



## REQUEST FOR QUOTATION (RFQ) (Goods)

NAME & ADDRESS OF FIRM	DATE: August 27, 2019
	REFERENCE: RFQ/2019/MUS/007 'Supply, Installation and Commissioning of Servers and ICT Equipment, including the setting-up of a Server Room at the Utility Regulatory Authority (URA)'

Dear Sir / Madam:

We kindly request you to submit your quotation for the **'Supply, Installation and Commissioning of Servers and ICT Equipment, including the setting-up of a Server Room at the Utility Regulatory Authority (URA)'** as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations date which was initially set for **September 6, 2019** has been revised to **September 16, 2019 (16 00 hrs, Mauritian Time)** and may be submitted via e-mail ([procurement.mu@undp.org](mailto:procurement.mu@undp.org)) to the address below:

**United Nations Development Programme**  
Anglo-Mauritius House,  
Intendance Street,  
PO Box 253,  
Port Louis

Quotations submitted by email must be limited to a maximum of **9 MB**, virus-free and no more than **3** email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

A handwritten signature in blue ink, appearing to be 'J. B.', located at the bottom center of the page.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned goods:

Delivery Terms [INCOTERMS 2010]	DAP (Delivered at Place)
Customs clearance <sup>1</sup> , if needed, shall be done by:	Supplier/Offeror
Exact Address/es of Delivery Location/s (identify all, if multiple)	Utility Regulatory Authority, 8th Floor, 1 Cybercity, Ebène Mauritius
UNDP Preferred Freight Forwarder, if any <sup>2</sup>	N/A
Distribution of shipping documents ( <i>if using freight forwarder</i> )	N/A
Latest Expected Delivery Date and Time ( <i>if delivery time exceeds this, quote may be rejected by UNDP</i> )	1 month from the issuance of the Purchase Order (PO)
Delivery Schedule	Required
Preferred Currency of Quotation <sup>3</sup>	<input checked="" type="checkbox"/> Local Currency: Mauritian Rupees
Value Added Tax on Price Quotation <sup>4</sup>	Must be exclusive of VAT and other applicable indirect taxes
After-sales services required	<input checked="" type="checkbox"/> Warranty on Parts and Labour for minimum period of <b>3 years</b> <input checked="" type="checkbox"/> Technical Support and maintenance for a period of <b>3 months</b>
Deadline for the Submission of Quotation	<i>Monday, September 16, 2019 (16 00 hrs Mauritius Time)</i>

<sup>1</sup> Must be linked to INCO Terms chosen.

<sup>2</sup> Depends on INCO Terms. The suggestion to use a UNDP preferred courier is only for purposes of familiarity with procedures and documentary requirements applicable to the UNDP when clearing with customs.

<sup>3</sup> Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

<sup>4</sup> This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

	<div><input checked="" type="checkbox"/> Quality Certificates (ISO, etc.);</div> <div><input checked="" type="checkbox"/> Latest Business Registration Certificate;</div> <div><input checked="" type="checkbox"/> Manufacturer’s Authorization of the Company as a Sales and/or Distribution Agent (if Supplier is not the manufacturer);</div> <div><input checked="" type="checkbox"/> Evidence/Certification of Environmental Sustainability (“Green” Standards) of the Product being supplied;</div> <div><input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</div> <div><input checked="" type="checkbox"/> Project Plan including delivery, testing, commissioning and installation schedule;</div> <div><input checked="" type="checkbox"/> Detailed diagram of the URA Server and Network environment;</div> <div><input checked="" type="checkbox"/> Contact details of <b>3 reference customers</b> of a fully functional server room and where network cabling/wiring have been installed;</div> <div><input checked="" type="checkbox"/> CVs of personnel who will be directly involved in this project; and</div> <div><input checked="" type="checkbox"/> Training documentation as per Annex 1 requirements.</div>																							
Period of Validity of Quotes starting the Submission Date	120 days  In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.																							
Partial Quotes	Not permitted																							
Payment Terms	<table><tr><th>SN</th><th>Deliverable</th><th>Proposed Date</th><th>Percentage</th></tr><tr><td>1.</td><td>Work Plan</td><td>Sept-19</td><td>10 %</td></tr><tr><td>2.</td><td>Delivery of servers and other equipment</td><td>Oct-19</td><td>50 %</td></tr><tr><td>3.</td><td>Installation, configuration and commissioning of network, servers and ICT equipment</td><td>Nov-19</td><td>30%</td></tr><tr><td>4.</td><td>Completion of training, support and maintenance</td><td>Jan-20</td><td>10 %</td></tr></table>				SN	Deliverable	Proposed Date	Percentage	1.	Work Plan	Sept-19	10 %	2.	Delivery of servers and other equipment	Oct-19	50 %	3.	Installation, configuration and commissioning of network, servers and ICT equipment	Nov-19	30%	4.	Completion of training, support and maintenance	Jan-20	10 %
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Liquidated Damages	Will not be imposed																							
Evaluation Criteria	<div><input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price<sup>5</sup></div> <div><input checked="" type="checkbox"/> Comprehensiveness of proposal pertaining to workplan, installation, configuration, commissioning of hardware and equipment and training plan.</div> <div><input checked="" type="checkbox"/> Full acceptance of the PO/Contract General Terms and Conditions</div> <div><input checked="" type="checkbox"/> Earliest Delivery / Shortest Lead Time</div> <div><input checked="" type="checkbox"/> Others: CVs of key personnel in the project</div>																							
UNDP will award to:	One and only one supplier																							

<sup>5</sup> UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP
Contract General Terms and Conditions	General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Special conditions of Contract	Cancellation of PO/Contract if the delivery/completion is delayed by 1 month
Conditions for Release of Payment	<input checked="" type="checkbox"/> Passing Inspection: Documentary checks and visual inspection <input checked="" type="checkbox"/> Complete Installation <input checked="" type="checkbox"/> Passing all Testing <input checked="" type="checkbox"/> Completion of Training on Operation and Maintenance <input checked="" type="checkbox"/> Written Acceptance of Goods based on full compliance with RFQ requirements by the authorised URA officer <input checked="" type="checkbox"/> Deliverables being approved by the Project's Steering Committee
Annexes to this RFQ <sup>6</sup>	<input checked="" type="checkbox"/> Specifications of the Goods Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only) <sup>7</sup>	Ayesha Aumeeruddy Project Assistant <a href="mailto:ayesha.aumeeruddy@undp.org">ayesha.aumeeruddy@undp.org</a>  Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

Goods offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

<sup>6</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>7</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.





Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP indicated above - <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

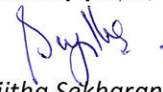
<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

**UNDP encourages every prospective Vendor to** avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

**Thank you and we look forward to receiving your quotation.**

**Sincerely yours,**



*Sujitha Sekharan*

*International Operations Manager*

August 27, 2019

## Technical Specifications

**YOUR SUBMISSION SHOULD CONSIST OF THE FILLED-IN, SIGNED ANNEX 2 DOCUMENT ON YOUR COMPANY LETTERHEAD AND ALL DOCUMENTS LISTED IN THE 'DOCUMENTS TO BE SUBMITTED SECTION' AT PAGE 3 OF THIS DOCUMENT. NON-SUBMISSION OF ANY OF THE LISTED DOCUMENTS MAY LEAD TO DISQUALIFICATION OF THE BIDDER AT THE BID EVALUATION STAGE.**

The company awarded this RFQ will work with the Utility Regulatory Authority (URA) IT Officer to set up the server room, the servers, and networking equipment and provide a seamlessly integrated system of support for all servers, network hardware, network security, and recommendations for growth from an infrastructure standpoint.

### **Description of the environment and existing Infrastructure**

URA currently has 12 full-time staff members and the number will reach 25 by December 2019. The number of staff members will grow significantly during the next financial year to reach around 55. There is presently no network at URA.

URA currently has one IT Officer to handle day-to-day technical issues and other tasks within the IT environment. He will work with the company selected under this RFQ to provide the needed support within URA.

### **Scope of proposal**

- The selected vendor shall furnish and install all equipment, labour, accessories, and materials necessary for a complete, functional network in accordance with these specifications;
- The proposal must indicate the time it would take to install and test the network in the delivery; testing, commissioning and installation schedule required as part of the documents to be submitted;
- All equipment proposed must comply with relevant Government Health & Safety requirements.
- The equipment proposed by the vendor must have a warranty period of **at least three years**;
- The vendor shall provide a separate quote for support on all equipment proposed for a period of **three months**;
- The service provider shall supply all necessary software licences, installation services, parameterisation, administrator and user training, documentation, user support and technical support;
- Licensing Requirements: we have estimated that initially 12 users will need to have access to the Network. However, at the end of first year, additional 13 user licenses will be required. Vendors should, however, recommend the most cost-effective approach to the licensing requirements;
- All costs including labour and accessories for installation, licenses, training services, support for 3 months and extra costs such as travel costs, accommodation, per diem, and any other item/s must be specified;
- The annual recurring cost in terms of maintenance for **5 subsequent years** should be provided (**for reference purposes only**). The maintenance should include access to upgrades, patches, fixes and help desk support;
- The vendor shall provide documentation on the following training to be provided:-
  - (i) adequate Administrator training to operate the equipment delivered and installed at URA;

- (ii) adequate Administrator training to manage the software delivered and implemented at URA (ex. Active Directory, Antivirus, etc.);
- (iii) training on Operating System and other systems to held exclusively for URA IT Staff on Systems Administration tasks, troubleshooting procedures and any other items as required by specific system proposed; and
- (iv) user training.

The following information is to be provided in the **training documentation** in the proposal:

- a) cost of training;
- b) details of courses to be provided;
- c) details of the training approach, for instance computer-based training (CBT), hands on experiences on training database, classroom or any other;
- d) number of training sessions;
- e) duration of each training session;
- f) CV and experience of trainers; and
- g) adequate training manuals (user manual, system administration manual) have to be provided prior for each of the sessions at URA.

Bidders will have to dispense training so that there is appropriate and adequate technology transfer that would make end-users fully conversant with the proposed System. Training should be hands-on and encompass application, and system administration. All training sessions will be held at the URA site. The practical aspects of how to deliver the training in order to minimise disruption to work can best be discussed and determined by URA. It is however important to ensure that the training:-

- a) should start 2 weeks prior to the whole system go-live;
- b) is comprehensive; and
- c) is timed with the availability of equipment and application software to allow staff to put their newly acquired skills in practice.

*Comprehensive training material will have to be provided to the staff being trained. URA reserves the right to reproduce the training materials for subsequent in-house training of other staff.*

#### **Important additional information**

- (i) *The scope of the work is only illustrative, not exhaustive. The vendor shall be responsible to design, construct and commission the data centre to confirm to the best international industry standard and practices.*
- (ii) *Standard Operating Procedure (SOP) documents will have to be provided for every component delivered and installed.*
- (iii) *Your proposal should include all documents as listed at **page 3** of this document (Documents to be submitted section).*
- (iv) *No advance payment will be made. Payment will be effected upon successful completion of the deliverables as per **Table 2** below.*
- (v) *A **site visit** would be held for potential bidders at the premises of the Utility Regulatory Authority, 8<sup>th</sup> floor, 1 Cybercity, Ebène, **on 30 August 2019 at 14 00 hrs.***



**Table 1. Technical Specifications**

Items to be Supplied*	Quantity	Description / Specifications of Goods	Latest Delivery Date
<b>Setting up of a Server Room with the following:</b>			
UPS 3KvA + Power bars	2	<p>Supply, delivery, installation and commissioning of redundant UPS Power Supply System with power backup.</p> <p><b>Technology:</b> On-Line UPS  <b>Capacity:</b> 3 kVA  <b>Input Voltage:</b> 160 volts to 270 volts  <b>Output Voltage:</b> 230 volts  <b>Monitoring:</b> SNMP  <b>Surge Protection:</b> Yes  <b>Short-circuit &amp; over-temperature Prevention:</b> Yes</p>	One month as from date of issuance of PO
Air Conditioning units with Automatic Timer	2	<p>Supply, delivery, installation and commissioning of Precision Air Conditioning System for cooling required for the data centre.</p> <p><b>Cooling Capacity:</b> 18000 Btu/Hr  <b>Rated Power Supply:</b> 230 volts</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- Server room requires precise temperature and humidity control.</li> <li>- Both AC should be running in sequential mode, i.e. if any fails the other should be activated automatically.</li> <li>- Vendor should provide the appropriate equipment such as timers to set up the redundancy.</li> </ul> <p>The room temperature shall be maintained at 20°C (+/- 1°C)</p>	One month as from date of issuance of PO
Data Cabinet 42u	1	<p>Supply, delivery, installation and commissioning of Data Cabinet for the Server Room.</p> <p><b>Type:</b> Standard (floor standing)  <b>Units:</b> 42U  <b>Dimensions:</b> 800mm (width) x 1000mm (depth)  <b>Material:</b> Heavy duty aluminium/steel frame  <b>Power Distribution Unit (PDU):</b> 10 sockets  <b>Output Voltage:</b> 230 volts</p> <p><b>Cable Management:</b> 3 units</p>	One month as from date of issuance of PO
Patch Panels	1	<p>Supply, delivery, installation and commissioning of patch panels.</p> <p><b>Type:</b> Rackmount  <b>Size:</b> 2U  <b>Ports:</b> 48  <b>Termination:</b> Punch-down termination</p>	One month as from date of issuance of PO





Items to be Supplied*	Quantity	Description / Specifications of Goods	Latest Delivery Date
		<b>Cable Type:</b> Cat 6	
<b>Raised Access Flooring</b>	<b>N/A</b>	<p>Supply delivery and installation of Raised access flooring system with necessary accessories and thermal insulation</p> <p><b>Finished Floor Height:</b> Up to 600mm (max)  <b>Under Floor Structure:</b> Bolted pedestal and stingers</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- Cover the entire area of the server room.</li> <li>- Consist of modular and interchangeable steel panels, supported by a steel under structure.</li> <li>- The finished raise floor should be free of gaps and exposed edges.</li> </ul>	<b>One month as from date of issuance of PO</b>
<b>Structured Cabling</b>	<b>N/A</b>	<p>Supply, delivery, installation, relocation and commissioning of redundant CAT 6 Network wiring of the data centre.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- All existing network cabling should be relocated to the new server room.</li> <li>- All cabling will be installed and terminated in accordance with the ANSI/TIA/EIA-568 standards.</li> <li>- All cable should be a minimum of Cat 6 UTP.</li> <li>- Cables will terminate on wall sockets and a Cat 6 patch panel in the server room.</li> <li>- Provide and install wire-management and mounting. All cables must be run inside the wall or with surface mount raceway.</li> <li>- All cables and faceplates must be labelled with a machine generated label per industry standards.</li> <li>- Cables shall be routed point-to-point (home run). Cables shall not be spliced.</li> <li>- Traditional cable ties shall be used where required to properly support cables and to protect them from harm or other environmental elements</li> <li>- Patch panels shall be wired according to TIA 568B</li> </ul> <p>Provide all patch cables required for completing Ethernet connections between the equipment patch panels and station patch panels. Provide one (1) patch cord of the appropriate size for each data cable installed. These patch cables shall be double ended RJ-45 TIA Category 6 cables.</p>	<b>One month as from date of issuance of PO</b>
<b>Electrical works + Breakers + VIGI modules</b>	<b>N/A</b>	<p>Supply, delivery, installation and commissioning of redundant power distribution system for supplying power to Data Centre.</p> <ul style="list-style-type: none"> <li>- Vendor shall provide fully compatible electrical system, equipment, accessories, and services for the server room.</li> </ul>	<b>One month as from date of issuance of PO</b>

Items to be Supplied*	Quantity	Description / Specifications of Goods	Latest Delivery Date
		<ul style="list-style-type: none"> <li>- The equipment should be appropriate for the temperature and humidity levels in Mauritius.</li> <li>- The equipment shall be capable of withstanding the dynamic and thermal stresses of listed short circuit current without any damage or deterioration.</li> <li>- The safety clearances of all live parts of the equipment shall be as per relevant standards.</li> </ul> <p>Electrical Distribution Board Panels should be modular type and include a ViGi module.</p>	
<b>Servers (rackable):</b>			
<b>Domain Controller Server</b>	<b>1</b>	<p>Supply, delivery, installation and commissioning of a Domain Controller Server.</p> <p><b>Processor:</b> Intel® Xeon® E-2146G (or comparable) 3.5GHz, 12M cache  <b>Memory:</b> 16GB 2666MT/s DDR4 ECC UDIMM  <b>Storage:</b> 8 x 500 GB SAS to be configured in RAID 5 (Parity)  <b>Network:</b> 2 x 1GbE LOM</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- Design and implement Microsoft Server 2016 file server and enable HyperV</li> <li>- Design and deploy Microsoft Server 2016 Domain Controller and Active Directory taking into consideration the organisational structure of URA.</li> <li>- Migrate existing shared data to file server.</li> <li>- Connect network-enabled printers and other equipment to the network.</li> </ul> <p>Maintain data storage thresholds and establish user directories for file management.</p>	<b>One month as from date of issuance of PO</b>
<b>Application and Database Server</b>	<b>1</b>	<p>Supply, delivery, installation and commissioning of an Application and Database Server.</p> <p><b>Processor:</b> Intel® Xeon® E-2146G (or comparable) 3.5GHz, 12M cache  <b>Memory:</b> 16GB 2666MT/s DDR4 ECC UDIMM  <b>Storage:</b> 2 x 1TB 7.2K RPM SATA 6Gbps Hard Drive  <b>Network:</b> 2 x 1GbE LOM</p> <p><b>Notes:</b></p> <p>Install Windows Server 2016 and enable HyperV</p>	<b>One month as from date of issuance of PO</b>

Items to be Supplied*	Quantity	Description / Specifications of Goods	Latest Delivery Date
Firewall Throughput: 3 Gbps (minimum)	N/A	Supply, delivery, installation and commissioning of a Firewall. Ports: Minimum of 4 ports supporting 10/100/1000 Ethernet <b>VPN support:</b> Yes <b>VPN Type:</b> IPSec/SSL <b>VPN Throughput:</b> 2 Gbps <b>IPS (Intrusion Prevention System) support:</b> Yes  <b>DOS and DDOS Protection:</b> Yes	One month as from date of issuance of PO
Antivirus	N/A	Supply, delivery, installation and commissioning of an Antivirus software with the following characteristics: <ul style="list-style-type: none"> <li>- Must be capable of supporting URA's current needs and able to adapt to URA's future information security needs as the IT landscape evolves.</li> <li>- Provides an endpoint security platform that integrates and interoperates with other information security systems and tools.</li> <li>- Prevents cyber breaches by pre-emptively blocking known and unknown ransomware, malware, exploits and zero-day threats.</li> <li>- Enables and protects URA staff as they safely perform their daily business activities using web-based technologies without becoming a hindrance or negatively affecting user experience.</li> <li>- Improves endpoint security and enables URA to safely utilise internet-based services.</li> <li>- Provides excellent detection and protection services to URA-owned systems to improve responsiveness to changing business conditions.</li> <li>- Provides a deeper understanding of granular usage of the system application visibility and control.</li> <li>- Provides excellent and timely customer support service to authorized IT staff through multiple channels such as customer support portal, remote troubleshooting and mobile support.</li> <li>- Must be able to prevent URA systems from Zero-Day exploits &amp; attacks and not to rely only on signature-based detection and protection methods.</li> <li>- Must have a proven track record on effectively preventing enterprise endpoint systems from Ransomware and other types of advanced threats.</li> <li>- Provide a consistent, functional, centralized administrative interface that is intuitive and easy to navigate.</li> <li>- Provide a secure, cloud-based console for a single point of administration.</li> <li>- The following endpoints should be supported: <ul style="list-style-type: none"> <li>▪ All Windows 7, 8.1 and 10 operating system versions (32 &amp; 64 BIT) including variations of service packs.</li> </ul> </li> </ul> Windows Server 2012, 2012 R2 and 2016	One month as from date of issuance of PO

Items to be Supplied*	Quantity	Description / Specifications of Goods	Latest Delivery Date
Wireless devices	2	<p>Supply, delivery, installation and commissioning of Wireless devices.</p> <p><b>Type:</b> Ceiling/Wall Mount  <b>Software Controller:</b> Yes  <b>Technology:</b> 802.11 a/b/g/n/ac (WAVE 2)  <b>Channels:</b> 20/40MHz  <b>Band:</b> Dual band (2.4GHz/5GHz)  <b>Wired Connection:</b> 10/100/1000 Ethernet connection  <b>Power over Ethernet (PoE):</b> 802.3af compatible  <b>Multiple SSID support:</b> Yes  <b>Number of Connected Clients:</b> 100+</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- Configure/Maintain wireless access points.</li> <li>- Manage and remediate any issues or problems related to wireless access points.</li> <li>- All access points should be ceiling mounted in locations where they will provide maximum coverage.</li> <li>- Multiple wireless networks should be set up with the appropriate configuration to separate employee and guest access.</li> </ul> <p>Wireless access points should be controlled and monitored using controller software installed on the server.</p>	One month as from date of issuance of PO

**Table 2. Payment Schedule**

SN	Deliverable	Proposed Date	Percentage
1.	Work Plan	Sept-19	10 %
2.	Delivery of servers and other equipment	Oct-19	50 %
3.	Installation, configuration and commissioning of network, servers and ICT equipment	Nov-19	30%
4.	Completion of training, support and maintenance	Jan-20	10 %



*Sujitha Sekharan*  
International Operations Manager  
August 27, 2019

## FORM FOR SUBMITTING SUPPLIER'S QUOTATION<sup>8</sup>

*(This Form must be submitted only using the Supplier's Official Letterhead/Stationery<sup>9</sup>)*

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. RFQ/2019/MUS/007.

**TABLE 1 : Offer to Supply Goods Compliant with Technical Specifications and Requirements**

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price (MUR)	Total Price per Item (MUR)
<b>Setting up of a Server Room with the following:</b>					
1	<b>UPS 3KvA + Power bars</b>  Supply, delivery, installation and commissioning of redundant UPS Power Supply System with power backup.  <b>Technology:</b> On-Line UPS <b>Capacity:</b> 3 kVA <b>Input Voltage:</b> 160 volts to 270 volts <b>Output Voltage:</b> 230 volts <b>Monitoring:</b> SNMP <b>Surge Protection:</b> Yes  <b>Short-circuit &amp; over-temperature Prevention:</b> Yes	2			
2	<b>Air Conditioning units with Automatic Timer</b>  Supply, delivery, installation and commissioning of Precision Air Conditioning System for cooling required for the data centre.  <b>Cooling Capacity:</b> 18000 Btu/Hr <b>Rated Power Supply:</b> 230 volts  <b>Notes:</b> <ul style="list-style-type: none"> <li>- Server room requires precise temperature and humidity control.</li> <li>- Both AC should be running in sequential mode, i.e.</li> </ul>	2			

<sup>8</sup> This serves as a guide to the Supplier in preparing the quotation and price schedule.

<sup>9</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes



Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price (MUR)	Total Price per Item (MUR)
	<p>if any fails the other should be activated.</p> <ul style="list-style-type: none"> <li>- Vendor should provide the appropriate equipment such as timers to set up the redundancy.</li> </ul> <p>The room temperature shall be maintained at 20°C (+/- 1°C)</p>				
3	<p><b>Data Cabinet 42u</b></p> <p>Supply, delivery, installation and commissioning of Data Cabinet for the Server Room.</p> <p><b>Type:</b> Standard (floor standing)  <b>Units:</b> 42U  <b>Dimensions:</b> 800mm (width) x 1000mm (depth)  <b>Material:</b> Heavy duty aluminium/steel frame  <b>Power Distribution Unit (PDU):</b> 10 sockets  <b>Output Voltage:</b> 230 volts  <b>Cable Management:</b> 3 units</p>	1			
4	<p><b>Patch Panels</b></p> <p>Supply, delivery, installation and commissioning of patch panels.</p> <p><b>Type:</b> Rackmount  <b>Size:</b> 2U  <b>Ports:</b> 48  <b>Termination:</b> Punch-down termination  <b>Cable Type:</b> Cat 6</p>	1			
5	<p><b>Raised Access Flooring</b></p> <p>Supply, delivery and installation of raised access flooring system with necessary accessories and thermal insulation</p> <p><b>Finished Floor Height:</b> Up to 600mm (max)  <b>Under Floor Structure:</b> Bolted pedestal and stingers</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- Cover the entire area of the server room.</li> <li>- Consist of modular and interchangeable steel panels, supported by a steel under structure.</li> </ul>	N/A			

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price (MUR)	Total Price per Item (MUR)
	<ul style="list-style-type: none"> <li>- The finished raise floor should be free of gaps and exposed edges.</li> <li>-</li> </ul>				
6	<p><b>Structured Cabling</b></p> <p>Supply, delivery, installation, relocation and commissioning of redundant CAT 6 Network wiring of the data centre.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- All existing network cabling should be relocated to the new server room.</li> <li>- All cabling will be installed and terminated in accordance with the ANSI/TIA/EIA-568 standards.</li> <li>- All cable should be a minimum of Cat 6 UTP.</li> <li>- Cables will terminate on wall sockets and a Cat 6 patch panel in the server room.</li> <li>- Provide and install wire-management and mounting. All cables must be run inside the wall or with surface mount raceway.</li> <li>- All cables and faceplates must be labelled with a machine generated label per industry standards.</li> <li>- Cables shall be routed point-to-point (home run). Cables shall not be spliced.</li> <li>- Traditional cable ties shall be used where required to properly support cables and to protect them from harm or other environmental elements</li> <li>- Patch panels shall be wired according to TIA 568B</li> </ul> <p>Provide all patch cables required for completing Ethernet connections between the equipment patch panels and station patch panels. Provide one (1) patch cord of the appropriate size for each data cable installed. These patch cables shall be double ended RJ-45 TIA Category 6 cables.</p>	N/A			
7	<p><b>Electrical works + Breakers + VIGI modules</b></p> <p>Supply, delivery, installation and commissioning of redundant power distribution system for supplying power to Data Centre.</p> <ul style="list-style-type: none"> <li>- Vendor shall provide fully compatible electrical system, equipment, accessories, and services for the server room.</li> </ul>	N/A			

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price (MUR)	Total Price per Item (MUR)
	<ul style="list-style-type: none"> <li>- The equipment should be appropriate for the temperature and humidity levels in Mauritius.</li> <li>- The equipment shall be capable of withstanding the dynamic and thermal stresses of listed short circuit current without any damage or deterioration.</li> <li>- The safety clearances of all live parts of the equipment shall be as per relevant standards.</li> </ul> <p>Electrical Distribution Board Panels should be modular type and include a ViGi module.</p>				
<b>Servers (rackable):</b>					
8	<p><b>Domain Controller Server</b></p> <p>Supply, delivery, installation and commissioning of a Domain Controller Server.</p> <p><b>Processor:</b> Intel® Xeon® E-2146G (or comparable) 3.5GHz, 12M cache  <b>Memory:</b> 16GB 2666MT/s DDR4 ECC UDIMM  <b>Storage:</b> 8 x 500 GB SAS to be configured in RAID 5 (Parity)  <b>Network:</b> 2 x 1GbE LOM</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- Design and implement Microsoft Server 2016 file server and enable HyperV</li> <li>- Design and deploy Microsoft Server 2016 Domain Controller and Active Directory taking into consideration the organisational structure of URA.</li> <li>- Migrate existing shared data to file server.</li> <li>- Connect network-enabled printers and other equipment to the network.</li> </ul> <p>Maintain data storage thresholds and establish user directories for file management.</p>	1			
9	<p><b>Application and Database Server</b></p> <p>Supply, delivery, installation and commissioning of an Application and Database Server.</p> <p><b>Processor:</b> Intel® Xeon® E-2146G (or comparable) 3.5GHz, 12M cache  <b>Memory:</b> 16GB 2666MT/s DDR4 ECC UDIMM</p>	1			

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price (MUR)	Total Price per Item (MUR)
	<b>Storage:</b> 2 x 1TB 7.2K RPM SATA 6Gbps Hard Drive <b>Network:</b> 2 x 1GbE LOM  <b>Notes:</b> Install Windows Server 2016 and enable HyperV				
10	<b>Firewall Throughput: 3 Gbps (minimum)</b>  Supply, delivery, installation and commissioning of a Firewall. Ports: Minimum of 4 ports supporting 10/100/1000 Ethernet <b>VPN support:</b> Yes <b>VPN Type:</b> IPSec/SSL <b>VPN Throughput:</b> 2 Gbps <b>IPS (Intrusion Prevention System) support:</b> Yes <b>DOS and DDOS Protection:</b> Yes	N/A			
11	<b>Antivirus</b>  Supply, delivery, installation and commissioning of an Antivirus software with the following characteristics: <ul style="list-style-type: none"> <li>- Must be capable of supporting URA's current needs and able to adapt to URA's future information security needs as the IT landscape evolves.</li> <li>- Provides an endpoint security platform that integrates and interoperates with other information security systems and tools.</li> <li>- Prevents cyber breaches by pre-emptively blocking known and unknown ransomware, malware, exploits and zero-day threats.</li> <li>- Enables and protects URA staff as they safely perform their daily business activities using web-based technologies without becoming a hindrance or negatively affecting user experience.</li> <li>- Improves endpoint security and enables URA to safely utilize internet based services.</li> <li>- Provides excellent detection and protection services to URA-owned systems to improve responsiveness to changing business conditions.</li> <li>- Provides a deeper understanding of granular usage of the system application visibility and control</li> </ul>	N/A			

Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price (MUR)	Total Price per Item (MUR)
	<ul style="list-style-type: none"> <li>- Provides excellent and timely customer support service to authorized IT staff through multiple channels such as customer support portal, remote troubleshooting and mobile support.</li> <li>- Must be able to prevent URA systems from Zero-Day exploits &amp; attacks and not to rely only on signature-based detection and protection methods.</li> <li>- Must have a proven track record on effectively preventing enterprise endpoint systems from Ransomware and other types of advanced threats.</li> <li>- Provide a consistent, functional, centralized administrative interface that is intuitive and easy to navigate.</li> <li>- Provide a secure, cloud-based console for a single point of administration.</li> <li>- The following endpoints should be supported: <ul style="list-style-type: none"> <li>▪ All Windows 7, 8.1 and 10 operating system versions (32 &amp; 64 BIT) including variations of service packs.</li> </ul> </li> </ul> <p>Windows Server 2012, 2012 R2 and 2016</p>				
12	<p><b>Wireless devices</b></p> <p>Supply, delivery, installation and commissioning of Wireless devices.</p> <p><b>Type:</b> Ceiling/Wall Mount  <b>Software Controller:</b> Yes  <b>Technology:</b> 802.11 a/b/g/n/ac (WAVE 2)  <b>Channels:</b> 20/40MHz  <b>Band:</b> Dual band (2.4GHz/5GHz)  <b>Wired Connection:</b> 10/100/1000 Ethernet connection  <b>Power over Ethernet (PoE):</b> 802.3af compatible  <b>Multiple SSID support:</b> Yes  <b>Number of Connected Clients:</b> 100+</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>- Configure/Maintain wireless access points.</li> <li>- Manage and remediate any issues or problems related to wireless access points.</li> <li>- All access points should be ceiling mounted in locations where they will provide maximum coverage.</li> </ul>	2			



Item No.	Description/Specification of Goods	Quantity	Latest Delivery Date	Unit Price (MUR)	Total Price per Item (MUR)
	<ul style="list-style-type: none"> <li>- Multiple wireless networks should be set up with the appropriate configuration to separate employee and guest access.</li> </ul> <p>Wireless access points should be controlled and monitored using controller software installed on the server.</p>				
	<b>Total Prices of Goods<sup>10</sup></b>				
	Add : Cost of Transportation				
	Add : Cost of Labour				
	Add : Cost of Licences				
	Add : Cost of warranty (3 years on parts and labour)				
	Add : Cost of support (3 months)				
	Add : Cost of training (please add details)				
	Add : Other charges (please add details)				
	<b>Total Final and All-Inclusive Price Quotation (MUR)</b>				

**TABLE 2: Estimated Operating Costs (if applicable) (for reference purposes only)**

List of Consumable Item/s (Include fast moving parts, if any)	Estimated Average Consumption	Unit of Measure	Unit Price	Total Price per Item

**TABLE 3: Estimated Recurring Annual Maintenance Costs over 5 subsequent years (for reference purposes only, costs should not be included in Table 1 above and will not form part of this contract)**

	Year 2	Year 3	Year 4	Year 5	Year 6
Annual maintenance cost (to include access to upgrades, patches, fixes and help desk support) (MUR)					

<sup>10</sup> Pricing of goods should be consistent with the INCO Terms indicated in the RFQ

**TABLE 3 : Offer to Comply with Other Conditions and Related Requirements**

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Delivery Lead Time (within one month of issue date of PO)			
Full compliance to requirements as per Annex 1			
Specification of country/ies of origin <sup>11</sup> for each equipment			
Warranty and After-Sales Requirements			
a) Training on Operations and Maintenance as detailed at Annex 1			
b) Minimum <b>three (3) years'</b> warranty on both parts and labor			
c) Technical support and maintenance for <b>three months</b>			
d) Provision of SOPs for every component delivered and installed			
Validity of Quotation (120 days)			
All Provisions of the UNDP General Terms and Conditions			
Submission of Quality Certificates (ISO, etc.)			
Submission of Latest Business Registration Certificate			
Submission of Manufacturer's Authorization of the Company as a Sales and/or Distribution Agent (if Supplier is not the manufacturer)			
Submission of Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Product being supplied			
Submission of Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List			
Submission of Project Plan including delivery, testing, commissioning and installation schedule			
Submission of Detailed diagram of the URA Server and Network environment			
Submission of contact details of <b>3 reference customers</b> of a fully functional server room and			

<sup>11</sup> *If the country of origin requires Export License for the goods being procured, or other relevant documents that the country of destination may require, the supplier must submit them to UNDP if awarded the PO/contract.*

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
where network cabling/wiring have been installed			
Submission of CVs of personnel who will be directly involved in this project			
Submission of training documentation as per Annex 1 requirements			

**All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.**

*[Name and Signature of the Supplier's Authorized Person]*  
*[Designation]*  
*[Date]*





# Requisition

**Ship To:** UNDP Office in Mauritius  
INTENDANCE STREET  
ANGLO-MAURITIUS HOUSE  
PO BOX 253  
PORT LOUIS PL 253  
Mauritius

Business Unit: <b>MUS10</b> <b>APPROVED</b>		
REQ Number	Date	Page
0000003528	16/08/2019	1
Requester Ayesha AUMEERUDDY Tel: Fax: ayesha.aumeeruddy@undp.org		
Approver Shakil BEEDASSY		

Line-Schd	Item	Description	Quantity	UOM	Due Date	Unit Price	Line Total
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1-1	83121701E	E) Information centers	1.0000	EA	22/10/19	1,500,000.00	1,500,000.00
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Acc No	OU	GL Unit	Fund	Dept	Imp Agent	Donor	Project	Activity	Res Type	Percent	Amount
72140	MUS	UNDP1	66000	35605	002316	12526	00106328	COMPONENT1		100	1,500,000.00

Buyer: Kamini BEEDASEE

<< Supply, Installation and Commissioning of Servers and ICT Equipment, including the setting-up of a Server Room at the

Utility Regulatory Authority (URA) (under Component 1 of the GCF project) >>

Line Total: 1,500,000.00

Supply, Installation and Commissioning of Servers and ICT Equipment, including the setting-up of a Server Room at the Utility Regulatory Authority (URA) (under Component 1 of the GCF project)

**Total Requisition Amount:** MUR 1,500,000.00

This order is subject to UN General Terms and Conditions available at WWW.UNDP.ORG, which can also be provided upon request.

Approval Signature



