Request for Proposal

For

ACI Network Upgrade

For

Amman Chamber of Industry (ACI)

RFP No. 1/2023

Date: 12/2/2023

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شروط عامة

- 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.

- 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.

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

- 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.

- 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.

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

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

- 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.

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

- يحق لغرفة صناعة عمان إلغاء العطاء دون إبداء الأسباب.

- 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 الملحق رقم 1.

- في حال تعطل أي من الأجهزة او البرمجيات المشتراة ضمن هذا العطاء، يلتزم المتعهد بحل المشكلة بشكل فوري أو توفير بديل وبشكل فوري لحين القيام بإصلاح الجهاز وإعادته للعمل، ويشترط توفير جهاز يوفر كافة المواصفات الموجودة في الجهاز المعطل، وبخلاف ذلك، يحق لغرفة صناعة عمان اتخاذ الإجراءات المناسبة والتي تشمل فرض غرامات وبدل عطل وضرر وغيرها وذلك طيلة فترة الصيانة المجانية المشمولة في هذا 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 and 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 network devices and software (herein after referred to as the ACI network upgrade). The ACI network upgrade 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 Network Upgrade, 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 sealed envelope marked "Financial Proposal: Company Name, ACI Network Upgrade, RFP Number [], 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 of 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 validity 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 Network Upgrade, RFP Number [1/2023], Company name, Request for Softcopy".

3. Deadline for Proposals

Sealed proposals should be submitted to ACI to the address listed below before 1:00 P.M. on Thursday 02/03/2023, any proposal submitted after that will not be considered and will be returned unopened.

ACI Address:

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

4. Bidders Questions

Questions should be sent only via e-mail to tenders@aci.org.jo, and submitted no later than 19/02/2023. Subject of the bidder email should reflect "Questions: ACI Network Upgrade, Company Name".

5. Late fees

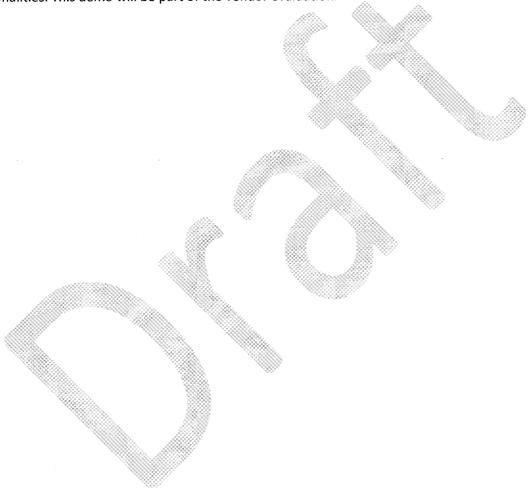Any delay in the project successful delivery and acceptance schedule will be stipulated to three percent per a week as a fine [3% per week] of the total fees.

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: Scope of Work and Requirements

8.1 Scope of Work

The bidder is requested to evaluate the current network infrastructure, including hardware, software, and configuration. In addition to that, ACI new requirements should be taken into consideration.

Based on the evaluation, confirmation from the bidder that the required devices and software mentioned in this RFP is sufficient to meet ACI requirements in terms of performance, increase capacity, and enhance security. Otherwise, bidder should provide his recommendation with clear justification for the new hardware and software.

The winning bidder is requested to provide all needed devices and software to complete the installation, configuration, training and maintenance of the ACI network upgrade presented in this RFP. Winning bidder shall ensure secure, effective and high-speed solution for this scenario.

The winning bidder should apply market best practices and technologies related to ACI network upgrade.

8.2 Current Environment

Bidders are encouraged to have onsite visit before submitting their proposals to get required and detailed information.

8.3 General Requirements

1. The new ACI network devices and software should integrate with the current firewall available at ACI (WatchGuard).
2. The new ACI network devices and software should be secure, easy to manage, reliable, and adoptable to expansion.
3. The ACI network devices and software should use latest technologies, and based on the best practice for the market standards.
4. The ACI network 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 cabling, configuration and testing. All required hardware and software should be provided by the winning bidder.
6. Winning bidder should inform ACI about any required civil work needed.
7. The Scope of work of the winning bidder include cabling, hardware and software delivery, installation, configuration, training, operation and 3 years support (parts and labor).
8. Winning bidder should provide all official datasheets for all proposed hardware and software.

8.4 Technical Requirements

The ACI network upgrade should meet the following specifications as a minimum:

Floor	Number of Network Points	Suggested HW
4th Floor	37	1 x 48 Port Edge Switch 2 x 24 Patch Panel + Cable Organizer 1 x 4 Port Fiber Patch Panel 2 x SFP+ 10 GB MM 2 x Fiber Cable (From Cabinet to Server Room) 37 x Patch Cord
2nd Floor	41	1 x 48 Port Edge Switch 2 x 24 Patch Panel + Cable Organizer 1 x 4 Port Fiber Patch Panel 2 x SFP+ 10 GB MM 2 x Fiber Cable (From Cabinet to Server Room) 41 x Patch Cord
GF	92	3 x 48 Port Edge Switch 5 x 24 Patch Panel + Cable Organizer 1 x 4 Port Fiber Patch Panel 2 x SFP+ 10 GB MM 2 x Fiber Cable (From Cabinet to Server Room) 92 x Patch Cord 2 x DAC Cable
1st Floor	23	1 x 24 Port Fiber Patch Panel 1 x 24 Port Core Switch (Fiber) 1 x 48 Port Server Switch 1 x 24 Port Backend Server Switch (DMZ) 2 x 24 Patch Panel + Cable Organizer 1 x 48 Port Edge Switch 8 x SFP+ 10 GB MM 23 x Patch Cord

| | | 1 x DAC Cable |
| | | Additional DAC maybe used to connect Edge Switch if in the same cabinet or Fiber cables and SFP+ if different cabinet |

The ACI network upgrade should meet the following specifications as a minimum:

1. Edge Switch

Edge Switch – 24 Ports	Edge Switch – 48 Ports
General • Rack Mounted • Switching capacity (data rate, full duplex): 120 Gbps • 10/100/1000 Mbps RJ45 downlinks: 24 • 10/100/1000 Mbps RJ45 uplinks: 2 • 1/10 Gbps SFP/SFP+ uplinks: 4 • Energy Efficient Ethernet (802.3az) • Base IPv4/v6 Layer 3 routing (static routing, RIP) • Port for console management • RJ45 serial port for serial console management • Port for external file storage • Out of band network management • Supported VLANs: 4k • Supported PVLANs: 32 • Mean Time Between Failures: >10 Years	**General** • Rack Mounted • Switching capacity (data rate, full duplex): 160 Gbps • 10/100/1000 Mbps RJ45 downlinks: 48 • 10/100/1000 Mbps RJ45 uplinks: 2 • 1/10 Gbps SFP/SFP+ uplinks: 4 • Energy Efficient Ethernet (802.3az) • Base IPv4/v6 Layer 3 routing (static routing, RIP) • Port for console management • RJ45 serial port for serial console management • Port for external file storage • Out of band network management • Supported VLANs: 4k • Supported PVLANs: 32 • Mean Time Between Failures: >10 Years

2. Server Switch

Server Switch – 24 Port	Server Switch –48 Port
General • Rack Mounted • Switching capacity (data rate, full duplex): 120 Gbps • 10/100/1000 Mbps RJ45 downlinks: 24 • 10/100/1000 Mbps RJ45 uplinks: 2 • 1/10 Gbps SFP/SFP+ uplinks: 4 • Energy Efficient Ethernet (802.3az) • Base IPv4/v6 Layer 3 routing (static routing, RIP)	**General** • Rack Mounted • Switching capacity (data rate, full duplex): 160 Gbps • 10/100/1000 Mbps RJ45 downlinks: 48 • 10/100/1000 Mbps RJ45 uplinks: 2 • 1/10 Gbps SFP/SFP+ uplinks: 4 • Energy Efficient Ethernet (802.3az) • Base IPv4/v6 Layer 3 routing (static routing, RIP)

• Port for console management • RJ45 serial port for serial console management • Port for external file storage • Out of band network management • Supported VLANs: 4k • Supported PVLANs: 32 • Mean Time Between Failures: >10 Years	• Port for console management • RJ45 serial port for serial console management • Port for external file storage • Out of band network management • Supported VLANs: 4k • Supported PVLANs: 32 • Mean Time Between Failures: >10 Years

3. Core Switch – 24 Fiber Ports

General

- Rack Mounted
- Switching capacity (data rate, full duplex): 480 Gbps
- SPF/SPF+ Ports: 24
- Energy Efficient Ethernet (802.3az)
- Base IPv4/v6 Layer 3 routing (static routing, RIP)
- Port for console management
- Port for console management
- Port for external file storage
- Out of band network management
- Supported VLANs: 4k
- Supported PVLANs: 32
- Mean Time Between Failures: >10 Years

All the **Server Switch** and **Core Switch** and **Edge Switch** should comply the following:

Traffic management:

- ACL-based inbound rate limiting and traffic policies
- Broadcast, multicast, and unknown unicast rate limiting
- Inbound rate limiting per port
- Outbound rate limiting per port and per queue

Security:

- 802.1X authentication
- MAC authentication
- Flexible authentication
- Web authentication
- MAC Black/White Listing
- Policy Control of users and devices
- DHCP snooping

- Dynamic ARP inspection
- Neighbor Discovery (ND) Inspection
- Bi-level Access Mode (Standard and EXEC Level)
- EAP pass-through support
- Protection against Denial of Service (DoS) attacks
- Authentication, Authorization, and Accounting (AAA)
- Advanced Encryption Standard (AES) with SSHv2
- Secure Copy (SCP)
- Secure Shell (SSHv2)
- Protected Ports
- Local Username/Password
- RADSEC (RFC 6614)
- Encrypted Syslog (RFC 5425)

Supports Layer 2 feature set such as:

- 802.1s Multiple Spanning Tree
- 802.1x Authentication
- Auto MDI/MDIX
- BPDU Guard, Root Guard
- Dual-Mode VLANs
- MAC, IP, Ethertype-based VLANs
- Dynamic VLAN Assignment
- Dynamic Voice VLAN Assignment
- Fast Port Span
- Spanning Tree Instances (MSTP/CST)

Supports Base Layer 3 IP routing feature set such as:

- IPv4 and IPv6 static routing
- RIP v1/v2, RIPng
- DHCP Relays
- Port-based Access Control Lists
- Layer 3/Layer 4 ACLs
- Host routes
- Virtual Interfaces
- Routed Interfaces
- Routing Between Directly Connected Subnets

Management:

- DHCP Auto Configuration
- Configuration Logging
- Display Log Messages on Multiple Terminals
- Embedded Web Management (HTTP/HTTPS)
- Standard CLI and Web GUI Interface
- USB file management and storage

- Out-of-band Ethernet Management
- RSPAN
- TFTP
- TELNET Client and Server
- SSH / SSH V2
- Bootp
- SNMPv1/v2c
- DHCP Server and DHCP Relay
- SNMPv3 Intro to Framework
- Architecture for Describing SNMP Framework
- SNMP Message Processing and Dispatching
- SNMPv3 Applications
- SNMPv3 User-based Security Model
- SNMP View-based Access Control Model SNMP
- sFlow
- Port Mirroring
- Network Time Protocol

4. Patch Panel – 24 Port

- 1U Rack Mounted
- 24 x RJ45 Gigabit ports numbered and labeled
- Gigabit-ready, fully rated for 10 GbE data transfer speeds
- Compatible with Cat5e, Cat6 and Cat6A cabling, meets or exceeds Cat6a specifications
- Cable Organizer or cable management bar for input and output cable connection
- -20°C to +50°C Operating Temperature
- Lifetime warranty

5. Optical Patch Panel – 4 Port

- 1U Rack Mounted
- Supports Single Mode and Multimode Fiber Connections
- -20°C to +50°C Operating Temperature
- Lifetime warranty

8.5 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. Provide the ACI network map.
4. Test system functionality on all scenarios.
5. Setup reports and email notifications.

8.6 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.

8.7 Solution Acceptance

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

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

8.8 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.

8.9 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 8.3 through 8.9 explicitly, as per the following matrix:

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