company or government-owned entity or any combination of them in the form of a joint venture, under an existing agreement, or with the intent to constitute a legally enforceable joint venture b) The tenderer should not have any dues that needs to be paid to MIRA or the Tenderer should be paying debts owed to MIRA in accordance with an agreed payment schedule (should not be in default).	
2.2	**Amendments to Tender Documents:** (a) At any time prior to the deadline for submission of Tenders, the MMPRC may amend the Tendering Document by issuing addenda. (b) Any addendum issued shall be part of the Tendering Document and shall be communicated in writing to all who have obtained the Tendering Document from MMPRC To give prospective Tenderers reasonable time in which to take an addendum into account in preparing their Tenders, the Employer may, at its discretion, extend the deadline for the submission of Tenders	

2.3	**Registration of Tenderers:**
	Registration will take place at the pre-bid meeting. Only the Tenderers who attend the pre-bid meeting will be registered and eligible to submit the bid.
2.4	**Pre-bid meeting:**
	Pre-bid meeting will take place at;
	Venue: Maldives Marketing & Public Relations Corporation 4th Floor, H. Zonaria, Male'
	Date: Tuesday, 28th June 2022
	Time: 1000 hrs.
2.5	**Clarifications of Bidding document, Scope of work:**
	All clarifications must be addressed on or before Thursday, 30th June 2022 before 1300hrs, through email (procurement@visitmaldives.com)
	Unless specifically stated otherwise in this information sheet, all queries and communications in respect to the information sheet or the Tender Process shall be addressed by any Respondent to MMPRC, by e-mail.
2.6	**Submission of Tenders:**
	Submission of tenders will take place at:
	Venue: Maldives Marketing & Public Relations Corporation, 4th Floor, H. Zonaria, Male'
	Date: Monday, 4th July 2022
	Time: 1300 hrs.
2.7	**Late Tender:**
	MMPRC shall not consider any Tender that arrives after the deadline for submission of Tenders, in accordance with clause 2.6. Any Tender received by MMPRC after the deadline for submission of Tenders shall be declared late, rejected, and returned unopened to the Tenderer.
2.8	This Information sheet and all the entities participating in the Bid Process shall be governed by the laws of Maldives, without having regard to its principles of conflict of laws. Only the courts in Maldives shall have exclusive jurisdiction to entertain, hold trial, and adjudicate upon any dispute in relation to the information sheet, Bid Process or any other aspect in relation thereto.
3.	**Preparation of Tenders**
3.1	Each Respondent shall submit a single proposal (options may be submitted).
3.2	All documents must be a clear copy and must be compiled in the order of a checklist.
3.3	**Cost of Tendering:**

	The Tenderer shall bear all costs associated with the preparation and submission of its Tender, and MMPRC shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
3.4	**Language of Tender:** The Tender, as well as all correspondence and documents relating to the Tender exchanged by the Tenderer and MMPRC, shall be written in **English or Dhivehi** Language. Supporting documents and printed literature that are part of the Tender may be in another language provided they are accompanied by an accurate translation of the relevant passages in **English or Dhivehi**, in which case, for purposes of interpretation of the Tender, such translation shall govern.

3.5	**Documents Comprising the Tender:**
	
	1. **Quotation**
	   1.1 Quotation must contain the following;
	     - Breakdown of the total Price (The prices shall be quoted inclusive of GST.)
	     - Period of completion in calendar days
	     - authorized signatory and stamp
	     - Validity of 90 days from date of submission
	   1.2 Tender proposal will be disqualified if the document is not submitted or any of the above mentioned information is not provided.
	   1.3 All calculations and costing should be in Maldivian Rufiyaa.
	
	2. **Copy of a valid registration Certificate of Sole proprietorship / Partnership /Company / Corporative Society**
	   2.1 Tender proposal will not be eligible if the document is not submitted.
	   2.2 If certificates are in any other language, other than Dhivehi or English, an English translation should be provided and should be attested.
	
	3. **Profile of the Tenderer**
	   3.1 Must include the following;
	     - Company Structure
	     - The Organizational capacity
	   3.2 Tender proposal will be disqualified if the document is not submitted. Marks will be deducted if the document is not as per the information sheet.
	
	4. **Copy of Tax Registration Certificate and Tax Clearance Certificate issued by MIRA**
	   4.1 The Tax Clearance Certificate should be a recent certificate (not earlier that 1 month from the date of this announcement.)
	   4.2 Tender proposal will be disqualified if the document is not submitted with the Tender.

	5. **Past Experience Letters**
	5.1 Must submit reference letters of similar projects undertaken within the past 5 years.
	5.2 The reference letter should include the name/ details of the project along with the contact details for reference.
	5.3 Marks will be deducted if the document is not submitted or is not submitted as per the information sheet.
	5.4 E-mails, Work order forms, agreements or award letters will not be considered.
3.6	**Work Completion Requirement:**
	a) Work should be completed within agreed terms as per the submitted proposal.
3.7	**Period of Validity of Tender:**
	(a) Tenders shall remain valid for 90 calendar days after the Tender submission deadline date prescribed by MMPRC. A Tender valid for a shorter period shall be rejected by MMPRC as nonresponsive.
	(b) In exceptional circumstances, prior to the expiration of the Tender validity period, MMPRC may request Tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing.
3.8	**Tender Security (If required): Not Applicable**
3.9	**Format of Signing of Tender:**
	The Tenderer shall prepare one original of the documents comprising the Tender as described in Clause 3.5, and clearly mark it "Original". Alternative Tenders, if permitted in accordance with clause 3.10, shall be clearly marked "Alternative".
3.10	**Alternative Tenders:**
	It is permitted to submit Alternative Tenders.
3.11	**Conflict of Interest:**
	A Tenderer shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. A Tenderer may be considered to have a conflict of interest with one or more parties in this tendering process, if:
	(a) they have a controlling partner in common; or
	(b) they receive or have received any direct or indirect subsidy from any of them; or
	(c) they have the same legal representative for purposes of this Tender; or
	(d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Tender of another Tenderer, or influence the decisions of the Employer regarding this tendering process; or

	(e) a Tenderer participates in more than one Tender in this tendering process. Participation by a Tenderer in more than one Tender will result in the disqualification of all Tenders in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one Tender; or
	(f) a Tenderer or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Tender; or
	(g) a Tenderer, or any of its affiliates has been hired (or is proposed to be hired) by MMPRC.
3.12	The Tenderer shall not engage in corrupt or fraudulent practices in the preparation or lodgement of a Bid.
3.13	**Authorization:** The original and the Alternative Tender shall be signed by a person duly authorized to sign on behalf of the Tenderer. The name and position held by each person signing the authorization must be typed or printed below the signature.
4.	**Submission and Opening of Tenders**
4.1	**Deadline for Submission of Tenders:** (a) Tenders must be received by MMPRC at the address and no later than the date and time in clause 1.4 of this document. **(b)** MMPRC may, at its discretion, extend the deadline for the submission of Tenders by amending the Tendering Document, in which case all rights and obligations of MMPRC and Tenderers previously subject to the deadline shall thereafter be subject to the deadline as extended.
5.	**Disqualification**
	MMPRC shall have absolute discretion to disqualify any Proposal made by a Respondent on any one or more of the following grounds; a) The Proposal is not accompanied by documents required to be submitted (as detailed in clause 3.5) in accordance with this RFP; b) If the Respondent submits incorrect/ inaccurate/ misleading information or conceals/suppresses any relevant information c) Where the Respondent seeks to modify the Proposal after Proposal Due Date without the consent of MMPRC d) Any Proposal that is received after the Proposal Due Date e) Pending, active, or previous legal action by/ against a Tenderer /Respondent that may prevent its participation in the Tender Process or prevent it from

	fulfilling its respective obligations as specified and/ or as required in/under this RFP and the Agreement; and/ or
	f) If the Respondent is in breach of any of its material contractual obligations at any of its previous contracts with the Government of Maldives or MMPRC
	g) If Tenderer is found to be engaged in corrupt or fraudulent practices in the preparation or lodgement of a Bid.
6.	**Evaluation**
6.1	The tender evaluations will be carried out as per the evaluation criteria stated under Section 2 of this document. No other evaluation criteria or methodologies shall be permitted.
6.2	To assist in the examination, evaluation, and comparison of Bids, MMPRC may, at its discretion, ask any Tenderer for clarification of its Bid. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by MMPRC in the evaluation of the Bids.
6.3	From the Bid Due Date until the issue of the Letter of Award, if any Tenderer wishes to contact MMPRC on any matter related to the Bid or the Bid Process, it should be done in writing.
6.4	Any effort on the part of the Tenderers to influence MMPRC in the examination, evaluation, ranking of Bids may result in the rejection of the respective Tenderer's Bid.
7.	**Tender Security and Performance Guaranty (Not applicable)**
8.	**Advance Payment and Advance Payment Guarantee (Not applicable)**
9.	**Award of Contract**
9.1	MMPRC will issue the Letter of Award to the Respondent whose Proposal has been determined to be responsive and has the highest score (the "Selected Respondent").
9.2	The Letter of Award will be issued to the Selected Respondent or posted to the Selected Respondent's address, or a scanned version of the Letter of Award shall be sent via e-mail at the address given in the Proposal and such handing or posting or e-mail shall be deemed good service of such a notice.
9.3	If the Selected Respondent fails to sign the Letter of Award and the Agreement within the given period, MMPRC shall have the right at its absolute discretion to select the Proposal with the highest score among the remaining responsive Respondents or annul the Tender Process.
9.4	MMPRC reserves the right to annul the Tender Process and reject all Proposals, at any time prior to signing of the Agreement, without thereby incurring any liability to the

	Respondents, or any obligation to inform the Respondents of the grounds for MMPRC's action.
10	**Penalty & Contract Termination**
10.1	**Penalty:** MMPRC shall have the right to withhold any payment of the Contract Price, if the Selected party fails to deliver any Works in accordance with the terms of the Agreement.
10.2	**Contract Termination:** If the Select Party fails to carry out any obligation under the Agreement, MMPRC may by notice require the Contractor to make good the failure and to remedy it within a specified reasonable time.

Section 2 – Evaluation Criteria

Area	Details	Marks
Contract Price	The party that proposes the lowest contract price shall receive a maximum mark of (40), and for remaining proposals marks will be allocated on pro rata basis.	40
Technical evaluation	Marks will be given as follows; a) Completion of the Technical Proposal (20 Marks) (must include and meet the requirements mentioned in the technical requirements of the RFP) i) Hyper converged system (2 Nodes) ii) SAN storage array (1 Nos) iii) Hosting core switch expansion (2 Nos) b) Trained/qualified staff (Team Composition) (10 Marks) i) Cisco CCNA Certified for Routing and Switching Certified ii) Cisco CCNA and CCNP Certified for Security Certified iii) OEM Certified Professional for the proposed Hyperconverged Appliance iv) OEM Certified for the proposed Storage Array v) Veeam Certified vi) VMware Certified c) Technical support, maintenance and warranty (Mandatory)	30
Profile	Marks will be given as follows; a) The company profile (2 Marks) b) Company registration certificate (Sole proprietorship / partnership / company /corporative society) (1 Marks)	05

	c) Tax registration certificate (1 Marks) d) Tax clearance from MIRA (1 marks)	

Period of completion	Marks will be given as follows;
	
	   a) Full marks will be awarded to the vendor who proposed the least number of days to complete the project.
	   b) Marks will be prorated based on the number of days for the respective bids.
	   c) Tenders will be disqualified if Tenderer fails to fulfil the delivery requirement in clause 3.6.
		15

Past Experience	Marks will be given as follows;
	
	   a) Maximum mark of 10 will be given if a minimum of 3 experience letters (as per clause 3.5) is submitted.
	   b) Marks will be deducted per project under past experience if they have worked with MMPRC and their performance was not satisfactory.
		10

	TOTAL	100

Section 3 –SCOPE OF WORK

SUPPLY, INSTALLATION, CONFIGURATION, MIGRATION and TRAINING for SERVER UPGRADE

1. TECHNICAL REQUIREMENT AND SCOPE OF WORKS

#	Requirements	Quantity
1	Supply, Installation, Configuration, Migration and Training for Server Upgrade	01 Bundle
1.1	Hyper Converged System	02 Node
1.1.1	Hyperconverge Appliance in a fully integrated system	
1.1.2	Form factor: Modular 1U rack mountable	
1.1.3	Processor: AMD EPYC 7443P 2.85GHz 24-core Processor per node	
1.1.4	Memory: 08 x 32GB (1x32GB) Dual Rank x4 DDR4-3200 Registered Memory per node	
1.1.5	The appliance shall support on Demand Scale-in and Scale-out Architecture	
1.1.6	The appliance shall have always-on deduplication and compression from day one including any appropriate license	
1.1.7	The appliance shall include built-in resiliency, backup, and disaster recovery for enterprise-grade data protection	
1.1.8	Storage: 6 x 1.92TB SSD, 2 x 480GB M.2 SSD boot device per node	
1.1.9	RAID Controller with 2GB Cache and Battery for Cache Protection per node	
1.1.10	Redundant hot plug 500W Power Supply per node	
1.1.11	01 x Dual port 10Gb/s BaseT Network Adapter per node	
1.1.12	Embedded 1 x out-of-band management to simplify remote management	
1.1.13	Server bezel kit and rack mount railing kit	
1.1.14	The appliance shall include enterprise server remote management software License	
1.1.15	The system shall be configured as a single cluster	
1.1.16	The cluster shall be configured for N+1 high availability	
1.1.17	The system shall dedupe and compress all data at inception	
1.1.18	Deduplication and compression should be global, meaning data replicated to other future clusters is already deduped and compressed	
1.1.19	The system should be resilient and should be able to tolerate multiple drive and component failures in a single	

	node
1.1.20	The system shall include individual VM-centric policy-based backup and recovery. All necessary software like backup software licenses shall be included. Backup software shall be licensed for all the sockets in the proposed HCI cluster.
1.1.21	All backups shall be deduped and compressed natively
1.1.22	The system shall have global management that is directly integrated with VMware vCenter

#	Requirements	Quantity
1.1.23	The system shall include integrated cloud based Intelligent management and reporting platform	
1.1.24	The cloud based platform shall be able to provide analytics across multiple systems.	
1.1.25	The cloud based platform shall have high level dashboards showing data efficiency, performance, and backup data efficiency per cluster, per VM, and per host	
1.1.26	03 x VMware vSphere 7 Std for 1 processor with 1-Year Basic Support License	
1.1.27	01 x VMware vCenter Server 7 Std (Per Instance) with 1-Year Basic Support License	
1.1.28	01 x Remote Backup Software: Veeam Backup Essentials 1Year Universal Subscription License for 10 VMs	
1.1.29	Installation, Configuration, Documentation and Training - Installation and configuration service shall be by vendor certified engineers only - The installation team should consist of minimum two OEM certified engineers in the proposed HCI solution - The allocated engineers shall be available onsite for the duration of the installation - Installation of the HCI Nodes: unpacking the server, inspecting it for damage and installing it according to product specification - Installation of any additional hardware options - Physical connection of the product to a LAN or WAN - Perform maintenance related tasked such as firmware updates and management interface configuration - Shall be installed and configured as per manufacturer best practice guidelines - Install and configure hypervisor software on each HCI node - Install and configure HCI software stack - Install and configure VMware vCenter with integrated HCI management software - Configure integrated cloud management platform - Configure the cluster in N+1 HA configuration - Configure all relevant VMware networking stack ensuring high availability and maximum performance - Configure inbuilt backup and recovery for local backup - Plan, design and configure backup policies - Backup policies should be configured per VM and globally per datastore	

#	Requirements	Quantity
	- Migrate selected production workload VMs to new HCI with minimal downtime - Industry Standard redundant Microsoft Domain Controller configuration - Plan and design external and long term backup and recovery policies as per industry best practices for Veeam - Configure backup and recovery policies for all production workload - Configure existing NAS storage for long term archiving - Isolate and secure backup infrastructure - Demonstrate and verify backup and recovery - Configuration documentation and on the job training	
1.1.30	Warranty: - 3-Year Parts, 3-Year Labor, 3-Year Onsite support with NBD response - 9x5 business hour availability and a 2-hour response time - 24x7 access to online self-serve and self-solve capabilities, 24x7 incident logging	
1.1.31	Technical Support: 3-Year local technical support by OEM certified engineers	
1.2	SAN Storage Array (14TB Raw)	01 Nos
1.2.1	The proposed storage array shall be from a manufacturer listed as a leader in Gartners Magic Quadrant for primary storage	
1.2.2	The chassis shall support 24 drive bay SFF 2U	
1.2.3	The base storage system shall have dual hot-swappable active/active controllers	
1.2.4	Controller front end ports: 2 host ports per controller, 4 host ports per array	
1.2.5	The array shall have minimum 1/10GbE iSCSI host connectivity (Copper 10GBASE-T)	
1.2.6	The controllers shall contain next generation RAID offload ASIC and CPU.	
1.2.7	The storage array shall have minimum 24GB system cache memory	
1.2.8	The storage array controllers shall have 12GB SAS expansion ports	
1.2.9	The storage array shall support up to 8TB Read cache	
1.2.10	The storage array controllers shall have battery-free cache backup with super capacitors and compact flash	

| 1.2.11 | The storage array shall support additional three (3) drive enclosures (either LFF and/or SFF) | |

#	Requirements	Quantity
1.2.12	Expansion Capacity	
1.2.13	The storage array shall support up to 96 SFF or 36 LFF drives	
1.2.14	The storage array shall support up to 300TB SFF or 700TB LFF expansion	
1.2.15	The storage array shall include advanced storage features like Thin provisioning, space reclamation and any required license shall be included for full capacity of the array	
1.2.16	The storage array shall have advanced storage features like storage tiering, snapshot, volume copy and storage replication	
1.2.17	The storage array shall support RAID levels 1, 5, 6 and 10	
1.2.18	The storage array shall support hot plug 10K, 15K SFF HDD, 7.2K LFF HDD and SSD drives	
1.2.19	The array shall have web based management, CLI and REST API interface	
1.2.20	The array shall support non-disruptive on-line controller firmware/software upgrade	
1.2.21	The storage array shall be supplied with 12 nos x 1.2TB 12G SAS 10K SFF Enterprise HDDs	
1.2.22	Installation, Configuration, Documentation and Training - Installation and configuration service shall be by vendor certified engineers only - The installation team should consist of minimum one OEM certified engineers for the proposed storage - The allocated engineers shall be available onsite for the duration of the installation - Installation of the storage array: unpacking the array, inspecting it for damage and installing it according to product specification - Installation of any additional hardware options - Physical connection of the product to a LAN or WAN - Perform maintenance related tasked such as firmware updates and management interface configuration - Shall be installed and configured as per manufacturer best practice guidelines - Initialize the array - Configure LUNs for existing Fileserver migration - iSCSI configuration on the array and above HCI nodes - Configure storage multi-pathing - Plan and design distributed file server architecture for existing file server - Migrate and configure distributed file server - Configure additional LUNs on the array for daily backup of critical production VMs	

#	Requirements	Quantity
	- Configuration documentation and on the job training	

1.2.23	Warranty:
	   - 3-Year Parts, 3-Year Labor, 3-Year Onsite support with NBD response
	   - 9x5 business hour availability and a 2-hour response time
	   - 24x7 access to online self-serve and self-solve capabilities, 24x7 incident logging	

1.2.24	Technical Support: 3-Year local technical support by OEM certified engineers	
1.3	Hosting Core Switch Expansion	02 Nos
1.3.1	Network Interfaces: 12x 10GBASE T copper ports and four SFP+ ports	
1.3.2	The device shall support minimum 320Gbps switching capacity	
1.3.3	The device shall support minimum 230Mpps throughput	
1.3.4	The device shall have minimum 16K MAC address storage	
1.3.5	The device shall support up to 512 IPv4/IPv6 static routing entries	
1.3.6	The device shall support minimum the following protocols and features:: - SNMPv1, v2 and v3 - Dual flash image, Port mirroring - NTP, IEEE 802.1AB, QoS, IEEE 802.3X - ACL, IEEE 802.1X, ARP Protection, STP BPDU, STP root guard - L2 Switching, IEEE 802.1Q, STP, L2 Static routing, Link aggregation: LACP	
1.3.7	Convenient mobile app and web-based GUI for set up, management	
1.3.8	Form factor: Mounts in an EIA standard 19-inch rack, mounting accessories should be provided	
1.3.9	Installation, Configuration, Documentation and Training - Shall be deployed by vendor certified engineers only - The installation team should consist of minimum one OEM certified professional engineer for the proposed hosting switch or Cisco CCNA and CCNP Certified engineer - The allocated engineer(s) should be available onsite for the duration of the installation - Design high available data center core network - Migrate all existing core network services from current data center core switches to new data center core network switches - Configure and migrate storage core network	

#	Requirements	Quantity
	- Configure and migrate VMware core network - Configure and migrate management network - Configure iSCSI network optimization across all relevant network layers - Configure VMware iSCSI network optimization - Configure VMware network security policies and traffic segregation - Configuration documentation and on the job training	
1.3.10	Warranty: 3-Year Parts and Service with 24x7 comprehensive Support, Hardware Replacement, Firmware Upgrades	
1.3.11	Technical Support: 3-Year 24x7 on-site technical support services and labor	

#	General Technical Requirements

1	**Service Level Expectations**
	a) The support service vendor should provide the contact number of a single point of contact to facilitate immediate contact by client's representative and he or she shall be responsible to liaise with all vendors for rectification of faults within the Next Business Day.
	b) Defective equipment shall be replaced by the bidder at his own cost including the cost of transport if any;
	c) The support service vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware to the engineer.
	d) System maintenance and support services will include the following activities.
	   – 24 x 7 on-line Support.
	   – Patch updating and major / minor software version upgrading support.
	   – Phone/Email TAC support must be provided during support period
	   – 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.

2	**Maintenance Support Services including on-site Technical Support:** • On-site hardware repair/replace and maintenance support service should be delivered by experienced OEM Certified Engineer • On-site diagnostics and repair service should be delivered by experienced OEM Certified Engineer • Service summary report shall be provided after each work performed including recommendations for optimal performance • Maintenance Support Engineer should check and ensure the systems are with the most recent firmware version. • During each maintenance visit, field service Engineers should run tests to verify our systems are functioning correctly in all operational modes • Replacements of parts; labour; travels & accommodation and components should be included as per applicable warranty of the relevant system • The support service vendor shall maintain critical parts locally in Male' to provide after sale support. • 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. The support service vendor MUST have full time Certified Professional/Engineer under its payroll. Primary required certificates of the engineer(s): • Cisco CCNA Certified for Routing and Switching Certified • Cisco CCNA and CCNP Certified for Security Certified • OEM Certified Professional for the proposed Hyperconverged Appliance • OEM Certified for the proposed Storage Array • Veeam Certified • VMware Certified

The vendor shall submit the following documents:
- Certifications copy of the relevant training