Request for Proposal

Supply, installation, configuration, and commissioning of a complete Backup and Restore System

Purchaser: RMG Sustainability Council (RSC)
Project: Enhancing data integrity, security, and business continuity of RSC
Contract title: Supply, installation, configuration, and commissioning of a complete Backup and Restore System

Address: RSC, Head Office: RSC, Level- 05 (E-502), East Tower, Shanta Forum, 188b Bir Uttam Mir Shawkat Sarak, Dhaka-1208, Bangladesh, Phone: 880 2226603540-3, Web: www.rsc-bd.org,

RFP No: RSC/IT/001-2025,
Issued on: 30 April 2025

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1. The RSC intends to enhance its data integrity, security, and business continuity by addressing the limitations and risks associated with its current infrastructure.

2. To kick off the initiative, RSC invites sealed Proposals from eligible Proposers (IT firm/company/supplier/vendor) in response to this Request for Proposal (RFP) for the supply, installation, configuration, and commissioning of a complete Backup and Restore System. Bids (Technical and Financial). Bids will be evaluated under the evaluation process set out by RSC, which is commensurate with the national and international standards. The following weightings shall apply for the Rated Criteria

   - **Technical: 60%**
   - **Financial: 40%**

3. Interested, eligible Proposers are hereby requested to obtain the detailed Bid Information from RSC. For the convenience of the Proposers, an unofficial electronic copy of the RFP document is available at the RSC website https://www.rsc-bd.org/en/resource. The Proposers may also collect the hard copy of the RFP document during office hours, 8.00 to 17.00 hours, at the address given below:

RSC
Level- 05 (E-502),
East Tower, Shanta Forum,
188b Bir Uttam Mir Shawkat Sarak,
Dhaka-1208, Bangladesh,
Phone: 880 2226603540-3

4. Proposals must be delivered to the RSC Office in sealed envelopes on or before **15 May 2025 at 12:00 hours** Bangladesh Time. RSC shall not receive any proposal electronically (via email). Late Proposals will be rejected. RSC may organize a **Pre-Bid meeting on 07 May 2025 at 10.30 am**. The meeting will be organized on the 5th floor of the RSC Office. Proposers willing to attend the Pre-Bid Meeting must confirm over the phone on or before 07 May 2025. For the convenience of the interested Proposer(s), here is our landline number 880 2226603540-3.

5. All envelopes marked with "TECHNICAL AND FINANCIAL PROPOSAL" shall remain unopened and will be held in safe custody of the RSC. The RSC Procurement Committee will initiate the evaluation of the proposals received and follow the due procurement process to select the winning proposal for awarding the work. RSC will duly inform all the Proposers once the selection and awarding process is completed.

<h1 align="center">Annexure: 1
Request for Proposal (RFP)</h1>

Project Title: Procurement of Hardware and Solution for Backup and Restore System

For and on behalf of the RMG Sustainability Council, later in this document referred to as RSC, invites Request for Proposal (RFP) from interested vendors for "Procurement of Hardware and Solution for Backup and Restore System."

1. Introduction:

We are seeking proposals from qualified vendors to provide hardware and solutions for a comprehensive backup and restore system. This system aims to enhance data integrity, security, and business continuity by addressing the current risks associated with our existing server setup.

2. Detailed Description:

We aim to implement a high-availability backup and Restore Solution using our current server infrastructure. To achieve this, we will purchase additional hardware and components as necessary. To assist our targeted vendors in understanding our requirements, we are providing an explanation of our current structure along with a diagram of our proposed solution.

Current Infrastructure:

HP ProLiant DL380 Gen10 Plus: This server is currently used for VMware.
Dell PowerEdge R730: This server functions as our file server.
PowerEdge R330: This server is intended to be used for Veeam Backup.

VM Server: Hosts our current services with RAID 5 backup.

Proposed Solution: Our goal is to create a VMware Cluster with three servers, utilizing our existing two servers and procuring one new server.

Configuration of Existing Servers for VM Cluster:

Server 1 – VMware	Server 2 – File Server	Server 3 - Veeam
Model: HP-ProLiant DL380 Gen10 Plus Processor type Intel(R) Xeon(R) Silver 4314 CPU @ 2.40GHz Sockets: 2 Cores per socket: 16 RAM: 320 GB Storage: 10.42 TB	Model: Dell PowerEdge R730 Processor: Intel(R) Xeon(R) CPU E5-2620 v4 @2.10GHz @2.10GHz (2 processors) Sockets: 2 Cores per socket: 8 RAM: 32 GB Storage: 4.5 TB	Model: Dell EMC PowerEdge R330 4-core Xeon processors

Diagrams:

Diagram 1: Current Server Setup (VM and Physical)

Current Server Setup (VM and Physical)
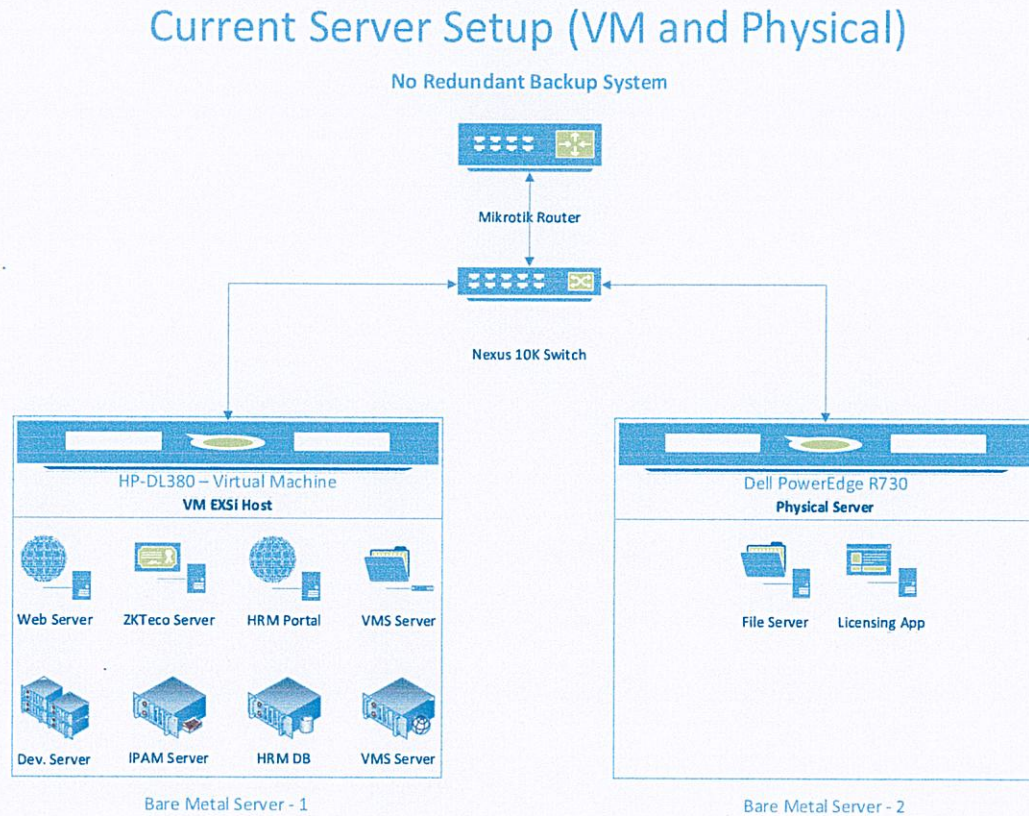
No Redundant Backup System

Diagram 1 - Current Server Setup (VM and Physical)

By implementing this solution, we aim to enhance our system's redundancy, availability, and overall data protection.

The backup system should have at least the following key features to ensure data security, reliability, and ease of use. The Backup System must be capable of the following features:

1. **Full Coverage:** The system should offer full backup options, including full, incremental, and differential backups. This ensures all data, settings, and programs are covered.
2. **Frequency:** The ability to schedule backups at regular intervals (daily, weekly, monthly) to keep data up to date.
3. **Secure Storage:** High-level encryption to protect data during transfer and storage.
4. **Redundancy:** Storing data in multiple locations to prevent loss in case of a storage failure.

5. **Fast Restore:** Quick and efficient data recovery options to minimize downtime.
6. **Accessibility:** Easy access to backup data from various devices and locations.
7. **Centrally Managed Backup:** Centralized management to monitor and control backup processes across the organization.
8. **Complex Protection:** Protection for the entire IT infrastructure, including servers, databases, and applications.
9. **Site-to-Site Replication:** Replicating data between different sites to ensure business continuity in case of a disaster.
10. **Compatibility:** Support for various operating systems and environments, such as Windows, Linux, and cloud platforms.
11. **User-Friendly Interface:** An intuitive interface that makes it easy to configure and manage backups.
12. **Failover Capacity:** The ability to automatically switch to a secondary system when the primary system fails, ensuring continuous operation with minimal disruption.
13. **OS Image Full System Backup:** The ability to create a complete image of the operating system, including all installed applications, settings, and data. This allows for a full system restore in case of a major failure.

Diagram 2: Proposed Backup System with VMware Cluster
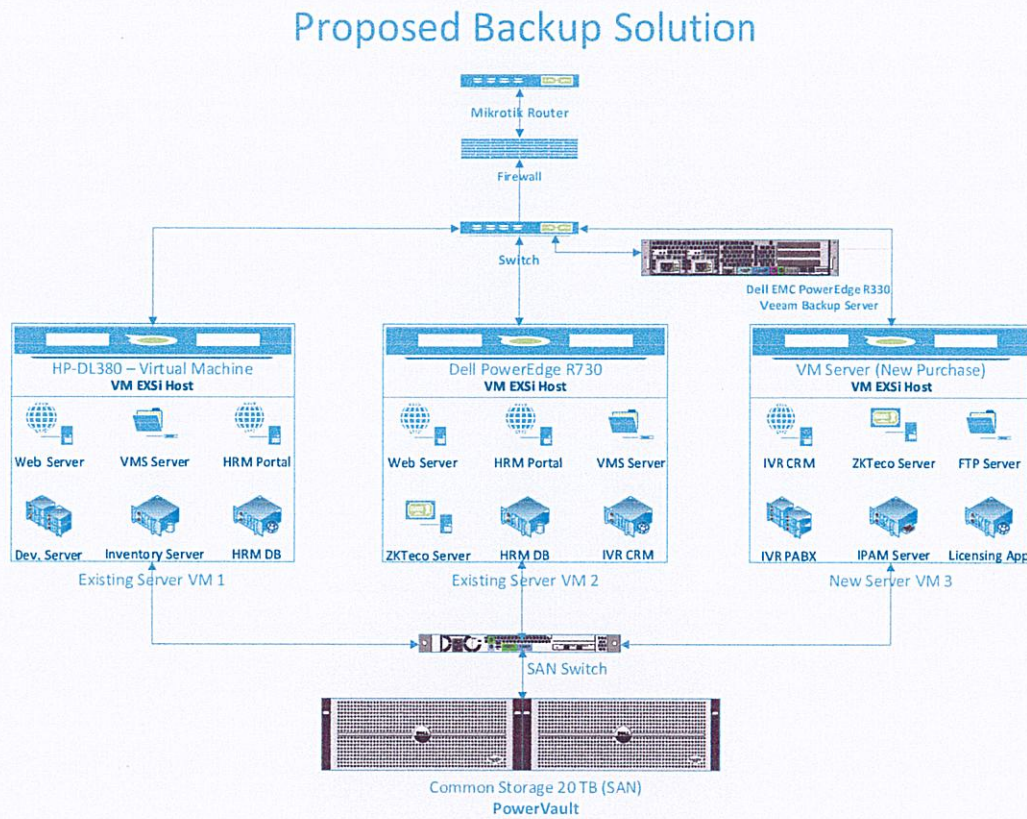
Proposed Backup Solution

Diagram – 2: Proposed Backup system with VMWare Cluster

3. Objectives:

The primary objective is to implement a high-availability and redundant backup system using VMware-based clustering and Veeam Backup solutions. The proposed solution should include the following components:

- Physical Servers
- SAN Storage
- SAN Switch
- Firewall
- Backup Server

4. Scope of Work:

The scope of work includes the supply, installation, configuration, Solution integration, and testing of the following components:

4.1 Physical Servers: 3x Physical Servers (2 existing, 1 new) running VMware ESXi.
4.2 SAN Storage: Centralized storage with redundancy, supporting iSCSI or Fibre Channel (FC).
4.3 SAN Switch: High-speed connectivity between servers and storage.
4.4 Firewall: Enhanced network security and VPN access.
4.5 Backup Server: Dedicated server for Veeam Backup & Replication.

5. Key Features & Benefits:

5.1 VMware High Availability (HA) and Distributed Resource Scheduler (DRS) for automatic failover and load balancing.
5.2 Multipathing and SAN connectivity for improved storage performance and redundancy.
5.3 Network security through the firewall and VLAN segmentation.
5.4 Automated backup and recovery with Veeam Backup & Replication.
5.5 High availability to prevent downtime due to server failures.
5.6 Automatic failover to ensure uninterrupted service.

6. Requirement Specifications

The following are the required specifications for the proposed solution/infrastructure. If the vendor feels that any of the specifications are inadequate, they can add on with remarks and supporting documents.

Note: Apart from the one-time procurement item list, this RFP also includes scale up backup solution and AMC. Also, if the vendor thinks additional hardware or software are required, they can add those with proper justifications.

6.1 Specifications for Servers

VM Server

Item	Description	QTY
Model	Rack Mount Server (Min 16 Core)	1
Processor	2 x Intel® Xeon® Silver 4514Y 2G, 16C/32T, 16GT/s, 30M Cache, Turbo, HT (150W) DDR5-4400	2
Chassis	2.5" Chassis with up to 16 Hard Drives (SAS/SATA) 2 CPU, PERC11	1
Memory	32GB RDIMM, 4800MT/s, Dual Rank, 16 DIMM Slot	8
Security features	Trusted Platform Module 2.0 V3	1
Remote Management	iDRAC9, Enterprise 16G	1
Hard Disk Drives	960GB SSD SAS 12Gbps 512 2.5in Hot-plug Drive	2
Storage Controller	Front PERC H755 Rear Load	1
Power supply	Hot-Plug, Power Supply Fault Tolerant Redundant (1+1),	2

	800W, Mixed Mode	
Power Cord	Long Jumper Cord, C13-C14,4m,10a (APCC except ANZ)	2
Network Ports	On-Board Broadcom 5720 Dual Port 1Gb LOM	1
Network Ports	No OCP 3.0 mezzanine NIC card, Blank Filler Only	1
Network Ports	Broadcom 57416 Dual Port 10GbE BASE-T Adapter, PCIe Full Height	1
HBA	Emulex LPE 31002 Dual Port 16Gb Fiber Channel HBA, PCIe Full Height	1
PCI-e Expansion slot	Riser Config 0, Half Length, Low Profile, 5x16 + 1x4 slots	1
Form Factor	2U, Ready Rails™ Sliding Rails with Cable Management Arm	1
Media Drive	NO	0
Warranty	3Yr ProSupport: Next Business Day Onsite Service	1
OS support	Canonical® Ubuntu® LTS, Citrix® XenServer®, Microsoft Windows Server® with Hyper-V, Red Hat® Enterprise Linux, SUSE® Linux Enterprise Server, VMware® ESXi	

6.2   Specification for SAN Storage

SAN Storage

ITEM	Description	Qty
Model	NAS Storage Array	1
Controller Cards	32 GB FC Type-B 8 Port Dual Controller	1
16G/SFP and 32G/SFP+ FC Optics	8x SFP+, FC32, 32GB	1
Multi-Mode FC LC-LC Cables	Networking Cable, OM4 LC/LC Fiber Cable, (Optics required), 2 Meter	8
Hard Drives	Hard Drive Filler 2.5in, Single Blank	14
Hard Drives	3TB 10K RPM SAS 12Gbps 512e 2.5in Hot-plug Hard Drive	14
Hard Drives	1.92TB SSD SAS Read Intensive up to 24Gbps 512e 2.5in Hot-Plug 1WPD, AG Drive	2
Rack Rails	Rack Rails 2U	1
Bezel	2U Bezel	1
Power Supply	Power Supply, 580W, Redundant, WW	1
Power Cords	Jumper Cord - C13/C14, 4M, 250V, 10A (US, EU, TW, APCC countries except ANZ)	2
Bundle	Power Vault Storage Array	1
Hardware Support	Warranty 36 Months-ACDTS, 36 Months (s)	1
Extended Service	ProSupport and Business Day Onsite Service-ACDTS, 36 Month(s)	1

6.3   Specification for SAN Switch

Any Compatible SAN Switch

Sl.	Item Name	Item Model/Description	Qty
1	SAN Switch	Vendor can suggest any compatible, Minimum 16-port SAN Switch	1

6.4   Specification for Firewall

Firewall

Part Name	Description	Qty
Firewall Appliance	Enterprise-grade next-generation firewall appliance with AI-powered threat prevention, URL filtering, advanced malware analysis, DNS security, and SD-WAN functionality. Suitable for small to medium-sized branch offices.	1
Security Subscription Bundle	Comprehensive security subscription package including Advanced Threat Prevention, Advanced URL Filtering, Malware Detection (sandboxing), Advanced DNS Security, and SD-WAN support. Valid for 3 years (36 months).	1
Support Service	Premium 24x7 technical support service with hardware replacement and software updates, for 3 years (36 months).	1
Rack Mounting Kit	Rack-mount tray suitable for securing one or two firewall appliances into a 4-post rack. Includes support for power adapters.	1
Power Cords	Power cables compatible with IEC-60320 C13 to C14 connections, suitable for 15A, 250V max load, 10 feet in length.	2
Power Adapter	External 50W AC power adapter compatible with the specified firewall appliance.	1

6.5   Specification for Virtualization Software

VMware vSphere Foundation 8

Sl.	Item Name	Item Model/ Description	Qty
1	VMware	PN: VCF-VSP-FND-8; VMware vSphere Foundation 8 – Multiyear for 1 Year	96 Core

6.6   Specification for Backup Software

Veeam Backup Solution

Sl.	Item Name	Item Model/ Description	Qty
1	Veeam Backup	Veeam Data Platform Essentials; Subscription or	1

| | | Perpetual or Vendor can suggest any other best possible solution. | |

6.7 Other Accessories

Other Accessories

Sl.	Item Name	Item Model/ Description	Qty
1	HBA Card	Emulex LPE 31002 Dual Port 16Gb Fiber Channel HBA, PCIe Full Height for Existing 2 Unit Server	2
2	Other (If required)	The vendor should specify any other accessories i.e. cables and connectors etc. required.	
		Add more rows if require	

6.8 Solution Design

Solution Design and Implementation

Sl.	Item Name	Item Model/ Description	Qty
1	Solution Design and Implementation	Vendors should suggest the best possible solution and give proper justification for their suggested solution.	1

6.9 Warranty and AMC

Warranty and AMC

Sl.	Item Name	Item Model/ Description	Qty
1	AMC	12 Months AMC	1

7. Installation and Commissioning

7.1 Vendor should provide turnkey solution that includes installation, configuration and integration of Servers, SAN storage, Rack, Network Switch, Backup Solution, OS and VMware software at RSC with no single point of failure.

7.2 Vendor should also convert our physical machines to virtual machines on VMware hypervisor on newly installed Servers and storage

7.3 The vendor should make the system operational.

7.4 Upgrades to new versions released should be implemented during Warranty and AMC.

7.5 During warranty and AMC, Operational issues should be resolved within 6 hours of the time of reporting. Supplied hardware and software warranty, as well as AMC, should have back-to-back Original Equipment Manufacturer (OEM) support. Bidder should submit the required documents from the respective OEM.

Note: Its mechanism should be clearly defined in the technical.

8. Estimated Costs:

Please use the RSC-provided sheet for Annex -2

9. Project Timeline:

Please mention the project timeline. (Kindly mention the Hardware delivery lead time separately.)

10.   Terms and Conditions

1.1. If required, shortlisted vendors may be invited to present and demonstrate their proposed solution at the RMG Sustainability Council (RSC) premises.

1.2. Bidders shall submit technical offers complete in all respects. No queries shall be entertained after submission of tenders. Incomplete offers should be summarily rejected. The vendor may send queries to the RSC purchase department before submitting the tender.

1.3. Any anticipated problems or prerequisites should be mentioned in the technical quotation. If it calls for the procurement of any additional component (hardware or software), it should be mentioned in the technical offer.

1.4. The vendor must find a solution for any problem arising during the warranty period without any cost implications for RSC.

1.5. The vendor should submit supporting documents w.r.t. the solution offered, giving all technical details.

1.6. Vendor must not quote items that are declared 'end of sale' by OEM in the next 3 years.

1.7. The technical offer should contain the make, model, and datasheets of all the components of the solution offered.

1.8. RSC reserves the right to procure a complete or partial solution. Therefore, vendors should prepare their proposals with the understanding that the solution might be implemented in phases.

11.   Training and Documents

1.1 Training should be provided to the Administrator, IT team and Operators for day-to-day system administration and operations for supplied solutions at RSC.

1.2 Offline softcopy of the manual should be made available to the Administrator, IT Team, and operators.

12.   Warranty and AMC

1.1 Vendor should provide 3 3-year comprehensive onsite warranty for the server, SAN Storage, and Rack, and 1 year Support/Subscription for VMware software products and OS. The warranty will start from the date of successful Acceptance Testing and

operationalization at RSC. During the warranty period, the vendor is required to install upgrades, new releases, and handle the faults/problems at no extra cost.

1.2 In case of a hard disk failure, the Vendor should replace it.

1.3 Supplied hardware and software warranty, as well as AMC, should have back-to-back OEM support. Bidder should submit the required documents from the respective OEM

1.4 In case the warranty support is found unsatisfactory, the penalty will be recovered from the vendor, 10% of the total product cost per annum (calculated on a pro-rata basis for the remaining warranty period from PBG.

1.5 Vendor must quote for AMC support for supplied hardware (post warranty) and virtualization software. RSC reserves the right to use the same at its own discretion.

13. Qualification Criteria

Note: Original Equipment Manufacturer (OEM) refers to all the items referred to in the Bill of Materials mentioned in this document

13.1 Solution Qualification Criteria

13.1.1 The offered solution should meet all the requirements mentioned in this document and the specification given in sections 6.1 to 6.9 (Section 6. Requirement Specifications).

13.2 Vendor qualification

13.2.1 The term eligible vendor means "Individual/Company with minimum 5 years proven experience in a similar field." All legal documents must reflect the experience mentioned.

13.2.2 Should be capable of providing support within 3 hours of incident reporting.

13.2.3 Should be authorized as a partner of the solution offered. Should submit a valid Manufacturer Authorization Form (MAF) from the OEM.

13.2.4 Should have a minimum of 1 certified expert engineer (in virtualization) for the offered solution to carry out installation & maintenance and to meet subsequent Operational Requirements.

13.2.5 Certificate from OEM for seamless support during the complete warranty period and AMC for the proposed solution, mentioning RSC purchase EOI tender reference number

13.3 OEM's Qualification

13.3.1 Supplied hardware (Server, Storage, etc.) should be Virtualization compliant.

13.3.2 The vendor should provide documentary proof of the OEM's qualification criteria.

14 RFP Submission Model

The vendor should submit the offer in sealed envelopes

1. Expression of Interest Letter
2. Technical offer with terms and conditions
    2.1. The vendor should submit a letter explicitly mentioning their expression of interest in participating in the project, duly signed with an office stamp.
    2.2. Technical offers should cover:
        2.2.1. Architecture, deployment, interface with all components, data flow diagram among various components, data communication, existing data migration, installation & commissioning model, etc., for an offered solution.
        2.2.2. Supporting documents qualifying OEM and Solution Provider.
        2.2.3. Vendors should submit their compliance with each of the specifications. Any special remarks may be provided. If a better specification is provided, then the corresponding documentary proof should be attached.
        2.2.4. Vendor's designated personnel should put their signature with a stamp on each page.
        2.2.5. Technical & commercial terms and conditions, if any, from the vendor.

15 Submission Requirements:

15.1   Interested vendors are requested to submit their proposals, including company profile and experience in similar projects.

15.2   A list of clients with authentic contact numbers who received similar services.

15.3   Detailed technical specifications of the proposed hardware and solutions with an implementation plan and timeline.

15.4   The financial proposal must include appropriate TAX and VAT, and all kinds of service charges (if any).

15.5   Cost breakdown and payment terms.

15.6   Warranty and support services.

15.7   All legal documents, including Trade License, TIN, BIN, updated tax return slip, and bank details.

16 Evaluation Criteria:

The following weightings shall apply for the rated criteria:

- **Technical: 60%**
- **Financial: 40%**

17 Submission Deadline:

Proposals must be submitted by 15 May 2025.

18 Contact Information:

For any queries or further information, please contact:
+880 2226603540-3

Annexure: 2

Financial Proposal for Hardware and Solution for Backup and Restore System

Sl.	Item Name	Item Model/ Description	Qty	Total Price (BDT)
1	VM Server (Price for Item No. 6.1)	Rack Mount Server (Min 16 Core)	1	
2	SAN Storage (Price for Item No. 6.2)	NAS Storage Array	1	
3	SAN Switch (Price for Item No. 6.3)	Vendor can suggest any compatible, Minimum 16-port SAN Switch	1	
4	Firewall (Price for Item No. 6.4)	Enterprise-grade next-generation firewall appliance with AI-powered threat prevention, URL filtering, advanced malware analysis, DNS security, and SD-WAN functionality. Suitable for small to medium-sized branch offices.	1	
5	VMware vSphere Foundation 8 (Price for Item No. 6.5)	PN: VCF-VSP-FND-8; VMware vSphere Foundation 8 – Multiyear for 1 Year	96 Core	
6	Veeam Backup Solution (Price for Item No. 6.6)	Veeam Data Platform Essentials; Subscription or Perpetual or Vendor can suggest any other best possible solution.	1	
7	Other Accessories (Bundle price for item 6.7)	Emulex LPE 31002 Dual Port 16Gb Fiber Channel HBA, PCIe Full Height for Existing 2 Unit Server. Other Item (If Any)	1	
8	Solution Design and Implementation (Bundle price for item 6.8)	Vendors should suggest the best possible solution and give proper justification for their suggested solution.		
9	Warranty and AMC (Price for Item No. 6.9)	12 Months AMC		
Sub Total:				
VAT:			%	
AIT:			%	
Grand Total:				

Note: Please attach all products' technical specifications and other relevant documents with this proposal.

(END OF SECTION)