



# **OPEN NATIONAL BIDDING**

**Supply, Installation and Commissioning of  
Networking Equipment, Cabling Services,  
and  
Decommissioning of existing network infrastructure  
at SIFB**

**PROCUREMENT REFERENCE: 10/FY/2024**

The information provided to you in this document is solely for use in preparing a response for implementing the Networking equipment and Cabling services for SIFB. Any other use of this material without written permission is unauthorized.

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**Date: 4 March 2024**

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# 1. INTRODUCTION

## *About SIFB*

The Sugar Insurance Fund Board (SIFB) operates under the aegis of the Ministry of Agro Industry and Food Security and is mandated to provide covers to all insured for losses in sugar production arising from inclement weather such as cyclones, drought, and excessive rainfall. The Fund also operates fire insurance.

The Sugar Insurance Fund Board (SIFB) plans to renew its Network and Cabling infrastructure. Bidders are invited for the procurement of “Supply, Installation and Commissioning of Networking Equipment, Cabling Services and decommissioning of existing cabling at SIFB”. Bidders are expected to quote for all aspects of the Network & Cabling solution, which include the following:

1. 314 Data points – Cat 6 pure copper cables.(exclude wifi data points)
  - Ground floor - 62 data points
  - 1<sup>st</sup> floor – 73 data points
  - 2<sup>nd</sup> floor - 60 data points
  - 3rd floor - 69 data points
  - 4th floor - 46 data points
  - 5<sup>th</sup> floor - 4 data points
2. Core Switches as per specified requirements.
3. Access Switches as per specified requirements.
4. UPS as per specified requirements.
5. Firewall in redundancy mode as per specified requirements.
6. Wi-Fi design, configuration & Implementation ( bidders to propose number of data points and access points per floor for max coverage)
7. Implementation & Configuration Costs
8. Training
9. Annual Maintenance (after implementation)
10. Decommissioning of existing network infrastructure
11. Integrate the new network hardware with Solar Winds, the current monitoring software, or suggest another monitoring system.

### ***1.1 Scope***

The Sugar Insurance Fund Board (SIFB) requires renewing its complete network and cabling infrastructure.

Bidders are invited to submit quotes for networking equipment, data cabling and accessories, and decommissioning of existing network infrastructure. Additionally, the successful bidder will have to install one data cabinet on each floor of the buyer's property. Depending on the number of data points on the floor level, each data cabinet will include a fan, a PDU, a UPS, and the capacity to house the necessary number of switches and patch panels.

**Drilling is scheduled to take place on weekdays between 7:00 and 9:00, on Saturday from 7:00 to 12:00 and all other work will be done within regular business hours.**

#### **Scope for UPS:**

The supplier should provide the services for the installation of UPS:

- Install the equipment in the designated location.
- Provide lead time for delivery of equipment
- Perform the connection to the provided power supply.
- Connect PDU to UPS

### **Scope for core switch:**

The supplier should provide the services for the configuration of the equipment but not limited to:

- Install the equipment in the location.
- Provide lead time for delivery of equipment
- Perform the necessary patching and connection to the equipment.
- Configure the switches but not limited to
  - Configure High Availability and staking.
  - Configure voice VLANs, QoS.
  - Configure VLANs and switch ports as per SIFB requirements.
  - Configure Admin access with radius integration.
  - Configure IP routing where required.
  - Secure administration as per Industry standard.
  - Configure loop avoidance on LAN.
  - Test the configuration and redundancy.

### **Scope for Access switch:**

The supplier should provide the services for the configuration of the equipment but not limited to:

- Install the equipment in the location.
- Provide lead time for delivery of equipment
- Perform the necessary patching and connection to the equipment.
- Configure the switches but not limited to
  - Configure High Availability and staking. (where required)
  - Configure PoE and voice VLANs, QoS.
  - Configure VLANs and switch ports as per SIFB requirements.
  - Configure Admin access with radius integration.
  - Secure administration as per Industry standard.
  - Configure loop avoidance on LAN.
  - Test the configuration and redundancy.

### **Scope for Firewall:**

The supplier should provide the services for the configuration of the equipment but not limited to:

- Install the equipment in the location.
- Provide lead time for delivery of the equipment
- Perform the necessary patching and connection to the equipment.
- Configure Firewall in High Availability.
- Reconfigure actual setup to new proposed topology.
- Configure redundant links to LAN and to WAN links.
- Configure VLANS as per LAN requirements.
- Configure LAN segmentation.
- Configure Application Control and other security services as per Industry standards and best practices.
- Configure IPSEC VPN and SSL VPN on provided WAN Links.
- Connect SIFB remote sites to SIFB Head Office.
- Configure QoS on WAN links. Configure Internet Access policies with failover using Fortinet best practices and technologies including SDWAN and application-based routing on different links.
- Configuring QoS on Internet Links.
- Configure AD integration and User/Group based access policies.

**Note:** SIFB already have a Fortigate firewall model 200E which is configured as standalone, Bidders are requested to either to configure the existing firewall into HA/ redundant or to provide another model in HA mode. (refer to pg. 33 section 7.1 and 7.2)

Bidders also have to replace and configure the existing firewall in DR site as the latter is obsolete and out of support. (refer to actual topology provided on pg. 33 section 7.1)

### **Scope for WIFI:**

The supplier should provide the services for the configuration of the equipment but not limited to:

- Design, provide best coverage footage of WIFI within the building.
- Install the equipment in the location.
- Provide lead time for delivery of equipment
- Perform the necessary patching and connection to the equipment.
- Configure the wireless equipment but not limited to
  - Configure the controller.
  - Configure secure authentication.
  - Configure SSID as per SIFB requirements.
  - Configure Admin access with radius integration.
  - Configure IP routing where required.
  - Secure administration as per Industry standard.
  - Configure access points.

### **Scope for DATA Cabinet:**

The supplier should provide the services for the installation of the DATA Cabinet but not limited to:

- Install the Data Cabinet in the agreed location.
- To provide power rating for the power supply of the data cabinet and connect PDU to provided power outlet.
- Provide lead time for delivery of equipment
- To install patch panels in the data cabinet.
- To install PDU in the data cabinet.
- To install UPS (for equipment protection)
- Terminate data cable on the patch panel.
- To label the patch panel.

### **Scope for Monitoring software :**

The supplier should provide the services to integrate the new network hardware with Solar Winds or provide a new monitoring software where the bidder shall the services for the new Monitoring software which will not be limited to:

- Install the Monitoring software.
- To integrate the network equipment on the software
- To configure email alerts and send them to relevant SIFB team.

The selected Bidder will be required to work in close collaboration with ICPS,BDO, current suppliers and any other parties to make the solution secure and successfully operational.

**Any other hardware item, software item and/or alternative configurations necessary for the proper functioning and completeness of the system must be quoted for by bidders.**

**The Purchaser reserves the right to change the quantity of data points to be procured. The cost will be calculated on a pro-rata basis.**

**The successful bidder agreed on to provide the same pricing for any additional data points that the purchaser might request within the first year of implementation and to provide a preferential rate for the following four years of implementation.**

## 2. PROJECT REQUIREMENTS

### 2.1 Network & Data Cabling

Bidders are expected to quote for Data Cabling using Cat6 or better UTP pure copper cable within each floor. Technical details for each of the equipment proposed should be submitted.

Bidders are requested to work out the optimum configuration for the switch **so that a 30% spare ports capacity is available** to accommodate future requirements. For example, if the requested number of data points on a particular floor is 5, a switch of total port capacity 8 should be proposed.

A detailed network topology /architecture for the above should be proposed with proper labelling (showing, for example, clearly the used and free ports on the switch) of the network design should be handed over to the Client by the successful bidder during commissioning.

The following conditions must be fulfilled:

- a) All networking equipment (switch, firewall, etc.) should be housed in appropriate **data cabinets (with fan)** along with **patch panels , PDU and UPS**.
- b) All data point (RJ45 information outlets) will be connected to patch panels via cat 6 or better, 8 core UTP pure copper cable.
- c) Cross patching should ensure that each data point connected to patch panel is linked through cat 6 or better, 8 core UTP pure copper cable to a switch port.
- d) The information outlets will be floor or wall mounted.
- e) All cables will be housed in appropriate trunking, bidders to propose if existing trunking can be used.
- f) The proposal should include the necessary cables, trunking and accessories together with their costs (inclusive of labour).
- g) There should be no cascading between access level switches within a floor or between floors/blocks.

### 2.2 General Requirements

1. Structured cabling works will have to be performed and data points provided.
2. Adequate number of switches to achieve maximum network throughput.
3. All networking equipment (switch, etc.) should be housed in appropriate data cabinets along with patch panels.
4. All cabling will be housed in appropriate trunking.
5. A detailed network topology /architecture for the above should be submitted and a properly labelled layout (showing clearly the used and free ports on the switches) of the network design should be handed over to the Purchaser by the successful bidder during commissioning.
6. For switches equipped with fibre ports, an empty SFP slot which supports fibre connectivity will not be considered as a spare fibre port unless the SFP slot is equipped with the appropriate SFP module (fibre transceiver). The use of media converters for the above will not be accepted.
7. All backbone lines from the server room to all floors will be in fiber cables and must be redundant.
8. Other than fibre backbone, bidders are expected to quote for all data cabling based on Category 6 or better UTP cable.
9. Cross patching should ensure that each data point connected to patch panel is linked through CAT 6 pure copper (or better) 8 core UTP cable to a switch port.
10. At least 3m patch cords CAT 6 pure copper (or better) 8 core UTP need to be provided for connection of network-enabled equipment (including IP phones, printer and PCs/laptops) to data sockets and patch cords of appropriate length should be proposed to connect IP phones to PCs/laptops.
11. There should be no cascading between access level switches within a floor or between floors.

- 12 The proposal should include the necessary cables, cabling works, any trunking,cable tray and accessories together with their costs (inclusive of labour), including appropriate patch panels,UPS,Switches, and data cabinets including PDU. Technical details for all equipment proposed should be submitted.
- 13 To decommission the existing network infrastructure.

### **2.3 Work Plan**

Bidders should submit detailed work plan describing, among other things:

- the methods to carry out overall management and coordination responsibilities if awarded the contract,
- the human and other resources the Bidder proposes to use.
- detailed implementation schedule in Gantt chart format, showing the estimated duration, sequence, and interrelationship of all key activities needed to complete the contract showing the components of the system installed and commissioned.
- any other activities deemed necessary for the successful implementation of the project.

### **2.4 Collaboration with ICPS and other suppliers**

The selected bidder will be required to work in collaboration with ICPS,BDO and any other parties (Telecommunication operator, etc.) to make the proposed solution secure and successfully operational.

### **2.5 IT Security Notes**

Provide a secure solution that will allow protection of data against unauthorized access. The solution proposed should also maintain the confidentiality, availability, and integrity of data within the system.

### **2.6 Training**

Bidders will have to dispense training so that there is appropriate and adequate technology transfer that would make SIFB IT Dept fully conversant with the proposed system. All training will be held at the site of the Purchaser.

### **2.7 Documentation**

Documentation to be provided by the successful Bidder should include:

- Full configuration of Switches, Firewalls,WIFI
- Network Diagrams/Layouts
- Wiring Diagrams
- Interconnection of equipment
- Labelling of sockets
- Rack Diagrams
- Commissioning and Acceptance Test Plans
- Performance and Reliability Tests Reports
- Training Manuals
- Other Hardware Configurations



## 3. BIDDING PROCEDURES

### Section I - Instructions to Bidders

#### 3.1 *Preparation of Bids*

You are requested to quote for the items by completing, signing, and returning all bidding forms such as:

- (a) The bidder information form, bid submission sheet
- (b) the confidentiality agreement
- (c) the Bidder's declaration form
- (d) the Vendor background questionnaire
- (e) the compliance grids
- (f) the documents establishing the conformity of Goods and Related Services, as mentioned further down.

You are advised to carefully read the complete Invitation to Bid document before preparing your bid. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

#### 3.2 *Confidentiality*

This document contains information proprietary to SIFB. Each recipient is entrusted to maintain confidentiality. The information contained in the RFP should not be reproduced in whole or in part without the express permission of SIFB.

#### 3.3 *Eligibility*

Participation in this tender process is open only to organizations and individuals domiciled in Mauritius on equal terms, subject to the restrictions and conditions outlined below. In the case of joint venture (JV), the joint venture form should be completed.

#### 3.4 *Restrictions*

Any bidder who attempts to influence the outcome of the selection process by discrediting competing applications, or by threatening any member sitting on the selection panel, SIFB or any of its staff, or transfers gifts, payments, or other benefits to SIFB, any staff member, or any member sitting on the selection panel, will be automatically disqualified from consideration.

If information provided by the bidder to support an application, especially regarding past performance and references is falsified, such application will be disqualified from consideration.

Any organization in which SIFB or any of its employees have ownership, directorship, or vested interests, shall not be allowed to propose, submit bids, or participate in any way.

From the time the Proposals are opened to the time the contract is awarded, the Bidders should **not** contact SIFB on any matter related to its Technical and/or Financial Proposal. Any effort by Bidders to influence SIFB in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract will lead to rejection of the Bidders' Proposal.

Organizations or individuals may be excluded from the evaluation and award of a contract if they:

- a) are bankrupt, or in the process of winding-up, or whose affairs are being administered by court, or which have entered into an arrangement with creditors, or which have suspended business activities, or which are subject to an injunction against running business by a court of law.
- b) are the subject of proceedings for a declaration of bankruptcy, or of an order for compulsory winding up or administration by court, or of an arrangement with creditors, or of any other similar proceedings.

- c) have been convicted of an offence concerning their professional conduct by a court of law or found guilty of grave professional misconduct.
- d) are the subject of proceedings for any copyright infringement; and
- e) have not fulfilled obligations relating to payments of taxes or other statutory contributions. All bidders/contractors are required to sign the bidder's declaration contained in **DOC (1) Section Bidding Document**

### **3.5 Conflict of Interest**

SIFB's policy requires that Bidders provide professional, objective, and impartial advice and always hold SIFB's interest's paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.

Without limitation on the generality of the foregoing, Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be appointed, under any of the circumstances described below:

#### *Conflicting activities*

A firm that has been engaged by SIFB to provide goods, works or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services relating to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation.

#### *Conflicting Assignments*

A Bidder (including its Personnel) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Bidder to be executed for SIFB.

#### *Conflicting Relationships*

A Bidder (including its Personnel) that has a business or family relationship with a member of SIFB's staff who is directly or indirectly involved in any part of (i) the preparation of the Request for Proposal for this assignment (ii) the selection process for the assignment, or (iii) supervision of the Contract, may not be awarded the contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to SIFB throughout the selection process and the execution of the Contract.

Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of SIFB or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Bidder or the termination of its Contract.

### **3.6 Contact Information**

Until the time of contract award, all communications with SIFB related to this RFP are to be directed to the contact person at the address and telephone numbers provided below. All communication must have the **Subject Reference: 10/FY/2024 Supply, Installation and Commissioning of Networking Equipment, Cabling Services and decommissioning of existing network infrastructure at SIFB**

#### **Officer in Charge**

Sugar Insurance Fund Board

18, SSR Street Port Louis, Mauritius

Tel: + 230 2604700

Fax + 230 2082634

Email : sifb@sifbmu.org

Website: www.sifb.mu

Note that the official working times are Monday to Friday from 09 00 hrs to 16 00hrs.

### **3.7 Amendment of RFP documents**

At any time prior to the deadline for submission of proposals, SIFB, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the RFP documents by amendment. All prospective bidders will be notified of the amendment in writing, and it will be applicable to them. SIFB may, at its discretion, extend the deadline, if deemed necessary, to allow bidders reasonable time to take the amendment into account.

### **3.8 Language**

The proposal and all correspondence and documents, related to the proposal and exchanged by the bidder and SIFB, must be written in the English language.

### **3.9 Validity of Bids**

The bid validity required is **180 days** from the date of submission deadline.

### **3.10 Sealing and Marking of Bids**

Bids should be sealed in a single envelope, clearly marked with the Procurement Reference Number and the Bidder's name at the back of the envelope and addressed to the SIFB. Envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected.

Tenders from Bidders are submitted in **two hard copies and soft copies and separate the technical and financial documents**. These should be in separate packages and/or envelopes, both of which should then be placed in a single sealed envelope.

### ***3.11 Submission of Bids***

Quotations should be deposited in the Tender Box located at SIFB, not later than **Tuesday 30<sup>th</sup> April 2024, 14:00 hr** at latest. **Late submission will be rejected. Bids received by fax or e-mail will not be considered.**

**When responding please ensure the following information is completed, signed and is supplied in each proposal:**

#### **Technical proposal:**

- 1. Bidder information form (Doc 1.1)**
- 2. Bid submission sheet (Doc1.2)**
- 3. Joint venture partner information form (if applicable) (section 4.1)**
- 4. Reference list (Section 4.1)**
- 5. Compliance grid – (Section 5)**
- 6. List of goods and delivery schedule (section V)**
- 7. List of related services and completion schedule (section VI)**
- 8. Statement of Requirements (Sec 7)**
- 9. Submission of brief and concise information (descriptive and technical proposal) of the solution proposed.**
- 10. Price Schedule (Section 6)**

### ***3.12 Evaluation of Bids***

#### **a) Evaluation of Tenders**

SIFB reserves the right to accept or reject any and/or all submitted RFP responses, and to request additional information from all prospective bidders. SIFB specifically reserves the right to negotiate a contract with the selected bidder(s). At the discretion of SIFB, a third-party institution or consulting team may be included in contract negotiations. SIFB shall have sole determination of how well the bidder response meets the following, or any additional criteria.

SIFB maintains all rights in determining the evaluation methodology and final selection of the bidder of choice, **no negotiations** will be held with any party on the evaluation method used.

A **two-stage procedure** will be adopted by SIFB for evaluating the RFP responses, with the technical evaluation of all Tenders received in time, being completed prior to any Financial Tender being opened and evaluated.

## **b) Technical Evaluation (50% of final marks)**

There will be a preliminary examination to determine eligibility (as defined below) and administrative compliance to this invitation on a pass/fail basis; detailed evaluation to determine technical responsiveness (as per mandatory requirements).

Those bidders passing this stage will have their proposals as “technically responsive” and in compliance to the need of the SIFB and will be considered as shortlisted bidders that will be required to prepare for a bidder demo. Only those bidders will have their financial proposals considered.

## **C) Financial Evaluation (50% of final marks)**

The issuance of the RFP does **not** bind SIFB to **accept the lowest bid**. Failure to include all relevant pricing and costs may lead to disqualification.

### ***3.13 Documents Establishing Conformity of Goods and Related Services***

- a) To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in the Schedule of Requirements.
- b) The documentary evidence may be in the form of literature, drawings, or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related services to the technical specifications, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.
- c) Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Purchaser in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Purchaser’s satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Schedule of Requirements.
- d) In procedures for awarding public contracts including goods requiring installation work, the provision of services and/or the execution of works, the ability of bidders to provide the service or to execute the installation or the work may be evaluated regarding their skills, efficiency, experience, and reliability.

### ***3.14 Technical Criteria***

The Specification and Compliance Sheet details the minimum specification of the goods required.

The goods offered must meet this specification, but no credit will be given for exceeding the specification.

### ***3.15 Currency of Bids***

Bids shall be priced in Mauritian Rupees.

### ***3.16 Bid Security***

To secure the due performance by the Tenderer of the obligations undertaken by them, the Complete Tender must be accompanied by either an original Tender Bond in the sum of **one hundred thousand (MUR 100,000)** or an office cheque of the same amount.

The Tenderer must provide the original Tender Bond from a local bank who will be jointly and severally bound with the Tenderer in the form annexed. No Tender shall be considered unless it is so secured.

The security provided by the unsuccessful Tenderers will not be repaid or discharged until the expiration of **180 days** from the date set for submission of Tenders or until such earlier time as a Tender shall have been accepted by the Employer.

The security provided by the Tenderer whose Tender is accepted shall be repaid or discharged when the Performance Bond representing **10%** of the final contract price has been duly entered into and executed. If the Tenderer whose Tender is accepted fails to provide an Original Performance Bond within 14 days of the acceptance of his Tender the full amount of his Tender Bond shall become payable to the Employer as compensation for such defaults.

### ***3.17 Award of Contract***

The award of the contract shall be by issue of a Purchase Order/Letter of Award. The successful bidder shall on acceptance be required to enter into a contract agreement and to furnish a performance security in such form as may be prescribed by the SIFB.

### ***3.18 Right reserved***

The SIFB reserves the right to accept or reject any bid or to cancel the bidding process and reject all bids at any time prior to the contract award.

### ***3.19 Clarifications***

Any clarifications sought by any bidder in respect of the tender shall be addressed by latest **8<sup>th</sup> April 2024 at 14:00 hrs by email on [sifb@sifbmu.org](mailto:sifb@sifbmu.org)**. Queries received after the specified date will not be considered. Response to clarifications, if material will be either given at a meeting at head office or the response will be given via the website. Confirmation of any clarifications to be communicated will be communicated via the website within one week after last date for receipt of clarifications.

### ***3.20 Documents Evidencing Eligibility/ Qualification Requirements (To be provided by Bidder)***

The selected Bidder must submit a relevant copy of Trade License/ Business Registration Number/ Bank Name & Bank Account Number **at the time of signing the Contract.**

### ***3.21 Catalogues/ Pamphlets***

Catalogues should be submitted along with the tenders. The photocopies of the catalogues submitted should be clear and legible.

### ***3.22 Payment terms***

Following award of contract, the following payment terms shall apply:

- 25% of the contract value on order confirmation in exchange of a bank guarantee from a reputable bank
- Maximum of 25% upon on-site delivery of fittings, hardwares etc; to be based on price quoted/agreed for these items
- 40% of contract value payable after completion of works including training and commissioning.
- 10% of the contract value one year after successful commissioning and successful completion of works and shall be released at the end of one year warranty period

### ***3.23 Penalty terms***

The winning bidder will be assessed a penalty fee equal to 0.5% of the project cost per week, up to a maximum of 10% of the project cost if they are unable to complete the project by the scheduled deadline.

### 3.23 Milestones

| <b>Milestones</b>   | <b>Date</b>  |
|---|--|
| 1) Request for Proposal released to Bidders (Launch of tender date)   | 04/03/2024   |
| 2) Site visits at head office (at 10hr00am)   | 18/03/2024   |
| 3) Last receipt of bidder clarification requests by email on <a href="mailto:sifb@sifbmu.org">sifb@sifbmu.org</a> | 08/04/2024 at 14:00 hours  |
| 4) Response to clarifications or meeting discussion for any clarification requests received (if any)              | To be communicated via mail within one week after last date of clarification |
| 5) Request for Proposal Responses Due to SIFB (Hard copy and soft copy)   | 30/04/2024   |
| 6) Final commissioning and Live production date   | Not more than 5 months after signature of contract                           |

## Section II – Bidding Documents

### Bidder Information Form

*[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert date (as day, month, and year) of Bid Submission]*

Procurement No.: *[insert reference number of bidding process]*

Page \_\_\_\_\_ of \_\_\_\_\_ pages

|   |
|---|
| 1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>  |
| 2. In case of JV, legal name of each party: <i>[insert legal name of each party in JV]</i>  |
| 3. Bidder's Registration Number: <i>[insert Registration Number]</i>  |
| 4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>   |
| 5. Bidder's Legal Address: <i>[insert Bidder's legal address]</i>   |
| 6. Bidder's Authorized Representative<br><br>Name: <i>[insert Authorized Representative's name]</i><br>Address: <i>[insert Authorized Representative's Address]</i><br>Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i><br>Email Address: <i>[insert Authorized Representative's email address]</i> |
| 7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i><br><br><input type="checkbox"/> Articles of Incorporation or Registration of firm named in 1, above.<br><br><input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement                              |

Doc (1.1)



**Bid Submission Sheet**  
(to be completed by Bidders)

*[Complete this form with all the requested details and submit it as the first page of your bid with the documents requested above attached. Ensure that your bid is authorized in the signature block below. The bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted. **If your bid is not authorized, it will be rejected.**]*

|   |  |
|---|--|
| Bid Addressed to Sugar Insurance Fund Board |  |
| Procurement Reference Number:               |  |
| Subject of Procurement:                     |  |

We offer to supply the services detailed in the Statement of Requirements, in accordance with the terms and conditions stated in your Invitation of Bids referenced above.

We confirm that we are eligible to participate in this Bid Exercise and meet the eligibility criteria specified in Bid document.

The validity period of our \_\_\_\_\_ days from the date of the submission deadline.  
Bid is

We confirm that the prices quoted in the List of Services and Priced Activity Schedule are fixed and firm and will not be subject to revision or variation if we are awarded the contract prior to the expiry date of the Bid validity.

The delivery period \_\_\_\_\_ days from date of issue of a Purchase Order/Le offered is of Acceptance.

**Bid Authorized By:**

Signature:

Name:

Position:

Date:

Authorized for and on  
behalf of:  
(DD/MM/YY)

Company \_\_\_\_\_

Business Registration No: \_\_\_\_\_

## Joint Venture Partner Information Form

*[The Bidder shall fill in this Form in accordance with the instructions indicated below].*

Date: *[insert date (as day, month, and year) of Bid Submission]*

Procurement No.: *[insert reference number of bidding process]*

|  |
|--|
| 1. Bidder's Legal Name: <i>[insert Bidder's legal name]</i>  |
| 2. JV's Party legal name: <i>[insert JV's Party legal name]</i>  |
| 3. JV's Party Year of Registration: <i>[insert JV's Party year of registration]</i>  |
| 4. JV's Party Legal Address: <i>[insert JV's Party legal address]</i>  |
| 5. JV's Party Authorized Representative<br>Name: <i>[insert name of JV's Party authorized representative]</i><br>Address: <i>[insert address of JV's Party authorized representative]</i><br>Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i>  |
| 6. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i><br><input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above. In case of government owned entity from Mauritius, documents establishing legal and financial autonomy and compliance with commercial law. |

## 4 Technical Compliance

Complete column 'Compliance of Specification Offered' with the specification of the supplies offered. Also, state, "comply" or "not comply" and give details of any non-compliance to the specification required. Attach detailed technical literature if required. Authorize the specification offered in the signature block below.

### **Special Note:**

1. References to brand names are intended to be descriptive only and not restrictive. Except for specific items mentioned in paragraph 3 below, the Bidder may offer other brand names, provided that it demonstrates, to the Purchaser's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified.
2. Any reference to any brand names by the Purchaser shall not constitute the base case.
3. In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders are required to offer the specified brand names and models for the following limited number of items:
  - (i) Standard Software,
4. Relevant ISO certificates for the manufacture/assembly will have to be submitted. In the event of absence of relevant certificates at time of commissioning, payment will not be effected.
5. Tables may be resized in proposals but any modification in the table formats may entail elimination.

#### 4.1 Reference Sites

**Experience of Bidder & support staff. (Bidders should mandatorily submit all information on customer reference sites & staff profiles as per Tables for Reference sites & Profiles of Technical Support Staff. Incomplete or non-submission will entail rejection of proposal).**

|  |  | Compliance of Specification Offered | Details of non-compliance if applicable |
|--|--|-------------------------------------|---|
| <b>Reference Sites</b>   | <b>Required</b>  |                                     |   |
| No. of reference sites where the bidder has installed a Network Infrastructure within the last 5 years                       | TWO site together with testimonials from customers as evidence of satisfactory performance. In case of non-submission of testimonials, reference sites will not be considered. |                                     |   |
| No. of reference sites where the bidder has installed a LAN with at least 200 data points per LAN within the last five years | Two site together with testimonials from customers as evidence of satisfactory performance. In case of non-submission of testimonials, reference sites will not be considered  |                                     |   |
| <b>Support Staff Qualifications &amp; Experience</b>   |  |                                     |   |
| No. of IT related technical staff<br><br>(Same number of IT related staff should be available during implementation stage)   | 4 - Out of which at least 2 should be degree holders and certified staff for the equipment proposed.   |                                     |   |
| Total person-year IT related technical experience of the above 4 staff   | 20 years – the degree holders should have at least 4 years IT related technical experience each  |                                     |   |

## 5. SPECIFICATION & REQUIREMENT SHEETS

**Procurement Reference Number: 10/FY/2024**

*[Bidders should complete columns C and D with the specification of the goods offered. Also, state “comply” or “not comply” and give details of any non-compliance/deviation to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.]*

In case of discrepancy between the technical specifications table as filled in by the bidder and any other technical literature/document provided by the bidder, then the filled in technical specifications and requirements table will prevail.

### 5.1 Networking, data cabling and accessories

| Technical Specification Required  |   | Compliance of Specification Offered | Details of non-compliance if applicable |
|---|---|-------------------------------------|---|
| Total number of data points   | 310   |                                     |   |
| Provision for redundant fibre backbone to connect access switches to the core switch                    | Yes   |                                     |   |
| Speed of fibre backbone connection between switches   | At least 1 Gbps   |                                     |   |
| All networking equipment to be housed in appropriately sized data cabinets                              | Yes   |                                     |   |
| Type of cabling between patch panel & switch  | 8 core UTP CAT 6 or better (pure copper cable)                        |                                     |   |
| Type of cabling between data points & patch panel   | 8 core UTP CAT 6 or better (pure copper cable)                        |                                     |   |
| Type of socket (wall/floor mounted) for data point  | RJ45  |                                     |   |
| Type of cabling between data point and network-enabled equipment (PCs/laptops/IP phone terminals/other) | 3-metre RJ45 – RJ45 CAT 6 (or better) patch cord ( pure copper cable) |                                     |   |
| All cabling to be housed in appropriate trunking  | Yes   |                                     |   |
| Decommissioning of existing cables  | Yes   |                                     |   |

5.2 Core Switch

| Technical Specification Required   |   | Compliance of Specification Offered | Details of non-compliance if applicable |
|--|---|-------------------------------------|---|
| Quantity   | 2   |                                     |   |
| Class of Switch  | Enterprise Class Switch   |                                     |   |
| Make   | Specify <b>(Mandatory)</b>  |                                     |   |
| Model  | Specify <b>(Mandatory)</b>  |                                     |   |
| *Number of ports (equipped with necessary transceiver in the event SFP ports are proposed) | At least 24 ports 1GbE<br><br>To be specified after survey<br><br>At least 8x1/10 Gb SFP ports,<br><br>must cater for number of proposed access switches and connection to router and with 30% spare capacity |                                     |   |
| Stacking   | Support Stacking  |                                     |   |
| Switching Capacity   | 208 Gbps  |                                     |   |
| Power Supply   | Support Dual Power Supply   |                                     |   |
| System Memory  | At least 8GB RAM, 16GB Flash  |                                     |   |
| Support LACP   | Yes   |                                     |   |
| Diagnostic LEDs  | Yes   |                                     |   |
| Rackmount  | Yes   |                                     |   |
| Management protocol  | SNMP  |                                     |   |
| Console Port   | Yes   |                                     |   |
| Advanced Quality of Service  | Yes   |                                     |   |
| Access Control Lists   | Yes   |                                     |   |
| Rate Limiting  | Yes   |                                     |   |

|   |                      |  |  |
|---|----------------------|--|--|
| Support for VLAN and configuration  | Yes                  |  |  |
| Layer 3 features  | Yes                  |  |  |
| Authentication mechanism to restrict access to authorized users only.   | Yes                  |  |  |
| Create a complex and strong password for administrator access and it should not contain the username or user ID.      | Yes                  |  |  |
| Implementation of a complex SNMP community string.  | Yes                  |  |  |
| Implement a pre-set maximum invalid logon attempt.  | Yes                  |  |  |
| Availability of automatic close-down feature of communication after lapse of idle time.                               | Yes                  |  |  |
| Shutdown the Telnet service or restrict telnet to only secured terminals and allow SSH. Use SSH to manage the device. | Yes                  |  |  |
| Customize banner on the device. Banner will be provided at implementation time.                                       | Yes                  |  |  |
| Enable "Password Encryption Service".   | Yes                  |  |  |
| Install all the latest patches and update for the device OS.  | Yes                  |  |  |
| Deploy Port Security features.  | Yes                  |  |  |
| Enable Spanning Tree Protocol (STP) features.   | Yes                  |  |  |
| Disable unused services and protocols.  | Yes                  |  |  |
| Disable Dynamic Trunking Protocol (DTP) on all non-trunking access ports.   | Yes, (if applicable) |  |  |
| MAC address-based security (80x).2.1)   | Specify              |  |  |
| Ability to support RADIUS protocol  | specify              |  |  |
| Availability and implementation of unicast flood protection feature.  | Specify              |  |  |
| Availability and implementation of storm-control broadcast and storm-control multicast                                | Specify              |  |  |

**\* Note: All ports shall be functional.**

### 5.3 PoE Access Switch

| Technical Specification Required  |   | Compliance of Specification Offered | Details of non-compliance if applicable |
|---|---|-------------------------------------|---|
| Quantity  | At least 10                                       |                                     |   |
| Make  | Specify ( <b>Mandatory</b> )                      |                                     |   |
| Model   | Specify ( <b>Mandatory</b> )                      |                                     |   |
| *No of 10/100/1000 Mbps Power Over Ethernet Ports   | At least 24<br>To specify after survey            |                                     |   |
| *No of 10 G ports (equipped with necessary transceiver in the event SFP ports are proposed) | At least 4x10 Gb SFP ports                        |                                     |   |
| Stacking  | support   |                                     |   |
| Switching Capacity  | 176 Gbps  |                                     |   |
| Power Supply  | Support dual power supply                         |                                     |   |
| System Memory   | At least 4GB RAM, 4GB Flash                       |                                     |   |
| Support for PoE IEEE 802.3af or better  | Yes   |                                     |   |
| 10/100/1000 Mbps Power Over Ethernet Ports  | Yes   |                                     |   |
| *Fibre ports (equipped with necessary transceiver in the event SFP ports are proposed)      | Min two fibre port to be connected to Core Switch |                                     |   |
| <b>No cascading</b> between access level switches within a floor or between floors.         | Yes   |                                     |   |
| Support of TCP/IP protocol  | Yes   |                                     |   |
| Diagnostic LEDs   | Yes   |                                     |   |
| Manageable  | Yes   |                                     |   |
| Management protocol   | SNMP  |                                     |   |
| VLAN Tagging/Support and configuration  | Yes   |                                     |   |
| Quality of Service  | Yes   |                                     |   |
| Access Control Lists  | Yes   |                                     |   |



|   |                      |  |  |
|---|----------------------|--|--|
| Rate Limiting   | Yes                  |  |  |
| Installation and configuration  | Yes                  |  |  |
| Authentication mechanism to restrict access to authorized users only.   | Yes                  |  |  |
| Create a complex and strong password for administrator access and it should not contain the username or user ID.      | Yes                  |  |  |
| Implementation of a complex SNMP community string.  | Yes                  |  |  |
| Implement a pre-set maximum invalid logon attempt.  | Yes                  |  |  |
| Availability of automatic close-down feature of communication after lapse of idle time.                               | Yes                  |  |  |
| Shutdown the Telnet service or restrict telnet to only secured terminals and allow SSH. Use SSH to manage the device. | Yes                  |  |  |
| Bind all ports to the device. Shut down or disable all unused ports and put them in an unused VLAN.                   | Yes                  |  |  |
| Customize a banner on the device. Banner will be provided at implementation time.                                     | Yes                  |  |  |
| Enable "Password Encryption Service".   | Yes                  |  |  |
| Install all the latest patches and update for the device OS.  | Yes                  |  |  |
| Deploy Port Security features   | Yes                  |  |  |
| Enable Spanning Tree Protocol (STP) features.   | Yes                  |  |  |
| Disable unused services and protocols.  | Yes                  |  |  |
| Disable Dynamic Trunking Protocol (DTP) on all non-trunking access ports.   | Yes, (if Applicable) |  |  |
| MAC address-based security (80x)2.1)  | Specify              |  |  |
| Ability to support RADIUS protocol  | Specify              |  |  |
| Ability to operate in a fail over mode  | Specify              |  |  |
| Integrate with monitoring tools   | yes                  |  |  |

**\* Note: All ports shall be functional.**

**5.4 Firewall for Primary site**

| Technical Specification Required |                        | Compliance of Specification Offered | Details of non-compliance if applicable |
|----------------------------------|------------------------|-------------------------------------|---|
| Quantity                         | At least 1             |                                     |   |
| Make                             | Specify (Mandatory)    |                                     |   |
| Model                            | Specify (Mandatory)    |                                     |   |
| Redundant mode                   | Yes                    |                                     |   |
| WAN interfaces                   | 2 x RJ45               |                                     |   |
| Management/HA Ports              | 2 x RJ45               |                                     |   |
| Ports                            | 14 x RJ45              |                                     |   |
| SFP Slots                        | 4 x 1 Ge               |                                     |   |
| USB port                         | 1                      |                                     |   |
| Console                          | 1                      |                                     |   |
| IPS Throughput                   | 2.2 Gbps or better     |                                     |   |
| NGFW Throughput                  | 1.8 Gbps or better     |                                     |   |
| Threat Protection Throughput     | 1.2 Gbps or better     |                                     |   |
| Firewall Throughput              | 20/20/9 Gbps or better |                                     |   |
| Concurrent Sessions              | 2 million or better    |                                     |   |
| New Sessions/Second              | 135000 or better       |                                     |   |
| Firewall Policies                | 10000 or better        |                                     |   |
| IPsec VPN Throughput             | 7.2 Gbps or better     |                                     |   |
| Concurrent SSL-VPN Users         | 500 or better          |                                     |   |
| Installation & Configuration     | Mandatory              |                                     |   |

## 5.5 Firewall for DR Site

| Technical Specification Required |                         | Compliance of Specification Offered (Yes/No) | Details of non-compliance if applicable |
|----------------------------------|-------------------------|--|---|
| Quantity                         | 1                       |  |   |
| Make                             | Specify (Mandatory)     |  |   |
| Model                            | Specify (Mandatory)     |  |   |
| WAN interfaces                   | 2 x RJ45                |  |   |
| Management/HA Ports              | 2 x RJ45                |  |   |
| Ports                            | 12 x RJ45               |  |   |
| SFP Slots                        | 4 x 1 Ge shared media   |  |   |
| SFP Slots                        | 4 x 1 Ge                |  |   |
| USB port                         | 1                       |  |   |
| Console                          | 1                       |  |   |
| IPS Throughput                   | 2.6 Gbps or better      |  |   |
| NGFW Throughput                  | 1.6 Gbps or better      |  |   |
| Threat Protection Throughput     | 1 Gbps or better        |  |   |
| Firewall Throughput              | 20/18/10 Gbps or better |  |   |
| Concurrent Sessions              | 1.5 million or better   |  |   |
| New Sessions/Second              | 56000 or better         |  |   |
| Firewall Policies                | 10000 or better         |  |   |
| IPsec VPN Throughput             | 11.5 Gbps or better     |  |   |
| Concurrent SSL-VPN Users         | 500 or better           |  |   |
| Installation & Configuration     | Mandatory               |  |   |

**NOTE: Bidder to assess if current firewall on main site can be redeployed on DR site.**

**5.6 Wi-Fi**

| Technical Specification Required |   | Compliance of Specification Offered | Details of non-compliance if applicable |
|----------------------------------|---|-------------------------------------|---|
| Quantity                         | Bidder to design and proposed number of access point. |                                     |   |
| Make                             | Specify ( <b>Mandatory</b> )                          |                                     |   |
| Model                            | Specify ( <b>Mandatory</b> )                          |                                     |   |
| Leader in Gartner Magic quadrant | Yes   |                                     |   |
| Wireless controller              | Software or Hardware. Please Specify.                 |                                     |   |
| Authentication                   | WPA2, WPA3, Radius                                    |                                     |   |
| Data Rates                       | 1174 Mbps or better                                   |                                     |   |
| Wifi 6 Certified                 | Yes   |                                     |   |
| POE enable                       | Yes   |                                     |   |
| Max no of active device per AP   | 60 or better  |                                     |   |

**5.7 DATA CABINET**

| Technical Specification Required   |                              | Compliance of Specification Offered | Details of non-compliance if applicable |
|--|------------------------------|-------------------------------------|---|
| Quantity   | At least 5                   |                                     |   |
| One 42-U for server mandatory and remaining to be determined after site visit. |                              |                                     |   |
| Make   | Specify ( <b>Mandatory</b> ) |                                     |   |
| Model  | Specify ( <b>Mandatory</b> ) |                                     |   |
| PDU ( to be connected on UPS output)   | Yes                          |                                     |   |
| FAN  | Yes                          |                                     |   |

5.8 UPS

| Technical Specification Required         |  | Compliance of Specification Offered | Details of non-compliance if applicable |
|--|--|-------------------------------------|---|
| Quantity                                 | At least 4                                       |                                     |   |
| Make                                     | Specify ( <b>Mandatory</b> )                     |                                     |   |
| Model                                    | Specify ( <b>Mandatory</b> )                     |                                     |   |
| Rated power                              | Specify  |                                     |   |
| Efficiency                               | ≥95%   |                                     |   |
| Nominal Voltage                          | 230 VAC  |                                     |   |
| AC input voltage window                  | 170 – 280 VAC                                    |                                     |   |
| AC output voltage tolerance              | -17.1 % / +15.5% (line mode) +10% (battery mode) |                                     |   |
| Online mode                              | yes  |                                     |   |
| Runtime in minutes at typical load (60%) | Specify  |                                     |   |

**Note: UPS sizing depends on the number of equipment and power to be consume by each cabinet**

**5.9 Documentation, training, and licenses**

| Technical Specification Required   |   | Compliance of Specification Offered | Details of non-compliance if applicable |
|--|---|-------------------------------------|---|
| Workplan to submit   | Yes   |                                     |   |
| Training plan to submit  | Yes   |                                     |   |
| Adequate number of licenses for all software proposed (as appropriate) and must clearly explain any applicable licensing policy. | Yes, mandatory if any software is proposed.<br><br>Specify number of licenses proposed. |                                     |   |
| Documentation in conformance with requirements   | Yes   |                                     |   |

**Specification and Compliance Sheet Authorized By:**

Signature \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

*(DD/MM/YY)*

Authorised for and on behalf of:

Company: \_\_\_\_\_

## 6. PRICE SCHEDULE FORM

| Items   | Quantity | Unit Price (Rs) (excluding VAT) | VAT (Rs) (See Note) | Total Cost (Rs) (Including VAT) | Maintenance Charges including VAT (Rs) (labour, parts & transport) for first 5 years (inclusive of warranty and vendor warranty) |        |        |        |        |                      |
|---|----------|---------------------------------|---------------------|---------------------------------|--|--------|--------|--------|--------|----------------------|
|   |          |                                 |                     |                                 | Year 1   | Year 2 | Year 3 | Year 4 | Year 5 | Subtotal for 5 years |
| Cabling Data Point  | 314      |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Data Cabinet (1-42 U for server room)                         | 1        |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Data Cabinet ( to be determined by bidder)                    | 4        |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Core Switch in Redundant or Fail Over Mode                    | 2        |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Access Switch   | 10       |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Firewall  | 3        |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Wi-Fi ( design and implement)- specify quantity               |          |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Others (if needed): Documentation, System implementation, etc | Lots     |                                 |                     |                                 |  |        |        |        |        |                      |
| UPS   | Lots     |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Local support   |          |                                 |                     |                                 | Warranty   |        |        |        |        |                      |
| Training  | Lots     |                                 |                     |                                 |  |        |        |        |        |                      |
| <b>Grand Total</b>  |          |                                 |                     | A                               |  |        |        |        |        | B                    |
| <b>Total cost of Ownership for 5 years</b>                    |          |                                 |                     | (A+B)                           |  |        |        |        |        |                      |

**\* Note**

1. For the Financial Evaluation, the overall cost of the proposal will be the sum of the cost of software, installation, configuration & commissioning, training, and the net present value of maintenance charges for the first five years (inclusive of warranty) and any other cost involved. (i.e., Total cost of ownership for 5 years)
2. The bidder must quote for five years' maintenance (inclusive of warranty) even though it is at the discretion of the purchaser to subscribe to the maintenance agreement.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

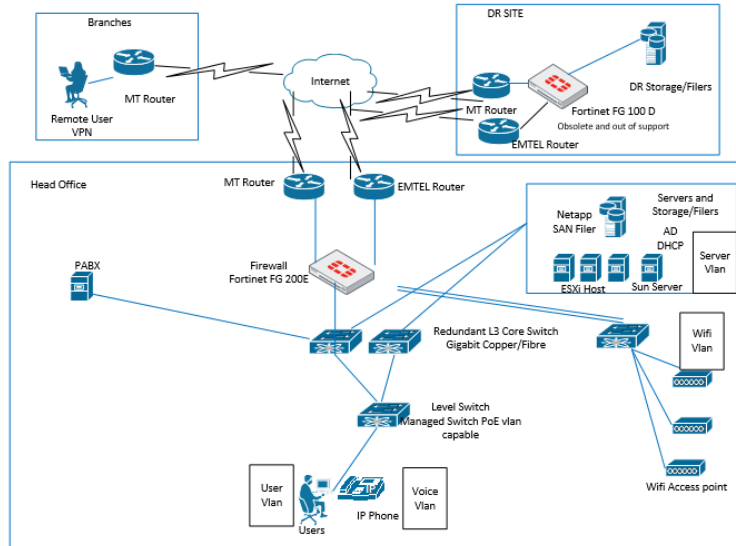
Date: \_\_\_\_\_  
(DD/MM/YY)

Authorized for and on behalf of: Company

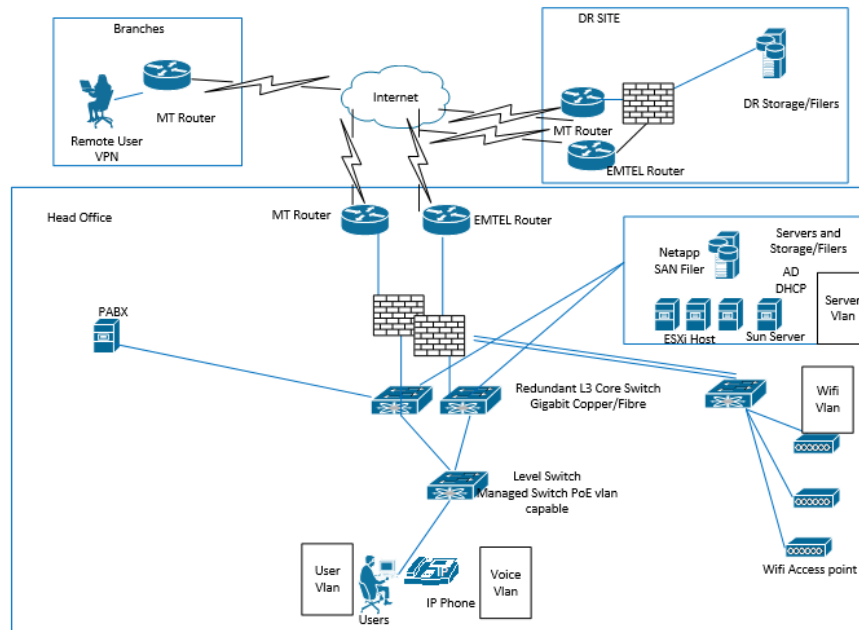


# 7. STATEMENT OF REQUIREMENTS

## 7.1 Diagram of Actual Infrastructure



## 7.2 Diagram of New Infrastructure



### 7.3 Capacity Building and Training requirements

The objective of the capacity building exercise is to ensure that SIFB are capable of independently managing the system from the commencement of the implementation activities. The bidder must provide a response that indicates how this will be achieved.

Training **MUST** be coordinated with the implementation of the proposed system so that no significant delays occur between commissioning and user training and should be conducted at SIFB Office.

Bidders are **required** to provide responses to the following information.

|   | Capacity Building and Training Requirements   | Compliance | Compliance, Response and Comments by bidder |
|---|---|------------|---|
| 1 | The bidder should provide formal training of two administrators in the I.T. Department. This should include the basic administration and management of the systems.<br><br>Training should be comprehensive, appropriate, and adequate. | Mandatory  |   |
| 2 | Unless agreed otherwise, all training should be conducted at SIFB.  | Mandatory  |   |
| 3 | Training guide and documentation should be provided prior to training session. It is the responsibility of the suppliers that all training materials and equipment are available prior to training.                                     | Mandatory  |   |

**7.4 Maintenance Contract**

The importance of this activity is to guarantee that the newly implemented network equipment is sufficiently supported and that the systems maintain optimal uptime levels. Given the fact that this system is extremely important, bidders are required to offer a service level and support maintenance for a period of five years (beginning on the date of the system's final commissioning).

After year five, SIFB may, at his discretion, choose to extend the maintenance support contract with the chosen bidder. As a result, bidders are asked to submit an estimate of the cost of support maintenance for years six through ten, which will be renewable annually based on the quality of service rendered and potential rises in price.

The bidder terms and conditions **should match** at least our required mandatory conditions given underneath.

The supplier needs to ensure that for a major breakdown, the network should be operational within one working day according to the contingency plan.

The Supplier to send an estimated cost for the maintenance contract

DRAFT Maintenance Agreement to be submitted.

| A    | Service Level and Support Requirements<br>Hardware & System Software Support   | Compliance<br>offered (Y/N) | Response and<br>comments |
|------|--|-----------------------------|--------------------------|
| i.   | <p>A 5-year systems maintenance contract (renewable each year – besides manufacturer’s warranty) must be provided as from going live. The systems maintenance contract should cover both the hardware and software systems. The service level agreement should be comprehensive maintenance support, including replacement of all parts and should not be limited to hours or number of interventions.</p> <p>A preventive and remedial maintenance service should also be included. Three preventive maintenance services shall be provided each year.</p> <p><b>Note that all associated fees or costs MUST be included in the Price Schedule.</b></p> |                             |                          |
| iii. | <p>In case replacement of hardware device system is required, an equivalent or better model should be provided within 24 hours.</p>  |                             |                          |

Signature: \_\_\_\_\_

Name:

Position: \_\_\_\_\_

Date: (DD/MM/YY)

Authorized for and on behalf of: Company

- End of Document -