

ANNEX II + III: TECHNICAL SPECIFICATIONS + TECHNICAL OFFER

Contract title: "Renewal of licences, updates and support services for the Network Security Systems, OS and Utilities Software Applications of the Regional Coordination of Operations Centre (RCOC), Seychelles and the Regional Maritime Information Fusion Centre (RMIFC), Madagascar."

Publication reference: COI/MASE/AO/2023/075

Columns 1-3 should be completed by the Contracting Authority

Columns 4-5 should be completed by the tenderer

Column 6 is reserved for the evaluation committee

Tenderers are requested to complete the template on the next pages:

- Column 2 is completed by the Contracting Authority shows the required specifications (not to be modified by the tenderer),
- Column 3 is completed by the Contracting Authority shows the required quantity (not to be modified by the tenderer),
- Column 4 is to be filled in by the tenderer and must detail what is offered. By simply filling this column by the words "comply", "compliant" or "yes" are not sufficient and will be rejected and the item will be marked as non-compliant. If used, these words must be supplemented with the required explanatory notes in support.)
- Column 5 allows the tenderer to make comments on its proposed supply and to make eventual references to the documentation

The eventual documentation supplied should clearly indicate (highlight, mark) the models offered, and the options included, if any, so that the evaluators can see the exact configuration. Offers that do not permit to precisely identify the models and the specifications may be rejected by the evaluation committee.

The offer must be clear enough to allow the evaluators to make an easy comparison between the requested specifications and the offered specifications. Apart from the requested specifications if the tenderer wishes to include additional information concerning an item, its configuration details and any other, then the tender should include it as a separate Annex of their technical proposal document, with the mention **"Refer to Annex X (Bidder's Annex identification for this item) for more details"** in column 4.

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
FOR RCOC					
1	<p>Licences renewal for Fortinet 101E Firewalls <u>Product Type:</u> License Package/Subscription Product Bundle to include at least the following updates and services: -</p> <ul style="list-style-type: none"> - FortiCare Premium Support - FortiGuard App Control Service - FortiGuard IPS Service - FortiGuard Advanced Malware Protection - FortiGuard Web Filtering Service - FortiGuard Antispam Service <p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Current configuration details:</u> 2 Fortinet 101E firewalls are configured in High Availability (HA) cluster Mode at the centre. With the HA configuration, at any given instance, only 1 of the firewalls of the cluster is in production mode (Active) while the other is in standby mode (Passive). In case of outage of the Active Firewall of the cluster, the Passive one seamlessly and automatically continues to provide all the protection services with same settings and configurations.</p> <p>Bidders are required to take this HA configuration into account while formulating their proposal for this item. In case 2 separate licences renewals are required for each of the</p>	1			

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	<p>firewalls of a cluster, then the same should be included as one bundled package offer for both firewalls of the cluster.</p> <p><u>Technical documentation:</u> Vendor's technical documentations of the license and services renewal proposed should be included in bidder's offer.</p> <p><u>Configuration and System update services:</u> The license key(s) should be activated on Fortinet's Fortiguard cloud platform. The current administrative account and existing license details will be provided to the successful bidder.</p> <p>The update services should include update of Firmware OS to the latest version for the current firewall model while ensuring that all configuration parameters and settings are kept unchanged.</p> <p>Threat feeds and IPS should be configured for automatic updates to the firewalls on at least 4 hrs interval basis.</p> <p>The successful bidder would be required to download and document the full configuration details of the firewalls prior to performing the updates. The documentation of the current configuration and settings should be submitted to the IOC for post-update control and commissioning. In case of any changes to the settings of the firewalls which lead to unavailable security services or other related</p>				

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<p>situations, the bidder will be responsible to restore the system back to its current settings and configurations (as documented) at its own cost.</p> <p>The successful bidder would also be required to fully test and ensure that the LAN and WAN environments (including VPN and DMZ, if any) of the centre are being serviced and secured accordingly upon completion of the update tasks.</p> <p>FortiCare support account with Fortinet should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual <u>Duration:</u> 1 Year</p>				
2	<p>Licences renewal for Symantec End Point Protection</p> <p><u>Product Type:</u> License Package/Subscription for one server and 29 clients (30 in total) <u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Current configuration details:</u> The RCOC uses Symantec Endpoint Protection (SEP) to protect servers (VM's), laptops and desktops in its network against malware, risks, and vulnerabilities including known and</p>	30			

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<p>unknown threats, such as viruses, worms, Trojan horses, and adware. The current SEP installation consists of the following components: -</p> <ul style="list-style-type: none"> - Management server software which is deployed on a dedicated VM powered by Windows 2019 Server OS; - Console interface which coordinates and manages security policies, client computers, reports, logs, roles and access, administrative functions, and security. - Embedded database to store security policies and events. <p>The update of SEP clients is configured to be updated in remote push mode.</p> <p><u>Configuration and System update services:</u> The IP address and access credentials to the VM hosting the current SEP installation will be provided to the successful bidder.</p> <p>The successful bidder will be required to update the current SEP version to the latest one, while ensuring that the current configuration parameters and settings of the software are kept unchanged upon completion of the update exercise. Bidders should also take into account that the current SEP has been phased out by Symantec and replaced by</p>				

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<p>Symantec Endpoint Security Enterprise (SEP Enterprise). It is expected that the current version is updated to the latest SEP Enterprise.</p> <p>Bidders may consider merging this item with Item 10 below and propose one single software version for both centres for costs optimisation.</p> <p>Additionally, it is required to perform a remote scan of all VM's, desktops and laptops to ensure that the latest anti-virus patterns are loaded/updated on them and also to clean same from any virus infections which could have occurred during the period since the current subscription was expired.</p> <p>SEP support account with Symantec should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual <u>Duration:</u> 1 Year</p>				
3	<p>Licences renewal for Symantec Email Gateway for Exchange Server</p> <p><u>Product Type:</u> License Package/Subscription for one server and 29 clients (30 in total)</p>	30			

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	<p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Current configuration details:</u> The RCOC uses Symantec Email Gateway (SEG) to protect its on premise Exchange Server based Email System.</p> <p>The SEG is configured to cater for on premise email security which in turn caters for inbound and outbound messaging security. It uses Bright Mail antispam filtering engine. The administration and configuration are performed from a single Web-based console, from which the system administrator can manage multiple Messaging Gateways to view trends, attack statistics, and noncompliance incidents.</p> <p><u>Configuration and System update services:</u> The IP address and access credentials to the VM hosting the current SEG installation will be provided to the successful bidder.</p> <p>The successful bidder will be required to update the current SEG version to the latest one, while ensuring that the current configuration parameters and settings of the software are kept unchanged upon completion of the update exercise.</p> <p>SEG support account with Symantec should be activated. Technical and administrative</p>				

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	<p>contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual</p> <p><u>Duration:</u> 1 Year</p>				
4	<p>Licences renewal for Office 365 Enterprise E3</p> <p><u>Product Type:</u> License Package/Subscription</p> <p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Configuration and System update services:</u> N/A</p> <p>Office 365 support account with Microsoft should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual</p> <p><u>Duration:</u> 1 Year</p>	30			
5	<p>Licences renewal for SolarWinds Network Performance Monitor SL100</p> <p><u>Product Type:</u> License Package/Subscription for 100 network elements</p> <p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Configuration and System update services:</u> The IP address and access credentials to the monitoring workstation hosting the current</p>	1			

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<p>SolarWinds monitoring software installation will be provided to the successful bidder.</p> <p>The successful bidder will be required to update the current SolarWinds version to the latest one, while ensuring that the current configuration parameters and settings of the software are kept unchanged upon completion of the update exercise.</p> <p>SolarWinds Network Performance Monitor support account with SolarWinds should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual <u>Duration:</u> 1 Year</p>				
6	<p>Licences renewal for Veritas Backup Exec V-Ray On-Premise Standard Edition 1 CPU</p> <p><u>Product Type:</u> License Package/Subscription <u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Configuration and System update services:</u> The IP address and access credentials to the VM hosting the current Backup Exec installation will be provided to the successful bidder.</p> <p>The successful bidder will be required to update the current Backup Exec version to the</p>	6			

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<p>latest one, while ensuring that the current configuration parameters and settings of the software are kept unchanged upon completion of the update exercise.</p> <p>Backup Exec support account with Veritas should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual</p> <p><u>Duration:</u> 1 Year</p>				
7	<p>Configuration and System Updates Services for RCOC</p> <p>The configuration and updates services required for each of the above listed Items 1-6 are described in detail in the specifications/requirements for each of the item.</p> <p>All installation, configuration and update tasks would be carried remotely, i.e. there is no need for physical dislocation of technical resources to the RCOC's premises in Seychelles. The IOC will facilitate this exercise.</p>	1			

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<p>Bidders are required to submit a deployment methodology and plan for the required system configuration and updates requested above.</p> <p>Testing and commissioning reports are mandatory.</p> <p>Submission of licence certificates and keys are mandatory at project completion.</p> <p>Bidders pricing must include all efforts required, including labour, transportation, project management, involvement in technical committees for project implementation follow-up, system testing, acceptance tests, commissioning, etc...</p>				
8	<p>Annual Support Services for RCOC</p> <p>Following to the implementation and acceptance of the above requested goods and services, the successful bidder will be required to provide the following services to the RCOC: -</p> <ul style="list-style-type: none"> - Regular preventive system health and performance checks on the software applications for which licences are being supplied and updated. The frequency of these checks would be every 3 months for the period 1 year following to project completion and acceptance. These checks 	1			

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	<p>should be performed by means of remote connections over VPN to the RCOC's systems. Reports should be produced and submitted to the IOC upon completion of each preventive check. Bidders are required to provide details on the list of tasks they intend to perform under this service type. Failure to submit this list will lead to rejection of technical proposal.</p> <ul style="list-style-type: none"> - Corrective Maintenance requests which are reported on an ad-hoc basis and are triggered following to an identified fault on the concerned applications software. Given that the centre operates on a 24x7x365 basis, this type of service can be requested at any time in the event of a fault or faults being identified in the concerned systems. This service type should to be made available to the RCOC for the period of 1 year following to project completion and acceptance. The service level required for this support service type is as follows: - 				

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	<ul style="list-style-type: none"> ○ A response time of not more than an hour from a fault report by the RCOC or the IOC; ○ Troubleshooting and repair of faults reported by technical professional(s) within 3 hours from report. It is understood that the troubleshooting will be carried over VPN Connection with the assistance of the in-house administrator as required. ○ In case of complex repairs, then the crucial services to avoid overall outage of IT Services to the users of the centre should be restored within the first 3 hours from report, while others can be restored in a delay not more than an additional 6 hours. <p>Any intervention performed by the technical resources of the successful bidder, whether corrective or preventive, should be recorded</p>				

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	<p>on an intervention report and submitted to the RCOC and IOC for record and follow-up. The report should amongst others clearly provide details on the service request made, an identification number for ease of reference and record, date/time, duration of intervention and the corrective measures performed. An intervention is deemed to be completed when the intervention report has been duly accepted by the RCOC and/or IOC. Any recommendations related to the repairs effected on the affected systems should be described in this report</p> <p>Bidders are required to submit their model of the proposed service level agreement (SLA) for the requested support services. The proposed model should be aligned to the requested service level. Failure to submit the model SLA will lead to rejection of technical proposal.</p>				
FOR RMIFC					
9	<p>Licences renewal for Fortinet 101E Firewalls <u>Product Type:</u> License Package/Subscription Product Bundle to include at least the following updates and services: -</p>	1			

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<ul style="list-style-type: none"> - FortiCare Premium Support - FortiGuard App Control Service - FortiGuard IPS Service - FortiGuard Advanced Malware Protection - FortiGuard Web Filtering Service - FortiGuard Antispam Service <p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Current configuration details:</u> 2 Fortinet 101E firewalls are configured in High Availability (HA) cluster Mode at the centre. With the HA configuration, at any given instance, only 1 of the firewalls of the cluster is in production mode (Active) while the other is in standby mode (Passive). In case of outage of the Active Firewall of the cluster, the Passive one seamlessly and automatically continues to provide all the protection services with same settings and configurations. Bidders are required to take this HA configuration into account while formulating their proposal for this item. In case 2 separate licences renewals are required for each of the firewalls of a cluster, then the same should be included as one bundled package offer for both firewalls of the cluster</p> <p><u>Technical documentation:</u></p>				

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	<p>Vendor's technical documentations of the license and services renewal proposed should be included in bidder's offer.</p> <p><u>Configuration and System update services:</u></p> <p>The license key(s) should be activated on Fortinet's Fortiguard cloud platform. The current administrative account and existing license details will be provided to the successful bidder.</p> <p>The update services should include update of Firmware OS to the latest version for the current firewall model while ensuring that all configuration parameters and settings are kept unchanged.</p> <p>Threat feeds and IPS should be configured for automatic updates to the firewalls on at least 4 hrs interval basis.</p> <p>The successful bidder would be required to download and document the full configuration details of the firewalls prior to performing the updates. The documentation of the current configuration and settings should be submitted to the IOC for post-update control and commissioning. In case of any changes to the settings of the firewalls which lead to unavailable security services or other related situations, the bidder will be responsible to restore the system back to its current settings and configurations (as documented) at its own cost.</p>				

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	<p>The successful bidder would also be required to fully test and ensure that the LAN and WAN environments (including VPN and DMZ, if any) of the centre are being serviced and secured accordingly upon completion of the update tasks.</p> <p>FortiCare support account with Fortinet should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual</p> <p><u>Duration:</u> 1 Year</p>				
10	<p>Licences renewal for Symantec End Point Security Cloud</p> <p><u>Product Type:</u> License Package/Subscription</p> <p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Current configuration details:</u></p> <p>The RMIFC uses Symantec Endpoint Protection Cloud (SEP Cloud) to protect servers (VM's), laptops and desktops in its network against malware, risks, and vulnerabilities including known and unknown threats, such as viruses, worms, Trojan horses, and adware.</p>	44			

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<p>The current SEP Cloud installation consists of the following components: -</p> <ul style="list-style-type: none"> - Management Console Interface on SEP Cloud for all Servers OS, VM's, desktops, laptops and mobile devices; - Console interface which coordinates and manages security policies, client computers, reports, logs, roles and access, administrative functions, and security. - Embedded database to store security policies and events. <p>The update of SEP Cloud clients is configured to be updated in remote push mode.</p> <p><u>Configuration and System update services:</u> The IP Address of the VM, administrative account and access credentials details to the SEP Cloud platform hosting the current SEP Cloud installation will be provided to the successful bidder.</p> <p>The successful bidder will be required to update the current SEP Cloud version to the latest one, while ensuring that the current configuration parameters and settings of the software are kept unchanged upon completion of the update exercise. Bidders should also take into account that the current SEP Cloud has been phased out by Symantec and replaced</p>				

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	<p>by Symantec Endpoint Security Enterprise (SEP Enterprise). It is expected that the current version is updated to the latest SEP Enterprise.</p> <p>Additionally, it is required to perform a remote scan of all VM's, desktops and laptops to ensure that the latest anti-virus patterns are loaded/updated on them and also to clean same from any virus infections which could have occurred during the period since the current subscription was expired.</p> <p>Bidders may consider merging this item with Item 2 above and propose one single software version for both centres.</p> <p>SEP support account with Symantec should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual <u>Duration:</u> 1 Year</p>				
11	<p>Licences renewal for Office 365 Enterprise E3</p> <p><u>Product Type:</u> License Package/Subscription <u>Delivery Mode:</u> License Key delivered electronically. <u>Configuration and System update services:</u> N/A</p> <p>Office 365 support account with Microsoft should be activated. Technical and</p>	25			

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	administrative contacts' details should be submitted to the IOC. <u>Renewal frequency:</u> Annual <u>Duration:</u> 1 Year				
12	<p>Licences renewal for SolarWinds Network Performance Monitor SL100</p> <p><u>Product Type:</u> License Package/Subscription for 100 network elements</p> <p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Configuration and System update services:</u> The IP address and access credentials to the monitoring workstation hosting the current SolarWinds monitoring software installation will be provided to the successful bidder.</p> <p>The successful bidder will be required to update the current SolarWinds version to the latest one, while ensuring that the current configuration parameters and settings of the software are kept unchanged upon completion of the update exercise.</p> <p>SolarWinds Network Performance Monitor support account with SolarWinds should be activated. Technical and administrative</p>	1			

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	<p>contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual</p> <p><u>Duration:</u> 1 Year</p>				
13	<p>Licences renewal for Veritas Backup Exec V-Ray On-Premise Standard Edition 1 CPU</p> <p><u>Product Type:</u> License Package/Subscription</p> <p><u>Delivery Mode:</u> License Key delivered electronically.</p> <p><u>Configuration and System update services:</u> The IP address and access credentials to the VM hosting the current Backup Exec installation will be provided to the successful bidder.</p> <p>The successful bidder will be required to update the current Backup Exec version to the latest one, while ensuring that the current configuration parameters and settings of the software are kept unchanged upon completion of the update exercise.</p> <p>Backup Exec support account with Veritas should be activated. Technical and administrative contacts' details should be submitted to the IOC.</p> <p><u>Renewal frequency:</u> Annual</p> <p><u>Duration:</u> 1 Year</p>	5			

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14	<p>Licences renewal for Red Hat Enterprise 7.5 Premium Edition</p> <p><u>Product Type</u>: License Package/Subscription <u>Delivery Mode</u>: License Key delivered electronically. <u>Configuration and System update services</u>: N/A Red Hat Linux support account with Red Hat should be activated. Technical and administrative contacts' details should be submitted to the IOC. <u>Renewal frequency</u>: Annual <u>Duration</u>: 1 Year</p>	8			
15	<p>Licences renewal for Red Hat Enterprise 7.5 Standard Edition</p> <p><u>Product Type</u>: License Package/Subscription <u>Delivery Mode</u>: License Key delivered electronically. <u>Configuration and System update services</u>: N/A Red Hat Linux support account with Red Hat should be activated. Technical and administrative contacts' details should be submitted to the IOC. <u>Renewal frequency</u>: Annual <u>Duration</u>: 1 Year</p>	6			

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16	<p>Licences renewal for vCenter Server 6 Standard Edition</p> <p><u>Product Type</u>: License Package/Subscription <u>Delivery Mode</u>: License Key delivered electronically. <u>Configuration and System update services</u>: N/A vCenter support account with VMWare should be activated. Technical and administrative contacts' details should be submitted to the IOC. <u>Renewal frequency</u>: Annual <u>Duration</u>: 1 Year</p>	1			
17	<p>Licences renewal for vSphere Server 6 Standard Edition</p> <p><u>Product Type</u>: License Package/Subscription <u>Delivery Mode</u>: License Key delivered electronically. <u>Configuration and System update services</u>: N/A vSphere support account with VMWare should be activated. Technical and administrative contacts' details should be submitted to the IOC. <u>Renewal frequency</u>: Annual <u>Duration</u>: 1 Year</p>	4			

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
18	<p>Configuration and System Updates Services for RMIFC</p> <p>The configuration and updates services required for each of the above listed Items 9-17 are described in detail in the specifications/requirements for each of the item.</p> <p>All installation, configuration and update tasks would be carried remotely, i.e. there is no need for physical dislocation of technical resources to the RMIFC's premises in Madagascar. The IOC will facilitate this exercise.</p> <p>Bidders are required to submit a deployment methodology and plan for the required system configuration and updates requested above.</p> <p>Testing and commissioning reports are mandatory.</p> <p>Submission of licence certificates and keys are mandatory at project completion.</p> <p>Bidders pricing must include all efforts required, including labour, transportation, project management, involvement in technical committees for project implementation follow-</p>	1			

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	up, system testing, acceptance tests, commissioning, etc...				
19	<p>Annual Support Services for RMIFC</p> <p>Following to the implementation and acceptance of the above requested supplies and services, the successful bidder will be required to provide the following services to the RMIFC:</p> <ul style="list-style-type: none"> - Regular preventive system health and performance checks on the software applications for which licences are being supplied and updated. The frequency of these checks would be every 3 months for the period 1 year following to project completion and acceptance. These checks should be performed by means of remote connections over VPN to the RMIFC's systems. Reports should be produced and submitted to the IOC upon completion of each preventive check. Bidders are required to provide details on the list of tasks they intend to perform under this service type. Failure to submit this list will lead to rejection of technical proposal. - Corrective Maintenance requests which are reported on an ad-hoc basis and are 	1			

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	<p>triggered following to an identified fault on the concerned applications software. Given that the centre operates on a 24x7x365 basis, this type of service can be requested at any time in the event of a fault or faults being identified in the concerned systems. This service type should to be made available to the RMIFC for the period of 1 year following to project completion and acceptance. The service level required for this support service type is as follows: -</p> <ul style="list-style-type: none"> ○ A response time of not more than an hour from a fault report by the RCOC or the IOC; ○ Troubleshooting and repair of faults reported by technical professional(s) within 3 hours from report. It is understood that the troubleshooting will be carried over VPN Connection with the assistance of the in-house administrator as required. 				

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	<ul style="list-style-type: none"> ○ In case of complex repairs, then the crucial services to avoid overall outage of IT Services to the users of the centre should be restored within the first 3 hours from report, while others can be restored in a delay not more than an additional 6 hours. <p>Any intervention performed by the technical resources of the successful bidder, whether corrective or preventive, should be recorded on an intervention report and submitted to the RMIFC and IOC for record and follow-up. The report should amongst others clearly provide details on the service request made, an identification number for ease of reference and record, date/time, duration of intervention and the corrective measures performed. An intervention is deemed to be completed when the intervention report has been duly accepted by the RMIFC and/or IOC. Any recommendations related to the repairs effected on the affected systems should be described in this report</p>				

1. Item Number	2. Specifications Required	3. Qty	4. Specifications Offered	5. Notes, remarks, ref to documentation	6. Evaluation Committee's notes
	Bidders are required to submit their model of the proposed service level agreement (SLA) for the requested support services. The proposed model should be aligned to the requested service level. Failure to submit the model SLA will lead to rejection of technical proposal.				

