



Project Name: **SUPPLY, INSTALLATION, AND CONFIGURATION OF CISCO SFP MODULES,  
RACK ACCESS CONTROL AND IP SECURITY CAMERA.**

Tender Reference No.: **(IUL)14-PR/1/2022/77**

Tender Submission Date: **30<sup>th</sup> August 2022**

Tender Submission Time: **1330hrs**

Issued by: **Maldives Customs Service**

Issue Date: **15<sup>th</sup> August 2022**




**Lot 1 – Supply, Installation, and configuration of Cisco SFP Modules, Rack Access control and IP Security Camera.**

#	Description	Quantity/ Comply
1	Supply, Installation, and configuration of Cisco SFP Modules, Rack Access control and IP Security Camera.	
1.1	Cisco 10GBASE-LR SFP transceiver module	4 NOS
1.2	HPE Premier Flex LC/LC Multi-mode OM4 2 fiber 2m Cable	8 NOS
1.3	AXIS 6MP Outdoor Fisheye IP Security Camera with 360-degree panoramic view and audio capture	1 NOS
1.4	NetBotz 125 kHz Rack Access Control	2 NOS
1.5	APC FERRITE FOR 10BT CABLE	2 NOS
1.6	APC RJ45F/RJ45F, WHITE, IN LINE COUPLER, CAT 5, RJ45F/RJ45F	2 NOS
1.7	<p><b>Scope of Work:</b> The vendor will be required to carry out all cabling &amp; configuration changes required for the proposed equipment's. If required, any downtimes should be informed ahead in order to facilitate MCS to plan for these times. All configuration changes required in existing equipment to achieve the proposed design is the responsibility of the bidder.</p> <p>How will the environment be managed? Considerations should be made based on the MCS's preferences for management of the migration. Limited downtime would be allowed, and prior approvals are required for such cases</p> <p>Prior to the deployment of the hardware, it is important to understand the configuration conversions that must be addressed. Vendor must analyze the existing SAN Storage replication configurations before migration.</p> <p><b>a. Planning and Information Gathering</b></p> <ul style="list-style-type: none"> <li>• Perform site readiness assessment ensuring hardware and environment is ready for project commencement.</li> <li>• Perform requirement gathering and final design sessions in preparation for writing deployment process guides.</li> </ul> <p><b>b. Installation of SFP modules, Rack access control and IP Security Camera</b></p> <ul style="list-style-type: none"> <li>• Configure and test the uplink between Primary DC and Remote site</li> <li>• Relocate existing HPE 3PAR storage from Primary DC to Remote site</li> <li>• Configure Replication (synchronous) between the primary and secondary HPE 3PAR storage</li> <li>• Test all configured remote copy groups</li> <li>• Install, configure and test Rack Access control and IP Security Camera.</li> <li>• Project sign off document with all detailed timeline and tasks must be provided in at the end of the project.</li> </ul>	
1.8	<p><b>Hardware Warranty and Technical Support:</b> The successful vendor 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. The successful vendor further warrants to MCS 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.</p> <p><b>HARDWARE: TWO (2) YEAR HARDWARE REPLACEMENT AND SUPPORT SERVICES LOCAL SUPPORT: TWO (2) YEAR ON-SITE LOCAL TECHNICAL SUPPORT FOR TECHNICAL ISSUE, SOFTWARE UPDATES AND PATCHES</b></p> <p>Additionally, the successful vendor further warrants that all materials and equipment furnished are supplied from authorized channels. MCS reserves the right to reject the goods if it is identified as grey market products or counterfeit equipment.</p>	
1.9	<p><b>Service Level Expectations:</b></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) The vendor should offer warranty for the hardware against defects arising out of faulty design, materials and workmanship for a period of Two (2) year from the Date of Acceptance.</p> <p>c) Defective equipment shall be replaced by the vendor at his own cost, including the cost of transport if any.</p> <p>d) Vendor shall provide all normal toolkit and test equipment needed for the maintenance of the hardware.</p> <p>e) System Maintenance &amp; Support services will include the following activities:</p> <ul style="list-style-type: none"> <li>• 24 x 7 online support</li> <li>• Patch updating and major / minor software version upgrading support.</li> <li>• Issue resolution / Onsite visits within 2 hrs. for hardware or software failures reported.</li> <li>• Phone/Email TAC and RMA support must be provided.</li> <li>• Local TAC support plan must be maintained by the vendor for the warranty period.</li> </ul>	
<b>2</b>	<b>Minimum Bidder's Qualification Requirements:</b>	
2.1	<p><b>a. Experience:</b> The Proposer should provide approach and reference of successful implementation of similar system and should include descriptions of system implementations they have completed. The mentioned project references must include names and contact information of the respective clients so that MCS can contact and verify the project summaries. 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 reject:</p> <ul style="list-style-type: none"> <li>○ Company Registration Certificate</li> <li>○ SME Registration Certificate</li> <li>○ GST Registration Certificate</li> <li>○ MIRA Tax Clearance Certificate (should not exceed 30 days from the date of issue)</li> <li>○ Last 2 Year Financial Statements</li> </ul> <p><b>b. <u>Manufacturer's Authorization Letter:</u></b> MAF must be referred to the tender advertisement. Bidder that does not manufacture or produce the Goods it offers to supply shall submit the <u>Manufacturer's Authorization Letter</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><b>c. <u>Completed similar projects including installation services &amp; support (Value above MVR 150,000.00):</u></b> The vendor 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 MCS can contact and verify the project summaries. Reference letters/purchase orders/contract copy or certificate for proof of supply and installation of similar project and services to other organizations within last five (5) years.</p> <p><b>d. <u>Team Composition for Technical Support:</u></b> 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 contract or support period. The proposer <b>MUST</b> have full time <u>Cisco and HPE SAN Storage</u> Certified Professional/Engineer under its payroll.</p> <p><b>a) <u>The proposer shall submit the following documents:</u></b></p> <ul style="list-style-type: none"> <li>• Certification copy of the relevant training</li> <li>• Letter from organization that the engineer is employed at that organization</li> <li>• ID card OR Passport Copy of the engineer</li> <li>• Contact information of the staff and his/her supervisor in that organization</li> </ul>	Mandatory



3	<b>Proposal Submission Format:</b>	
3.1	<p>The Bid document shall be reject if it fails to meet the following minimum criteria and submit the required documents.</p> <p>The complete original proposal must be submitting in a sealed package. Bidder shall be marked <b><u>“SUPPLY, INSTALLATION, AND CONFIGURATION OF CISCO SFP MODULES, RACK ACCESS CONTROL AND IP SECURITY CAMERA”</u></b>. Vendor shall file all documents necessary to support their proposal and include them with their proposal.</p> <p>Proposal shall be submitted in the following format and include the following information.</p> <p>Detailed description of proposed equipment/services including the manufacturer part numbers, scope of work and quotation shall be submitted. (Quotation shall remain valid for a period of 90 days from date of submission of the Bid.)</p> <ol style="list-style-type: none"> <li>Price Schedule Form (Give price Break-down)</li> <li>Terms and Conditions</li> <li>Bill of Quantities – Including Manufacturer Part Numbers</li> <li>Delivery Schedule</li> <li>Service Level Expectations, Support Service Response and Replacement Schedule</li> <li>TAC Support and Warranty Details.</li> <li>Manufacturer’s Authorization Letter / Certificate or supporting documents</li> <li>Reference of successful implementation of similar system</li> <li>Team Composition for Technical Support – Include Certified Engineer CVs</li> </ol>	Mandatory
4	<b>Others documents and notes required:</b>	
4.1	<p>The bidder 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:</p> <ol style="list-style-type: none"> <li>Company Registration Certificate</li> <li>SME Registration Certificate</li> <li>GST Registration Certificate</li> <li>MIRA Tax Clarence Certificate (for the last quarter)</li> <li>Last 2 Year Financial Statements</li> <li>Bid Security (if requires)</li> <li>Relationship letter (if the bidder has any family relationship with MCS executives)</li> <li>All the other relevant documents required / mentioned to submit in this bid document</li> </ol>	
4.2	Each person attend for the bid submission meeting can submit only one bid document	
4.3	A Bidder has a conflict of interest on one or more business entity, the bidder can submit one bid document.	
4.4	The Successful bidder does not get any advance payment for this bid and the payment will be made after the completion of the project.	Mandatory
4.5	MCS has the right to change the scope of the project as the budget constraints	
4.6	<p>All the bidders should submit Bid Security (0.05%) of the total value and successful bidder should submit and performance Security (2%). (if the bid value exceeds MVR 500,000/-)</p> <p>The security should be from 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. A successful bidder should provide</p>	
4.7	Price should be in <b>Maldivian Currency (MVR)</b>	
4.8	<p>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.</p> <p>CP * 0.005 * LD</p> <p>CP (Contractor price)</p> <p>LD (Late duration)</p>	
5	<b>Bid Submission:</b>	
5.1	<p><b>Date: 13<sup>th</sup> August 2022</b></p> <p><b>Time: 1330 hrs</b></p> <p><b>Venue: Customs Building</b></p>	
		

## 6. 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.

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

Criteria	Marks
Price	70%
Technical (marks break down below)	15%
Delivery	15%
<b>Total</b>	<b>100%</b>

### 6.1.1 Technical (marks break down below)

Technical Criteria Detail	Marks
Trained/Qualified Staffs (Team Composition) for Technical Support	Mandatory
Technical Support and Maintenance	Mandatory
Reference letters/ documents: 03 points for each reference letter / completion certificate signed and stamp by client Completed similar systems and support services projects (value above MVR 150,000.00 per project)	15%
<b>Total</b>	<b>15%</b>

\*\*\*\*\*

