

The Higher Population Council (HPC)

Request for Proposal (RFP)

((HPC Server room maintains))

# Overview

* This RFP and all materials submitted by HPC must be consider confidential. HPC requires that this RFP not to be forwarded to any third party for evaluation or for any other purpose without the written prior consent of HPC.
* Higher Population Council (HPC) is seeking for maintaining all Data center servers including spare parts to ensure quality and consistency of all E-services inside and outside HPC campus.
* This document is an invitation for qualified bidders to offer their solutions to maintain and operate all the equipment as described in this document, All Technical details are mentioned -in -specification section.

# Terms and Conditions

# General

* The bidder will be fully responsible for verifying any information that may be made available to him. Under no circumstances will HPC be deemed responsible for the consequences of any such offered information.
* Winning bidder must provide HPC with project plan that explain the work during maintenance period.
* Bidders requiring further information or clarifications may notify HPC in writing at Central Tendering Department, HPC will respond in writing to any request for information or clarification of the bid.
* To assist in the examination, evaluation and comparison of bids, HPC may at his discretion ask the bidder for a clarification of his bid. Such clarification shall be in writing and no change in the price or substance of the bid shall be sought or permitted.
* HPC will determine to its satisfaction whether the bidder selected as having submitted the lowest-evaluated responsive bid is qualified to satisfactorily perform the project.
* An affirmative determination will be a prerequisite for award of the tender to the bidder. A negative determination will result in rejection of the bidder's bid.
* HPC will award the tender to the successful bidder whose bid has been determined to be the most proper responsive bid, provided further that the bidders are determined to be qualified to perform the contract.
* The Tender will be awarded as one lot, so offers must include all items and options.

# Specific

* Maintained items will be on Higher Population Council location.
* The maintenance process should include hardware and software 24/5 for all servers and for the five-virtual machine mentioned bellow and services such as; (Domain controller, DHCP service, Symantec Net Backup and Symantec DLO, Exchange 2010, WSUS Server and all existing windows servers OS (2008,2012).
* Bidder should provide a detailed financial offer showing price for each offered item including sales tax.
* Bidder should be specialized in maintaining bid items and should be an authorized dealer and service provider to the brands that host Database, Email, web servers and-storage.
* Bidder should provide at least five references with same equipment.
* Bidder should have specialized and certified engineers who will apply the project in HPC, certificates should be handled to HPC.
* All parts could be used should have the same brand name of the equipment.
* Bidder should make a maintenance visit to the HPC premises checking the Maintained equipment and handling a written report every one month, in addition to visits based on HPC calls.
* HPC will inform vendor for any problems via writing, email, phone or fax, immediately after problem occurs.
* Bidder should respond to HPC calls within two hours after receiving the call, and should solve the problem within 24 hours.
* If Bidder fails to solve/fix the problem within 24 hours, he is responsible to replace the failed device with one similar until he fix the original device, this is to make sure that down time does not exceed 24 hours.

# Proposal format

The proposed offer should be using the following format:

* Overview.
* Technical offer: Detailed hardware and software description.
* Financial offer: All prices should be in JD, and include all taxes. If an item is not priced, then the offer will be considered not satisfactory)**.**
* Bidder qualifications: as requested earlier in this document.
* Warrantee, maintenance and technical support.

# Evaluation criteria

The proposed offer will be evaluated based on the following factors:

* Compliance with required terms and conditions.
* Bidder Qualification.
* Maintenance and technical support.
* Examples of successful similar projects.
* Offered Price.

# Hardware included in maintenance tender and exist at HPC:

|  |  |
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| **Qty** | **Servers or Devices** |
| **3** | **IBM Intel Xeon System X 3650 m3 Rack 2U****Product ID:7945D4G** |
| **2** | **Fujitsu Server PRIMERGY RX 300 S7 Racked 2U** |
| **1** | **IBM UPS MT 5395 5 KVA Rack 4U** |
| **1** | **Cisco switch catalyst 2960 Series Racked 1U** |
| **1** | **Cisco ASA 5505 Series** |
| **1** | **Fujitsu Tap library LT40S2 Racked 2U** |
| **1** | **Fujitsu Storage Eternus Lt40 S2 Rack** |