

# Expression of Interest (EOI) For the Service Support of Network equipment and Servers

Procurement Ref No: MEL/EOI/NES/22/20

Metro Express Ltd 3<sup>rd</sup> Floor, SICOM Tower Wall Street Cybercity Ebene 72201 Tel: 4600460

Date: 20th November 2020



# **Metro Express Ltd**

## **Expression of Interest (EOI)**

# for the Service Support of Network equipment and Servers

Procurement Reference No: MEL/EOI/NES/22/20

Metro Express Ltd (MEL) invites Expression of Interest from eligible and qualified local companies for the service support of network equipment and servers.

The EOI and relevant annexures are available free of charge at MEL's website: <a href="https://mauritiusmetroexpress.mu/devenir-partenaire/">https://mauritiusmetroexpress.mu/devenir-partenaire/</a>

Any queries in respect of this EOI should be addressed to the Chief Executive Officer and sent to <a href="mailto:procurement@metroexpressltd.org">procurement@metroexpressltd.org</a> before **Friday 27**th **of November 2020.** 

EOI submissions, addressed to the Chief Executive Officer, should be sent by mail or deposited at the *Registry, Metro Express Ltd, 3<sup>rd</sup> Floor, SICOM Tower, Wall Street, Cybercity, Ebène 72201*. All submissions should reach MEL on or before **Friday 4<sup>th</sup> of December 2020 at 13.30 hours at latest**. EOI received after the prescribed date and time will not be considered.

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### 1. INTRODUCTION

Metro Express Ltd (MEL) is a registered Mauritian Company wholly owned by the Government of Mauritius. It is responsible for the implementation of a multimodal mode of transportation by pioneering a new sector in the local transport industry through the development, financing, construction, operation and management of the Metro Express Light Rail Transit (LRT) System in Mauritius under the Metro Express Project (the Project).

MEL operations are dependent and work over a complex IT Infrastructure. In light of that, to support the daily operations, MEL intents to procure support service for its core network and servers for a period of one year.

### 2. SCOPE OF WORK & SERVICES

- 1) The scope of work & services will consist to provide local support with escalation process on the MEL network and servers.
- 2) Supplier shall provide back to back agreement with the OEM for all the equipment.
- 3) The supplier should carry out:
  - a. Server and network management and maintenance
  - b. Perform preventive and corrective maintenance on servers and network equipment
  - c. Upgrade and patching of servers and network equipment
  - d. Upgrade and patching of operating system and software
  - e. Hardening of servers and operating system
  - f. Configure and maintain firewalls, switches, wired & wireless network and other network devices
  - g. Configure backup, restore and recover OS/systems from backups
  - h. Works on contingency planning and to optimize performance of OS/systems
- 4) The supplier shall provide health reports to MEL on a monthly & quarterly basis.
- 5) The supplier shall provide onsite user/administrator training during the period of agreement.

### **NOTE:**

• Interested applicants should send an email on <a href="mailto:procurement@metroexpressltd.org">procurement@metroexpressltd.org</a> to request for the list of equipment/hardware.

The list of software and operating system installed and configured. These include but are not limited to the following:

SN	OPERATING SYSTEM/SOFTWARE	VERSION/FLAVOR
1	Windows servers	2008, 2012,2012 R2, 2016, 2019
2	Windows 10 Professional	
3	Linux	Redhat, Fedora, Centos
4	IBM AIX	7.2
5	IBM DB2	10.5.9
6	Backup software - TSM	

Table 1 - List of software

### 3. ELIGIBILITY CRITERIA

- 1) The applicant should have previous experience in supporting organizations for at least 5 years.
- 2) The applicant should have staffs with demonstrated experience and certifications and proficiency in the virtualization, supporting & maintaining the hardware & software and network.
- 3) The applicant should provide a list of similar projects/contracts executed over the past five years, including description, contract value, name of client and year started and completed.
- 4) The applicant should have made profit for at least one year during the past three years.
- 5) The applicant should be financially sound.

### 4. SERVICE LEVEL AGREEMENT REQUIREMENT

### Local Support

- a. During the support period, the supplier should undertake to attend to problems reported based on the severity of problem defined in SLA agreed between MEL and supplier.
- b. Availability of spare critical parts with the supplier for immediate replacement (within 2 hours).
- c. Requested SLA

The service provider will respond to service related incidents and/or requests submitted by MEL within the following time frames:

SEVERITY	CALL BACK TIME	RESOLUTION TIME
Critical	Immediate	Within 2 hours
High	Within 1 hour	Within 3 hours
Medium	Within 2 hours	Within 12 hours
Low	Within 3 hours	Can be scheduled

### d. Special calls requested by MEL:

- i. Upon receipt of the problem, supplier shall arrive at MEL within Two hours.
- ii. Should the supplier be unable to repair the equipment within twenty-four hours after their arrival, an equipment of at least the equivalent brand and model with OS installed shall be lent to MEL until repair of equipment for business continuity.

### Back to back agreement with OEM

- a. Support services type (24 x 7)
- b. SLA (Call back, Replacement of faulty equipment)—provide SLA from OEM based on critically and severity of service request.

### 5. **DOCUMENTS TO SUBMIT**

- (i) The applicant should provide profile of the company, its organization, staffing and details of experience in similar assignments undertaken during the last 5 years including name of clients, locations, duration and description of assignment.
- (ii) The applicant should provide the CV's of qualified staffs and their experiences in supporting and managing of similar servers, listed equipment and network.
- (iii) The applicant should provide a proposal of the company's deployment schedule for undertaking the assignment;
- (iv) The applicant should provide its audited financial statements for past three years.
- (v) Applicants are required to submit all supporting documents for above criteria signed and with company seal.

### 6. PRE-QUALIFICATION

Based on the criteria at paragraph 3, only qualified applicants will be invited to submit their bids.

### 7. **CLARIFICATIONS**

All clarifications sought by the applicants in respect of this Expression of Interest shall be addressed to the Chief Executive Officer and sent to the procurement officer on:

<u>procurement@metroexpressltd.org</u> no later than five (5) days prior to the deadline set for submission of the Applications.

### 8. DEADLINE FOR SUBMISSION OF EXPRESSION OF INTEREST:

The Expression of Interest (EOI) should be submitted in sealed envelope and clearly marked "Procurement Reference No: MEL/EOI/NES/22/20 EOI for the Service Support of Network equipment and Servers" indicating the closing date.

EOI submissions, addressed to the Chief Executive Officer, should be sent by mail or deposited at the *Registry, Metro Express Ltd, 3<sup>rd</sup> Floor, SICOM Tower, Wall Street, Cybercity, Ebene 72201*. All submissions should reach Metro Express Ltd on or before **Friday 4<sup>th</sup> of December 2020 at 13:30 hours at latest.** EOI received after the prescribed date and time will not be considered.

### 9. RIGHT OF METRO EXPRESS LTD

The Metro Express Ltd reserves the right to accept or reject any application and to annul the whole EOI exercise without thereby incurring any liability whatsoever to any applicant.