

Request for Proposals

Ministry of labor is seeking contractor services to provide maintenance contract for the servers and network devices in HQ and DR.

You are invited to review and respond to this Request for Proposals (RFP) entitled

In submitting your proposal, you must comply with the instructions found here in. We appreciate your interest in this project and hope to receive a fully proposal.

Technical specifications

1.General specifications:

- Provide an overview of the bidding company and the products it operates with, and mention not less than (3) clients with whom work is being done in the same areas required by the bid.
- The company must be aware of and able to meet the needs of the Ministry and handle faults as soon as possible and according to the SLA agreement.
- The company must be approved by the parent company (Fujitsu) and proof of that must be attached.
- The company must have at least three engineers holding professional certificates from (Fujitsu) and the company must attach copies of these professional certificates with the submitted offer.
- The company must have experience with Microsoft Enterprise Linux Server software, executing contracts similar to this tender in terms of type and size (at least 3 projects).

2.Service level agreement:

The bidder is required to provide the following:

1. Assign a contact person/account manager to be responsible of this contract.
2. Assign a hot line number to be used for reporting severity 1 incidents.
3. Define Escalation Procedure including the levels of escalation and name and contact details for contact person.
4. Issue a service report after each site visit, to register reported incident, root cause, and followed procedures to solve issues.

5. Applying the latest fixes, patches and required upgrade to the installed software during the support and maintenance period (if required) while ensuring system's integrity, reliability, conformity and normal operation for all system features including the content
6. Adhere to response and resolution times as per Response and Restoration Matrix shown in table below

2.1 Severity level

A problem is a critical or serious loss of functionality. Severity level is a mean of assessing and documenting the impact of the loss of functionality to the winning bidder and the impact to the business. The severity level gives restoration or repair priority to problems causing the greatest impact to the business. Below is a description for the various severity levels defined and used at eGovernment Ops Center:

Severity One (Urgent)

A severity one (1) issue is a catastrophic business impact: complete loss of a core business process which needs immediate attention

Severity Two (High)

A severity two (2) issue is critical business impact: significant loss or degradation of services

Severity Three (Medium)

A severity three (3) issue is a medium-to-low impact problem which involves partial non-critical functionality loss

Severity Four (Low)

A severity four (4) is an important problem but it can wait as there is no loss of functionality or impact on the business.

2.2 Response and Resolution Matrix

Table below describes the response and resolution time required for the different problems severities at eGovernment Ops Center:

Severity	Response Time	Resolution Time
1	1 Hour	4 Hours
2	3 Hours	24 Hours
3	4 Hours	72 Hours
4	8 Hours	One week

Table 1 Response and Resolution Matrix

Required support (8X5)

Where:

***Response Time:** The time it takes to acknowledge MOL issue in a non-automated way. It is calculated from the time of sending an email explaining the incident, opening a ticket on bidder ticketing system, or conducting a phone call with the assigned support engineer until the time that MOL is advised their problem has been received and is being addressed

Resolution Time: Is the time taken to resolve the reported incident completely. Resolution Time (Restoration Time) is calculated from the end of the defined response time for each severity level as shown in the above table; it shall include the diagnostic and the fixing time for the reported incident.

2.2 Escalation procedures and penalties

The winning bidder is required to provide the support and maintenance services according to the Response and Resolution Matrix shown in table 1 above. Penalty will be deducted according to table 2 below:

- If the winning bidder passed the Response Time: first level of escalation will be applied by notifying bidder’s Technical Support Manager and assigned contact person.
- If the winning bidder passed the Resolution Time: MOL entitled to fix the problem and to apply penalty on the winning bidder in accordance with the following criteria in table 2 below and all costs incurred by MOL for fixing the problem shall be charged to the winning bidder and deducted from his dues or the performance bond.

Severity	Definition	Support Penalty
1	Must be done, essential to business survival. Business can't continue	A penalty of 2 J.D. shall be applied for each hour pass the resolution time. This penalty shall continue for the first 24 hours (2x24). If delay continues, then a penalty of 48 J.D. per day shall be applied and for the maximum duration of 3 days; after that, 3rd party will be called to fix the problem.
2	Should be done, near essential to business survival.	A penalty of 48 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 4 days; after that, 3rd party will be called to fix the problem.
3	Could be done, high benefit to business if time and resources are available.	A penalty of 35 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 5 days; after that, 3rd party will be called to fix the problem.
4	Important problem but can wait	A penalty of 35 J.D. shall be applied for each day pass the resolution time. This penalty will be applied for the maximum duration of 5 days; after that, 3rd party will be called to fix the problem.

Table 2 Penalties

List of servers and network devices

Item	QTY	Model	Serial/Service Tag	Name	OS	Location
Brocade 1 (SAN)	1	Brocade 6505	CCD1938N0BW	Brocade1		HQ
Brocade 2(SAN)	1	Brocade 6505	CCD1938N0BV	Brocade2		HQ
Hyper-V Server 1	1	PRIMERGY RX2540 M4	YM6D005592	Server 1	WIN 2012 datacenter	HQ
Hyper-V Server 2	1	PRIMERGY RX2540 M4	YM6D005593	Server 2	WIN 2012 datacenter	HQ
Hyper-V Server 3	1	PRIMERGY RX2540 M4	YM6D005594	Server 3	WIN 2012 datacenter	HQ
DB Server 4	1	PRIMERGY RX2540 M4	YM6D005595	Server 4	Red Hat Enterprise Linux Server release 7.9 (Maipo)	HQ
DB Server 5	1	PRIMERGY RX2540 M4	YM6D005596	Server 5	Red Hat Enterprise Linux Server release 7.5 (Maipo)	HQ
SAN Storage	1	ETERNUS AF250 S3	ET253SAF- 4602033492	MOL-ALLFLASH		HQ
SAN Storage	1	ETERNUS DX100 S4	4601740350	MoL-D100		DR
Brocade fiber SW	2	Brocade		Brocade fiber SW1,2		DR
Hyper-V server1	1	DELL EMC Power edge R740	7BVHFV2		WIN 2012 datacenter	DR
DB Server	1	PRIMERGY RX600 S6			Red Hat Enterprise Linux Server release 7.9 (Maipo)	DR
Hyper-V server2	1	DELL EMC Power edge R740	7BVHFV2		WIN 2012 datacenter	DR
Brocade Core switch (Network)	2	Brocade VDX 6740t				HQ
Brocade fabric switch (Network)	2	Brocade ICX 7750-48F				HQ
Brocade EDGE switch (Network)	7	Brocade ICX 7250-48P				HQ
MS Hyper-v 2012	1					HQ&DR
Linux server release 7.9	1					HQ&DR

Notes:

- SAN ETERNUS AF250 S3 is still under warranty until 4/2024
- Ministry of labor need to upgrade the Microsoft Hyper-V service to MS Hyper-V 2019 environment.