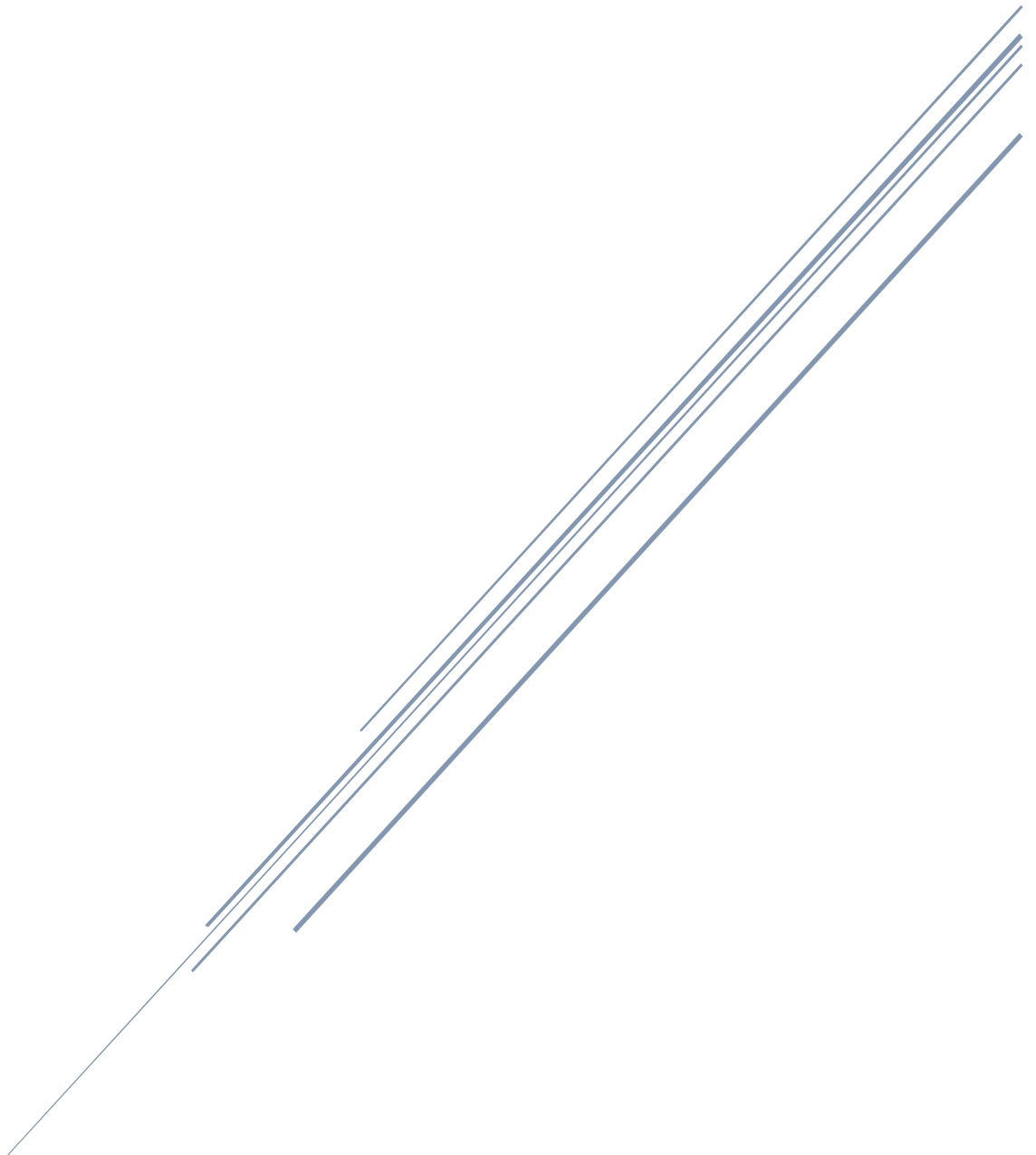


# ANNUAL MAINTENANCE SUPPORT FOR HP SERVERS & STORAGE

Request for Proposal



Sharjah Chamber of Commerce & Industry

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## 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.

The addressee also acknowledges that information shared here within is the intellectual property of Sharjah Chamber of Commerce & Industry and is subject to a disclosure agreement as recognized by the copyright and intellectual property protection regulations.

## 1. Introduction

This document represents the Request for Proposal (RFP), for Sharjah Chamber of Commerce & Industry (SCCI) to get Annual Maintenance support HPE products. The objective of this project is to have remote & onsite support for HP Servers, Storage and all HPE products 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
- Firmware Upgrade and Software Patches & Upgrades.
- Onsite and remote support for Windows OS, Hyper-V, VMWare, Active Directory, DNS, MS Exchange Hybrid (On-premises & Office365),MS Teams, SCCM, SCOM, SQL cluster (Except Database), Veeam Backup & Replication, DHCP Servers, and HPE Storage 3PAR first level support for DC and DR sites (one year Unlimited)

## 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 covers 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:

- Legal documents to prove that the vendor is an authorized representative / reseller of the proposed software components.
- 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

### 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 etc.

## 5. Bill of Material

### Support Coverage Period: 1<sup>st</sup> April 2023 To 31<sup>st</sup> March 2024

Product #	Serial #	Description
719064-B21	CZJ7150F4K	HPE DL380 Gen9 8SFF CTO Server
719064-B21	CZJ7150F4L	HPE DL380 Gen9 8SFF CTO Server
719064-B21	CZJ7151874	HPE DL380 Gen9 8SFF CTO Server
719064-B21	CZJ7151875	HPE DL380 Gen9 8SFF CTO Server
755258-B21	CZJ71506JX	HPE DL360 Gen9 8SFF CTO Server
AK379A	DEC71306YX	HPE MSL2024 0-Drive Tape Library
E7W00A	2S6711B034	HPE MSA 1040 2Prt FC DC SFF Strg
H6Z26A	CZ3716Y604	HPE 3PAR 8000 SFF(2.5in) SAS Drive Encl
K2Q35A	CZ3716Y603	HPE 3PAR StoreServ 8200 2N Storage Base
QW938A	CZC7123BPN	HPE SN3000B 24/24 FC Switch
QW938A	CZC7123BPT	HPE SN3000B 24/24 FC Switch
507019-B21	GB80281C73	HP BLc7000 CTO 3 IN LCD ROHS Encl
642106-421	CZ23370DC4	HP DL380p Gen8 E5-2650 HPM EU Svr
642106-421	CZ23370DDN	HP DL380p Gen8 E5-2650 HPM EU Svr
662257-421	CZ23140721	HP DL380p Gen8 E5-2690 HPM EU Svr
662257-421	CZ232300HX	HP DL380p Gen8 E5-2690 HPM EU Svr
691367-B21	7C94480158	HPE BLc VC FlexFabric-20/40 F8 Module
691367-B21	7C944801RW	HPE BLc VC FlexFabric-20/40 F8 Module

727021-B21	CZ2515005S	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade
727021-B21	CZ2515005T	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade
727021-B21	CZ2515005V	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade
727021-B21	CZ2515005W	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade
727021-B21	CZ2515005X	HPE BL460c Gen9 10Gb/20Gb FLB CTO Blade
E7X67A	CZ251416SD	HPE 3PAR StoreServ 7200c 2N Fld Int Base
BC745BAE		HPE 3PAR 7200 OS Suite Base E-LTU
BC746AAE		HPE 3PAR 7200 OS Suite Drv E-LTU ( Qty-24)
C6N28ABE		HPE Insight Control E-LTU (Qty-5)
BD362AAE		HPE 3PAR StoreServ Mgmt/Core SW E-Media
BD363AAE		HPE 3PAR OS Suite Latest E-Media
	Microsoft Software support and deployment	
	EMC SAN SWITCH 1 - PART NO. CONTRX0000300	BRCALJ1923J0DS / FACTORY SERIAL NO. ALJ1923J0DS
	EMC SAN SWITCH-2 - PART NO. CONTRX0000300	BRCALJ1923J0G0 / FACTORY SERIAL NO. ALJ1923J0G0