



# **REQUEST FOR PROPOSAL SERVER REPLACEMENT**

Reference - RFP/ICT/2023/64



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## **1. RFP INFORMATION**

This is a request for Proposal (RFP) issued by MauBank Ltd. Your company has been requested to deliver a written response for the following:

- Replacement of Bank's existing HP DL 380 G9 in Sub Office

## **2. CONDITIONS**

### **2.1 Confidentiality**

You should not announce, discuss or disclose to any third party the existence of this RFP or any information contained therein, other than a third party or parties selected by your company to assist you in the preparation of your proposal. Such third parties should be bound equally by a confidentiality agreement. Failing to abide to the above will lead to automatic disqualification and could even jeopardize the existing and future business relationship between your company and MauBank Ltd. As per scope of the RFP, the subcontracting is prohibited. The bidder has to obtain written permission from the bank before sub-contracting any work to sub-contractors. MauBank Ltd at its own discretion may permit or deny the same.

### **2.2 Requirements Interpretation**

It is the responsibility of the supplier to properly interpret and understand all the Bank's requirements prior to submission of the response. During preparation of the response to the RFP, the Bidder may contact the Bank representatives for clarification.

### **2.3 Amendments to RFP**

- The amendment will be notified in writing or by email to all prospective bidders, who have received the RFP document and will be binding on them.



### 3. BANK REQUIREMENT

MauBank Ltd invites technically complete and commercially competitive proposal from expert vendors for the replacement of HP Del 380 G9 and migrating company's existing Storage, Compute, and Network workload and to take care of future needs of MauBank Ltd.

- Bank is looking for the latest available technology on the market which suit its requirement.
- The solution must to be able to provision future needs of the bank.
- The Proposed solution should tolerate up to 2 drives failure, without losing access to data.
- The Server proposed should have minimum of 16 cores of CPU – Gold, Minimum 256 GB of memory (RAM), minimum of 12 TB storage (usable). If there is any overhead on CPU \ Storage, \ Memory, the supplier will size accordingly to meet the minimum requirement as per the RFP. Bank will use its existing VMware licenses.
- The below table will summarize the above requirements:

Requirement	
	Effective
<b>Physical Cores</b>	16
<b>Memory (GB)</b>	256GB
<b>Storage (TB)</b>	12TB(Usable)

- Bank already have Veeam Backup and replication 9.5 installed. The supplier to provide Veeam licenses to cover the proposed solution.
- Bidder is advised to check the configuration of the current environment and provide quotation accordingly.
- Supplier to quote for any additional peripherals (network Cable/Fiber Cables/HBA card to connect to banks exist VNX storage, 10 GB SFP + transceiver etc.) that maybe required.
- Migrate all existing VMs from the HP Server to the solution proposed.
- All firmware upgrade will be done together with the exiting firmware



### 3.1 Platform Description

The complete solution must be supplied, delivered, installed and commissioned within overall 12 weeks. The requirement is for the MauBank Sub office. Bidder is advised to visit and examine the site if required, its surrounding and familiarize himself with existing facilities and environment.

## 4. Scope of Work

### 4.1 Statement of works

Installation of the supplied hardware and complete end-to-end implementation, which includes configuration of the Server

Item	Requirement
1	Deliver the proposed Hardware
2	Deliver Veeam licenses
3	Deliver SFP module
3	Deliver any additional peripherals
4	Upgrade the hardware to the latest firmware.
5	Physical installation in MauBank's Rack
6	Hardware diagnostic report along with remediation
7	Configuration as per bank's requirement and best practice
8	Integrate to MauBank's existing cluster or create new cluster for proposed solution
9	Connect the proposed solution to the Existing Storage (VNX 5400) for VMs migration
10	Migrate all VMs from HP Server to new environment
12	Vulnerability assessment report
13	Redundancy testing report
14	Performance and fine-tuning report
15	Commissioning report

Note: The Scope is not limited to the above points and all other details requirement spell in the RFP.



## 4.2 Implementation Details

- i. Supplier to provide detailed implementation plan.
- ii. Supplier to provide details explanation on how the proposed solution will be integrated to the existing cluster or creation of the new cluster
- iii. Supplier to provide impact analysis for the implementation
- iv. Supplier to clearly inform if any downtime of the existing environment will be required during implementation
- v. Provide a simple architecture data flow to outline the smooth integration to Bank's environment
- vi. Provide information on EOL (End-of-life) of product proposed;
- vii. Provide information on EOS (End-of-Sales) of product proposed;
- viii. Provide information on Product Obsolescence ;
- ix. Provide information on product life cycle and technology roadmap as from closure date of RFP

## 4.3 Product Compatibility

The solution should be able to integrate in Banks homogeneous platform without any issue.

## 4.4 Product Support

Supplier should provide 5 Year maintenance cost.

Supplier to provide 24/7 support with 2 hours response time on-site.

# 5 FINANCIALS

## 5.1 Requirements

- i. The following details need to be provided:
- ii. The onetime cost for the delivery, installation and commissioning
- iii. Supplier to Quote for Both all flash disk and Mixed Disk separately
- iv. 5 years maintenance cost
- v. The onetime cost should include a minimum 1-year warranty/support
- vi. Terms of payments – The Bank usually works with the following payment terms:
  - 25 % on the total amount of equipment ordered



- 25 % on the total amount of equipment delivered. If the equipment / solution is not as per Bill of Material, MauBank reserves the right to cancel the order and no payment will be made.
- 35 % on the total amount of equipment on installation, testing, successful commissioning of the equipment. As already stated, for reasons of delays in installation and commissioning not attributable to MauBank the liquidated damages may be levied as clearly stated.
- 10% upon commissioning of project.
- 5% balance after six months from the date of issuance of commissioning report.

Due to tight project delivery schedule, the bank expects that delivery, installation and commissioning within 12 weeks from the date of purchase order. In the event that the project is not being delivered and commissioned within a period of 12 weeks from the date of purchase order, a penalty of 10% to be charged of the total contract value of the project.

**The bidder should provide all costs for Server and Veeam separately.**

**You are kindly requested to provide the cost in foreign currency if the cost is dependent on exchange rate. Quotation provided in MUR cannot be adjusted afterwards due to increase in exchange rate or any other factors.**

## **5.2 Once-Off Costs**

Your proposal should include all costs related to transport, installation, commissioning, consultancy, accommodation etc., if any.

## **5.3 On-going Costs**

Costing should include the following:

- i. Support maintenance of development solution, it applies after the warranty period is over for a fully comprehensive cover. Any item not covered in the maintenance should be clearly specified.
- ii. Please provide fixed maintenance cost for the next 5 years.



## 6 SUPPLIER'S RESPONSE

### 6.1 Response Content

The response should be as clear and concise as possible while providing all information necessary to understand the feature or procedure being described. To facilitate consistent evaluation and understanding of the response, we request that the following guidelines be adhered to:

- i. It should follow a tabular format as far as possible.
- ii. Response should indicate for each of Bank's requirements, whether the proposed solution complies with the requirement and to what degree.
- iii. More detailed explanations and Cross-references must be provided to support the response wherever appropriate.
- iv. Avoid referring to Internet links. All information should be provided in your response, else will be considered as incomplete.
- v. The response should be structured as per the Technical Spec Table, Functional Spec Table & Other value-added components (in Annexure). You are requested to follow the proposed structure.
- vi. You may add any other details that you consider will bring value to your proposal and will benefit the bank.
- vii. No "refer to data sheet or link" will be accepted, kindly response to queries in a clear and concise way.
- viii. Financials





## 6.2 Instruction to Bidders

1. Bids shall remain valid for the period of **120 days** after the submission deadline date as prescribe below. MauBank shall reject a quote valid for a shorter period as non- responsive.
2. Your response via two e-mails (1)***Technical & functional*** – (2) ***Financials*** - should be sent through 2 separate password protected emails, addressed to the Chairperson of the Bid Opening Committee with subject **“The replacement of Server - RFP/ICT/2023/64”** on the following address - **procurement@maubank.mu** by latest by **12.00 hrs.** (Mauritian Time) on **Monday, 02 October 2023.**
  - The password to open the proposal should be shared on **Bidopeningcommittee@maubank.mu** just after the closure date and time (i.e. between **12.05 hrs. to 12.15 hrs.** (Mauritian Time) on **Monday, 02 October 2023**)
3. Any bidder having any query on the above RFQ should write to the below email address **7 days** before the bid submission date:
  1. **procurement@maubank.mu**

MauBank Ltd shall not consider any proposal that is received after the deadline and shall be declared late and rejected.

4. MauBank Ltd reserves the right to accept or reject any proposal, and to annul the procurement process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.
5. MauBank Ltd will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or obstructive practices in competing for the contract in question.

***If the email size & attachments are more 10 MB, kindly send your proposal in split emails or via drop box or we transfer.***

Kindly acknowledge receipt of this mail while at the same time confirming your participation and your site visit schedule.

We look forward for your proposal.

## 7 Annexure

Technical Spec Table		
#	Key Parameters	Remarks and Details
1	Proposed make	
2	Proposed model	
3	The Proposed Server should tolerate up to 2 drives without losing access to data.	
4	Will the proposed solution integrate our existing VMWare cluster	
5	Hypervisor(s) supported (Please specify in detail)	
6	Single management console for configuration /management /Monitoring of appliance/ hypervisor	
7	Number of processors on server	
8	Memory Type	
10	Hot swappable SSD	
12	Whether proposed flash/SSD is suitable for both read-intensive and write-intensive workload?	

Functional Spec Table		
#	Key Parameters	Remarks and Details
1	Whether appliance supports auto tiering	
2	RAID protection for Disks (Please specify type for both performance tier & capacity tier)	
3	Redundancy factor (Please specify clearly)	
4	Self-healing capability – please details	
5	Auto balance of storage	
6	Network Interface on the device	
7	Hot swappable redundant Power Supply (N+N).	
8	Power supply wattage	
9	Firmware-Microcode upgrade /updates without downtime	
10	Predictive failure analytics - will the system alert the administrator of any failing components? (Please provide details)	



11	Monitoring & performance reporting of sever health (Real-time & historical)	
12	Guest OS Supported (please specify clearly)	
13	Any other in-built functionality	
14	Whether proposed server can be integrated with existing Backup solution (Veeam)	
15	Please indicate if any of the components / sub-components of the proposed storage at End-of-Sale or will reach End-of-Sale during 24 months from date of submission of proposal.	
16	Compatibility with Standard 10G Switch	
17	Explain how Supplier will migration of Existing VM	
18	Online storage capacity augmentation without any disruption of services or reboot within cluster	
19	End of Sale	
20	End of Life	
21	Product Obsolescence	

Eligibility Criteria			
#	Criteria	Compliance (Yes / No)	Remarks
1	Bidder should be certified vendor partner on the technology proposed.		Partnership certificate evidencing minimum 2 years of partnership as on date to be submitted with bid
2	The Bidder must have registered net profits during last three consecutive financial years as per the audited balance sheets and P& L accounts		Financial statement
3	The Bidder 's Account should not have been declared as a Non-Performing Asset (NPA) in the Books of any bank or financial institution as on 30.06.2023, A certificate to this effect should be obtained from SSL/Auditor of the bidder and submitted along with the Bid.		Certificate from Bank/ Auditor

4	The bidder has to submit an undertaking that no Government / undertaking organizations have blacklisted the bidder for any reason		Undertaking by Bidder
5	The bidder should have their own support Centre in Mauritius for providing 24 x 7 telephonic technical support and assistance services for immediate response and faster call resolution. Bidder has to provide details of the same with bid submission.		Documentary evidence of support Centre and resolution mechanism to be submitted.
6	Bidder must have supplied the proposed Server in at least Financial Industry for last 2 years (The bidder has to submit supporting documents for the same) either in Mauritius or abroad (If the supporting document of hardware supplied is from abroad, the complete details of must have been submitted in this respective specifically for this RFP).		Installation certificate/ signoff reports along with supporting documents
7	The bidder should not outsource the contract to subcontractor. The bidder should deploy & manage the project with its own certified resources.		Undertaking to be submitted
8	The bidder should ensure that the Vendor, whose solution is being proposed, must have the Technical Support Centre for providing 24x7x365 technical support.		Documentary evidence to be submitted