Request for Proposal

For
ACI Storage
For
Amman Chamber of Industry
(ACI)

RFP No 9/2024

Date: 15/12/2024

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شروط عامة

1- يجب على الشركات المشاركة بالعطاء تقديم كفالة دخول عطاء على شكل كفالة بنكية أو شيك مصدق بقيمة لا تقل عن 5% من قيمة العطاء صالحة لمدة 90 يوما من تاريخ تقديم العروض.

2- يجب على الشركة المحال عليها العطاء تقديم ضمان حسن تنفيذ على شكل كفالة بنكية أو شيك مصدق بقيمة لا تقل عن 10% من قيمة العطاء سارية المفعول لحين استلام اللوازم أو الانتهاء من تنفيذ الخدمات وصدور شهادة المخالصة من الغرفة بذلك.

3- يجب على الشركة المحال عليها المشروع تقديم تعهد بتقديم خدمات ما بعد البيع مثل الصيانة وقطع الغيار للأجهزة أوالأنظمة المشتراة مع بيان القيمة السنوية لتكلفة الصيانة بعد الصيانة المجانية.

4- يجب على الشركة تقديم كفالة صيانة على شكل كفالة بنكية أو شيك مصدق بقيمة لا تقل عن 5% من قيمة العطاء لمدة عام بعد استلام اللوازم استلاما نهائيا.

5- تقدم الأسعار بالدينار الأردني متضمنة التوريد والتشغيل للنظام وأية لوازم تتطلب ذلك في الموقع / المواقع التي تحددها غرفة صناعة عمان، وبحيث تكون الأسعار شاملة للضريبة العامة على المبيعات وأية ضرائب أخرى.

6- يعتبر قرار الإحالة نافذ المفعول اعتبال من تاريخ تبلغ المتعهد القرار بتوقيعه على قرار الإحالة، كما يعتبر هذا التاريخ بدء سريان مدة التوريد إلا إذا ورد خلاف ذلك في القرار.

7- يجب ان يتم تقديم العرض الفني والمالي كل في مغلف منفصل ومغلق.

8- يلتزم المناقص أن يبقى العرض المقدم منه نافذ المفعول وغير جائز الرجوع عنه لمدة لا تقل عن (90) يوماً من التاريخ المحدد كآخر موعد لتقديم العروض، وعلى المناقص أن يبلغ غرفة صناعة عمان خطياً بعدم رغبته في تمديد عرضه قبل انتهاء المدة المحددة أعلاه بعشرة أيام على الأقل وإلا يعتبر عرضه ساري المفعول لحين تصديق قرار الإحالة من المرجع المختص.

9- يجب ذكر الرقم الوطني والرقم الضريبي والاسم بشكل واضح ورقم صندوق البريد ورقم الفاكس والهاتف وتحديد المنطقة والرمز البريدي.

10- يحق لغرفة صناعة عمان إلغاء العطاء دون إبداء الأسباب.

11- يجب أن يشمل العرض الفني على إجابة واضحة وصريحة على كل المواصفات الفنية المطلوبة للنظام وتفصيل الطريقة التي سيتم فيها تطبيق المواصفة وبيان المخالفات الفنية بشكل واضح وصريح ولكل بند في مواصفة النظام حسب جدول المقارنة المرفق بالصفحة رقم **11**.

12- في حال تعطل أي من الأجهزة او البرمجيات التي تم شرائها ضمن هذا العطاء، يلتزم المتعهد بحل المشكلة بشكل أو توفير بديل وبشكل فوري لحين القيام بإصلاح الجهاز وإعادته للعمل, ويشترط توفير جهاز يوفر كافة المواصفات الموجزدة في الجهاز المعطل وبخلاف ذلك, يحق لغرفة صناعة عمان إتخاذ الإجرائات المناسبة والتي تشمل فرض غرامات وبدل عطل وضرر وغيرها وذلك طيلة فترة الصيانة المجانية المشمولة في العطاء.

1. Section I: Introduction and Background

1.1 Background

Amman Chamber of Industry (hereinafter referred to as ACI); established in 1962 as a non-profit and non- governmental organization, which represents the industrial sector in Jordan. ACI members are around 8000 varying in size from large, medium and small enterprises.

ACI works on developing Jordanian industry in various technical, engineering, administrative and marketing fields. In addition to that, ACI work on the removing of problems and obstacles facing the industrial sector. Thus, ACI is leading the development of the competitiveness of Jordanian products in the domestic market, as well as enhancing exporting capacity in both; regional arid global markets.

ACI provides the following services:

- Registration and Membership

- Signature Validity

- Issuance of Guarantees

- Issuing Certificates of Origin

1.2 RFP Purpose

ACI is requesting proposals for purchasing, configuration; training and support of ACI Storage devices and software .The ACI Storage shall include hardware, software, installation, implementation, maintenance, and training on the proposed solution.

2. PROPOSAL GUIDELINES AND REQUIREMENTS

1.   The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

2.   The price quoted should be inclusive. If the price excludes certain fees or charges, the bidder must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

3.   The execution of the work should be performed by the bidder himself and not by any subcontractor.

4.   Provisions of this RFP and the contents of the successful responses are considered part of the final contractual obligations.

5.   One hardcopy of the technical proposal should be submitted in a sealed envelope marked "Technical Proposal: Company Name, ACI Storage, RFP Number [], and submission date". The technical proposal should include all required hardware and software of the proposed solution.

6.   One hardcopy of the financial proposal should be submitted in a closed envelope marked "Financial Proposal: Company Name, ACI Storage , RFP Number [j, and submission date"

7.   Financial proposal should include the price of all services, hardware and .software proposed by the bidder. In addition, it should contain the annual rate *for maintenance* services and software updates after the free warranty period. The rate provided should be constant without any increase for at least three years after the free warranty period.

8.   Financial proposal should be divided into two parts, one part for the hardware and the other part for the software.

9.   The bidder should explicitly conform to the payment terms mentioned in section 6.

10.   This solicitation is no way obligates ACI to award a contract, nor does it commit ACI to pay for any Costs incurred in the preparation or submission *o1* the proposal in response hereto.

11.   ACI reserves the right to conduct negotiations with bidders.

12.   Proposals must be valid for at least 90 days from the closing date. ACI reserves the right to request

The extension of the va1idity period of the proposal.

13.   The RFP is available in both hardcopy and softcopy, if a softcopy is needed, an email should be sent to tenders@aci.org.jo before the deadline mentioned *in* section 3 with the subject "ACI Storage, RFP Number [1/2024], Company name, Request for Softcopy".

3. Deadline for Proposals

Sealed proposals should be submitted to ACI to the address listed below before 2:00 P.M. on Sunday 29/12/2024, any proposal submitted after that will not be considered and will be returned unopened.

ACI Address:

Jabaal Amman, 2nd Circle, Scientific Islamic College Street, Building number 33.

4. Bidders Questions

Questions should be sent only via e-mail to <u>tenders@aci.org.jo</u> and submitted no later than 29/12/2024. Subject of the bidder email should reflect "Questions: ACI Storage, Company Name".

5. Late fees

Any delay in the project successful delivery and acceptance schedule will be stipulated to three percent per a week as a fine [3% per week] of the total fees.

6. Payment Terms

100% after final acceptance of the project.

7. Product Demo

The shortlisted bidders will be requested to perform a demo for the suggested solution and prove all Functionalities. This demo will be part of the vendor evaluation.

8.   Section II: Requirements

8.1 General Requirements

1.   The new ACI Storage device and software should integrate with the current firewall available at ACI (WatchGuard).
2.   The new ACI Storage device and software should be secure, easy to manage, reliable, and adoptable to expansion.
3.   The ACI Storage devices and software should use latest technologies, and based on the best practice for the market standards.
4.   The ACI Storage devices and software licensing should be a lifetime license without the need to renew the license yearly.
5.   Winning bidder should perform all required activities and tasks including configuration and testing. The winning bidder should provide all required hardware and software.
6.   Winning bidder should inform ACI about any required civil work needed.
7.   The Scope of work of the winning bidder include hardware and software delivery, installation, configuration, training, operation and Three years support (parts and labor).
8.   Winning bidder should provide all official datasheets for all proposed hardware and software.

8.2   Technical Requirements

<u>**General DSM Specification**</u>

CPU	(16-thread) 2.1 GHz, Turbo Boost up to 2.7 GHz
Hardware encryption engine	Yes (AES-NI)
Memory	16 GB DDR4 ECC UDIMM (expandable up to 64 GB)
Compatible drive types	16 x 3.5" or 2.5" SATA HDD/SSD (drives not included)
Storage Size	Number of HDD bays: 3 HDD Capacity (Installed): **48TB** before RAID5 (3 x 16TB) Number of SSD bays: 1 OS must be on **SSD Hard Disk 1TB ++**
Hot swappable drive	Yes
External ports	• 2 x USB 3.2 Gen 1 ports • 2 x Expansion ports (Infiniband)
Form factor	Rackmount 3U
Size (HxWxD)	132.3 x 482 x 656.5 mm (with server handles)
Weight	17.4 kg
LAN ports	• 4 x 1GbE RJ-45 • 2 x 10GbE RJ-45
Wake on LAN/WAN	Yes
PCIe 3.0 slots	• 2 x 8-lane x8 slots • Supports 10GbE/25GbE network interface cards2 and M.2 NVMe SSD adapter cards for SSD cache9
Scheduled power on/off	Yes
System fans	3 x (80 x 80 x 32 mm)
AC input power voltage	100 V to 240 V AC
Power frequency	50/60 Hz, single phase
Operating temperature	0°C to 35°C (32°F to 95°F)
Storage temperature	-20°C to 60°C (-5°F to 140°F)
Relative humidity	5% to 95% RH

Networking protocols	SMB, AFP, NFS, FTP, WebDAV, CalDAV, iSCSI, Telnet, SSH, SNMP, VPN (PPTP, OpenVPN™, L2TP)
File systems	• Internal: Btrfs, ext4 • External: Btrfs, ext4, ext3, FAT32, NTFS, HFS+, exFAT9
Supported RAID types	RAID F1, Basic, JBOD, RAID 0, RAID 1, RAID 5, RAID 6, RAID 10

Storage management	• Maximum single volume size: 108/200 TB10 • Maximum system snapshots: 65,53611 • Maximum internal volumes: 256
SSD cache	• Read/write cache support • 2.5" SATA SSD support • M.2 NV Me SSD support8
File sharing capabilities	• Maximum local user accounts: 16,000 • Maximum local groups: 512 • Maximum shared folders: 512 • Maximum concurrent SMB/NFS/AFP/FTP connections: 4,00012
Privileges	Windows® Access Control List (ACL), application privileges
Directory services	Connects with Windows® AD/LDAP servers enabling domain users to login via SMB/NFS/AFP/FTP/File Station using their existing credentials.
Virtualization	VMware vSphere®, Microsoft Hyper-V®, Citrix®, OpenStack®
Security	Firewall, shared folder encryption, SMB encryption, FTP over SSL/TLS, SFTP, rsync over SSH, login auto block, Let's Encrypt support, HTTPS (customizable cipher suite)
Supported clients	Windows® 7 onwards, MacOS® 10.12 onwards
Supported browsers	Chrome®, Firefox®, Edge®, Internet Explorer® 10 onwards, Safari® 10 onwards, Safari (iOS 10 onwards), Chrome (Android™ 6.0 onwards) on tablets
Interface languages	English and can add any needed languages

Packages and Applications

File Server & Synchronization	
Drive	Synchronizes files across Windows®, macOS®, Linux®, Android™ and iOS. The built-in cross-platform portal allows access to data anytime and anywhere. • Maximum number of hosted files: 5,000,000 • Maximum number of concurrent connections for PC clients: 2,000
File Station	Provides virtual drives, remote folders, Windows® ACL editor, compression/extraction of archived files, bandwidth control for specific users/groups, creation of sharing links, and transfer logs.
FTP Server	Supports bandwidth control for TCP connections, custom FTP passive port ranges, anonymous FTP, FTP over TLS/SSL and SFTP protocols, network booting with TFTP and PXE support, and transfer logs.
Presto File Server13	Enables high-speed data transfer over WAN through the exclusive SITA technology between NAS and desktop.
Cloud Sync	Offers one or two-way synchronization with public cloud storage providers including Alibaba Cloud OSS, Amazon S3- compatible storage, Back blaze B2, Baidu Cloud, Box, Dropbox, Google Cloud Storage, Google Drive, hubiC, Mega Disk, Microsoft OneDrive, OpenStack Swift-compatible storage, Tencent COS, WebDAV servers and Yandex Disk.
Universal Search	Enables global search of applications and files.

iSCSI Storage & Virtualization	
iSCSI Manager	• Maximum iSCSI targets: 256 • Maximum iSCSI LUNs: 512 • iSCSI LUN clone/snapshot support
Virtual Machine Manager	Deploys and runs virtual machines on the NAS, including Windows®, Linux®, and Virtual DSM.
Data Protection & Backup Solution	
Hyper Backup	Supports local backup, network backup, and data backup to public clouds.
Backup tools	• DSM configuration backup, macOS® Time Machine® support, Drive Client desktop application • Shared folder sync supports a maximum of 32 tasks
Snapshot Replication	• Maximum number of snapshots for shared folders: 1,024 • Maximum number of replications: 64
High Availability	Reduces service downtime by combining two identical NAS into a high-availability cluster.
Active Backup for Google Workspace	Supports backup and restoration of Google Workspace My Drive, Team Drive, Gmail, Contacts, and Calendar.
Active Backup for Microsoft 365	Supports backup and restoration of Microsoft 365 OneDrive for Business, mail, contacts, and calendar.
Active Backup for Business	An all-in-one backup solution designed for heterogeneous business IT environments. It enables IT admins to remotely manage and protect PCs, servers, and VMs from one centralized console.
Productivity & Collaboration	
Collaboration tools	Users can collaborate through the instant messaging service Chat, the online editor Office, and the Scheduling assistant Calendar. • Max. number of concurrent users for Chat: 300 • Max. number of users for Office: 3,000 • Calendar supports CalDAV and access via mobile devices
Note Station	A note-taking platform that supports rich text, note organization and versioning, encryption, sharing, media embedding, and attachments.
Mail Plus Server	A secure, reliable, and private mail solution featuring high-availability, load balancing, security, and filtering6.
Mail Plus	An intuitive webmail interface for Mail Plus Server with customizable mail labels, filters, and user interface.
Multimedia	
Moments	A feature-rich photo management application that includes AI-powered album creation from facial and subject recognition, photo editing and sharing capabilities, similar photo detection for duplicate management, auto-editing functions such as color correction and angle adjustments, and auto-selection of

	the best shots. Mobile applications are available on iOS and Android™ devices.
Other packages	Video Station, Photo Station, Audio Station, iTunes® Server
Surveillance	
Surveillance Station	Maximum IP cameras: 90, for a total of 2,700 FPS at 720p (H.264)7.
All-in-One Servers	
Directory Server	Provides a flexible and cost-effective domain controller solution.
Central Management System	Provides a single interface to manage and monitor multiple NAS.
VPN Server	• Maximum connections: 40 • Supported VPN protocols: PPTP, OpenVPN™, L2TP/IPsec
Mail Server	• Supported Mail Server protocols: POP3, SMTP, IMAP • LDAP/AD account support
Mail Station	A webmail interface for Mail Server to receive emails from multiple POP3 mailboxes and SMTP servers.
Web Station	Enables hosting for up to 30 websites with support for PHP/Maria DB® and 3rd-party applications.
Other packages	DNS Server, RADIUS Server, Log Center
Others	
Storage Analyzer	Displays volume and quota usage, total size of files, volume usage and trends based on past usage, size of shared folders, large files, most recently modified files, and least recently accessed files.
Antivirus Essential	Provides full system scans, scheduled scans, white list customization, and auto-update of virus definitions.
Other packages	Additional 3rd-party packages are available in the Package Center.

8.3   Implementation and Testing

The winning bidder is required to perform the following activities as a minimum in the implementation and testing phase:

1. Install and configure the new solution while training ACI IT staff on deploying and installing procedures and processes.
2. Document all configuration processes and data locations.
3. Test system functionality on all scenarios.
4. Setup reports and email notifications.

8.4 Required Infrastructure

The bidder is required to perform the following activities as the minimum for ACI main branch:

1. Provide all software and licenses needed to deploy the solution.
2. Provide the price for the proposed hardware, software, licenses mentioned in previous point.

8.5   Solution Acceptance

After the successful delivery, configuration, implementation and training of the ACI Storage, ACI will request a test period to evaluate the solution. Acceptance of the ACI Storage will be based on the results of the test period.

ACI Storage test is considered successful only if it was able to meet all specifications in all scenarios.

8.6   Qualifications

1. The bidder should provide current reference information for five former or current clients with similar projects. Contact information for these references should be correct, updated and clear. Contact name, phone number and email address for each reference should be clearly mentioned.
2. The bidder should provide company profile for his firm, length of time in business and core competencies.
3. The bidder should explain his Service Level Agreement (SLA) structure.

8.7 Operations Support, Maintenance and Warranty

In order to provide operations, support, maintenance and warranty, the winning bidder is required to provide a free 3 years support and maintenance after the project final acceptance (parts and labor).

9. Proposal Format

Bidder must attach to his proposal the following requirements;

The qualifications of the company/staff involved in such project plus the project scope. Five different references used the same solution he is offering.

Clear financial offer; listing all hardware and software needed; item-by-item. Clear licensing approach for future expansion in terms on software and hardware. Official datasheet for all proposed hardware and software.

Free 3 year warranty and support after the final acceptance; and SLA options for next year(s) in terms of technical and financial offers.

10.   Annex 1: Compliance Matrix

The bidder is requested to reply to each single requirement mentioned in sections 8.2 through 8.7

Explicitly, as per the following matrix:

Specification	Comply / Not Comply	Description (how the specification will be implemented)