



TERMS OF REFERENCE

Supply, Delivery and Commissioning of Server Infrastructure

1. Background

IT server infrastructure services for the Zimbabwe Health Interventions (ZHI) is the first stage in the implementation of modern and safe IT infrastructure within the organization. These Terms of Reference are intended to select the supplier who will provide a full range of services for the supply, delivery and commissioning of server Infrastructure for the Zimbabwe Health Interventions (ZHI) in accordance with state standards and considering best international practices.

2. Objective

The objective includes Supply, Delivery and Commissioning of Server Infrastructure capacity to be able to host a number of organisational systems. Acquisition of servers and other related hardware and software (virtualization and Backup). Standardization of the server infrastructure at the main data centre and the DR datacentre.

3. Project Scope and Specification

Feature	Description
Form Factor	Rackmount Server
Processor	2 Sockets, Intel Xeon 24 minimum cores per processor
Memory	128GB RAM expandable to 1TBs
Internal Storage	3TB usable with Support for RAID 0, 1, 5, 6, 10
External Storage support	At least 2 ports Fibre Channel HBAs
Network Interface	Minimum of 2 x 2 port 1GbE, 10GbE
Power Supply	Hot-Swap Redundant power supplies
Redundant components	Servers should have Hot-Swappable Fans, Power Supplies, HDD
System Management	Centralized Server configuration and management support for Server power management
Language Support	All system documentation, System Management menus should be in English
Operating Systems	Microsoft Windows, SuSE Linux, Red Hat Linux, Oracle Linux, VMware vSphere
Warranty	1 Year Customer replaceable unit and onsite service.
Security and Availability	Hot Swap redundant drives, fans, Power Supply Units, Diagnostic LEDs
Other Interfaces	At Least 2 front or back- access USB ports
Expansion Slots	Provision for at least 2 additional Rear PCIe
Quantity of Servers required	Two (2)

Software

Feature	Description
VMware ESXi 7.1	Esxi 7.1 Standard 2CPUs x 2
Veeam	Backup and Replication (2x2 CPUs Licences)

4. Deliverables

- Pre-installation checks with respect to environmental aspects.
- Installation of the server into racks.
- Connect the server to the network.
- Network and Power Re-cabling
- Installation of related software and systems as well as firmware upgrades
- 5 years next business day onsite support and maintenance
- Warranty for all hardware and related software for a period of five (5) years. (Service Level Agreement to be entered into between ZHI and the winning bidder).

5. Preliminary criteria

The bidders have to comply with the responsiveness criteria stated below. Failure to comply with any of the responsive criteria listed below will render the bid non-responsive.

- The bidder must be accredited as a partner of the proposed brand for the provision and implementation of the proposed infrastructure (proof must be attached).
- The bidder must indicate the proposed infrastructure and software for Servers (indicate OEM for each component).
- The bidder must provide a minimum of 2 CVs of the Server Infrastructure engineers that will implement the proposed solution.
- The bidder must provide details of projects of similar nature that they have undertaken. Contactable references (client references) must be provided for each project.
- A project implementation plan must form part of the proposal.
- The proposed equipment must allow for virtualisation.

The bidder is expected to adhere to the following time frames:

- Implement project within 3 months after receiving a purchase order
- Produce bi-weekly reports of the progress made on the project
- Ensure that the hardware and software has a proactive care warranty

6. Bid Price

The bid price should cover the following;

- Outright Purchase of equipment
- Installations and Configurations
- Software licences
- Testing and Commissioning of new infrastructure
- Five (5) years Proactive Care warranty
- The total VAT inclusive USD bid amount must be stated in the Financial proposal.

7. Evaluation – Functionality

All responsive bids will be subjected to a prequalification evaluation on functionality. Bids not obtaining a minimum of 70 points on functionality will be excluded for further evaluation.

Proposals will be evaluated and points will be allocated on the following basis for functionality:

No	Functionality Criteria	Weighting Factor
1	Technicality Bidder must provide a blueprint of Architectural Solution focusing on Servers, Network, Security and Backup(indicate OEM for each component) and a detailed project Plan with resource allocation	30
2	Qualifications & Skills Must provide 2 CVs of Engineers that will implement the solution (Minimum (Server brand) Certification Plus VMware Certification and 5 years relevant experience. Must provide 2 CVs of Project Managers with Prince 2 / PMP Certification and 5 years experience in ICT Infrastructure project management	30
3	Experience and track record Bidder must showcase company experience by providing details of projects where they have deployed servers infrastructure with integration of Servers and storage (indicate OEM for each component) Number of relevant projects undertaken within the Past 5 Years Written evidence on company letterhead where a similar project was undertaken. preferably with international/intergovernmental organizations.	40
	TOTAL	100

Bidders will be rated on the ratings stated below

0 - Very Poor 2 – Poor 3 – Good 4 - Very Good 5 – Excellent

8. Submission of Proposals

ZHI is now inviting qualified firms and consultants to submit their **Technical and Financial Proposals** including a cover letter on or before 04 February 2022 to the following address: Email: tenders@zhi.co.zw with the subject: “Technical and Financial Proposal for the **Supply, Delivery and Commissioning of ZHI Server Infrastructure**”. For any enquiries regarding this RFP, send an email to procurement@zhi.co.zw

The submissions should include the following documents:

- a) Technical proposal
- b) Copies of certificate of registration/incorporation (for firms)
- c) Names and contacts of Directors (for firms)
- d) Company profile (for firms)
- e) Curriculum Vitae of proposed project team members
- f) Tax registration certificates (Income Tax and VAT in case of firms)
- g) Full contact details (physical address, telephone and fax numbers and e-mail addresses)
- h) Contact person and contact details of Project Lead/Manager(for firms)
- i) Profile of previous work done which is related to this assignment
- j) Three references and contacts of three referees (on Company letterheads)
- k) Certificates of completion of previous work
- l) Cost of implementing the assignment including the cancellation clauses.

Note: All configurations including login credentials remain the property of ZHI