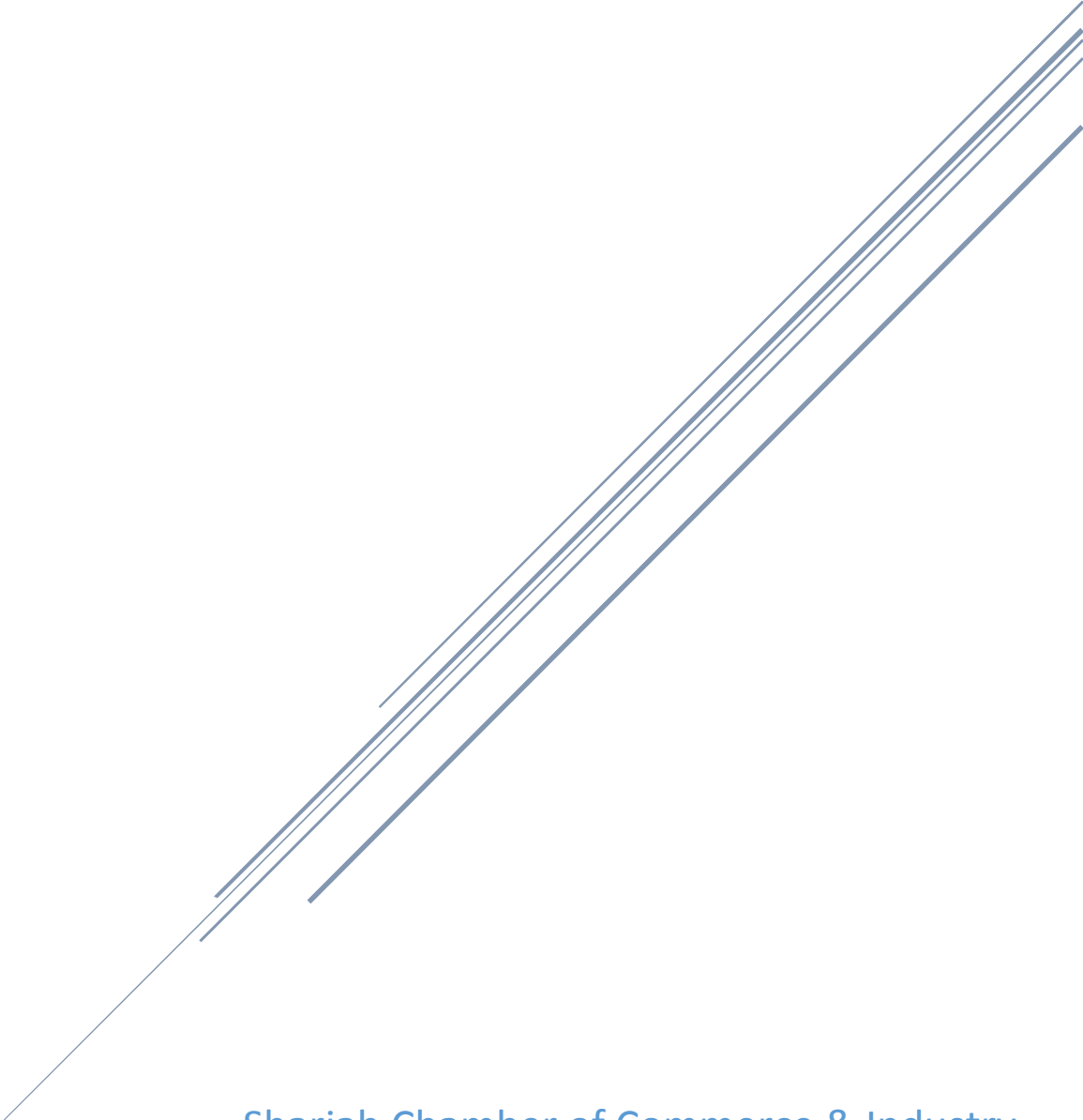# Annual Maintenance Support for Server & Storage

Request for Proposal

Sharjah Chamber of Commerce & Industry

Contents

Statement of Confidentiality

All information presented in this document or shared with the addressee, as part of the proposing process is considered strictly confidential. As such, the addressee should not disclose this document or any attachments in whole, or in part to any third party without the prior written consent of Sharjah Chamber of Commerce & Industry.

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1. Introduction

This document represents the Request for Proposal (RFP), for Sharjah Chamber of Commerce & Industry (SCCI) to get Annual Maintenace support HPE produts. The objective of this project is to have onsite support for Data Center at SCCI.

2. About Sharjah Chamber of Commerce & Industry (SCCI)

Sharjah Chamber of Commerce & Industry- (SCCI) was established in order to effectively and vitally participate in the organization of economic life and the prosperity of its trade, industry and professions sectors on all levels and in cooperation with the concerned establishments and bodies and local departments. The chamber is keen to include in its membership all the companies and establishments practicing economic activity in the emirate whether it is trade, industries or professions. It follows the economic and civilization development witnessed by United Arab Emirates a matter that naturally requires change on the different services and activities of the chamber.

3. Sharjah Chamber of Commerce & Industry (SCCI) Requirements

3.1   Scope of Work

- 24x7x4 Support for the HPE products & 24 * 7 call logging facilities
- Onsite and Remote supports - Remote Problem Diagnosis and Support
- Onsite delivery of spare parts and materials with in 4Hrs after logging an incident
- Provide resolution and incident reports
- Escalation matrix for the support issues
- Half-Yearly Health Check for HW & SW
- SCCM 2018.6(SCCM 2018.6 version deployment and software update
- SCOM 2018.6   Deployment and Support (SOM upgrade and ACS configuration)
- Onsite and remote support for Windows OS, Hyper-V, VMWare, Active Directory, DNS, MS Exchange, SCCM, SCOM, SQL cluster (Except Database), Veeam, DHCP Servers, and HPE Storage 3PAR first level support for DC and DR sites (one year Unlimited)

3.2   Bill of Material

S/No.	Part #	Description	Serial No.	Qty
		HP SAID ID NO.108188814102 -01.05.2018 to 30.04.2019 - HP 4 hour 24x7 Proactive Care SVC		
1	691367-B21	HP BLc VC FlexFabric-20/40 F8 Module	7C944801RW	1
2	691367-B21	HP BLc VC FlexFabric-20/40 F8 Module	7C94480158	1
3	E7X67A	HPE 3PAR StoreServ 7200c 2N Fld Int Base	CZ251416SD	1
4	727021-B21	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade	CZ2515005T	1
5	727021-B21	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade	CZ2515005X	1
6	727021-B21	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade	CZ2515005W	1
7	727021-B21	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade	CZ2515005V	1
8	727021-B21	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade	CZ2515005S	1
9	AK379A	HPE MSL2024 0-Drive Tape Library	DEC511073T	1
		HPE Software Technical Unlimited Support		
1	BC745BAE	HPE 3PAR 7200 OS Suite Base E-LTU		1
2	BC746AAE	HP 3PAR 7200 OS Suite Drive E-LTU		24
3	C6N28ABE	HPE Insight Control E-LTU		5
		HPE Software Updates SVC		
1	BC745BAE	HPE 3PAR 7200 OS Suite Base E-LTU		1
2	BC746AAE	HP 3PAR 7200 OS Suite Drive E-LTU		24
3	C6N28ABE	HPE Insight Control E-LTU		5
4	BD362AAE	HPE 3PAR StoreServ Mgmt/Core SW E-Media		1
5	BD363AAE	HPE 3PAR OS Suite Latest E-Media		1
6	C6N28ABE	HPE Insight Control E-LTU		5

S/No.	Description	Serial No.
1	HP Blade Enclosure	GB80281C73
2	ProLiant BL460c G6	GB80281CBP
3	ProLiant BL460c G6	GB80281C81
4	ProLiant BL460c G6	GB80281C8L
5	ProLiant BL460c G6	GB80281CDE
6	ProLiant BL460c G6	GB80281CBY
7	ProLiant BL460c G6	GB80281CAD
8	ProLiant BL460c G6	GB80281CF0
9	ProLiant BL460c G6	GB80281CC3
10	HP DL 380p Gen8	CZ232300HX
11	HP DL 380p Gen8	CZ23140721
12	HP DL 380p Gen8	CZ23370DDN

13	HP DL 380p Gen8	CZ23370DC4
14	HP DL 380p G5	CZC8475RS1
15	HP MSL2024 2*LTO6 Library (DR Site)	DEC511073T
16	Microsoft Software support and deployment	
17	EMC SAN SWITCH 1 - PART NO. CONTRX0000300	BRCALJ1923J0DS / FACTORY SERIAL NO. ALJ1923J0DS
18	EMC SAN SWITCH-2 - PART NO. CONTRX0000300	BRCALJ1923J0G0 / FACTORY SERIAL NO. ALJ1923J0G0

4. Proposal Guidelines

4.1   Proposal Content

This RFP seeks a response in the form of a proposal from short-listed vendors who will be capable and willing to carry the scope of work detailed in the previous section.

The RFP cover the bill of items and the scope of services to be provided by the vendors. Vendors are also requested to state all conditions on the use of the proposal. We will take reasonable steps to honor these conditions regardless of whether the proposal is accepted or not. The vendor responses should be structured as follows:

4.1.1   Executive Summary

This section should introduce the company submitting the proposal. If additional third party systems have been considered, This section should contain a summary of the proposed system vendor's proposal written for non technical and technical . The summary may be included in the covering letter, but should contain:

- Overall solution including systems and support level , implementation services and methodologies
- How the system is fit to cater to requirements of SCCI.
- What relevant experience can the vendor leverage for timely and effective implementation?
- Summary of costs and investments.

4.1.2   Vendor Profile

This section should provide a profile of the vendor organization and any partners. The following should also be included:

- Evidence that show that the vendor is an established partner of major software product vendors (if the solution proposed uses the software products).
- Certifications and capabilities in areas of software process management, quality assurance.

4.1.3 Proposed Solution / System

This section should contain a detailed description of the proposed software solution(s). The following should also be included:

- An overview of the solution components, their brief descriptions and their contribution to the overall solution to achieve SCCI's objectives.
- The proposed solution architecture; if the proposed solution consists of more than one software product from the same or different vendors, the integration architecture and approach also needs to be mentioned
- Benefits of the proposed system and solution that SCCI would achieve
- It should be clearly mentioned

4.1.4 Documentations

Vendor should specify the type of documentation which will be handed over to SCCI for example but not limited to User Manuals, Admin manuals, technical setup documents & installation guides.