دولة الكـــــويت

المؤسسة العامة للرعاية السكنية

REQUEST FOR PROPOSAL

كراسة المواصفات الفنية الخاصة بمناقصة

توريد وتركيب وتشغيل وصيانة خوادم رئيسية

وأجهزة ملحقة لغرفة الخادمات الرئيسية للمؤسسة

العامة للرعاية السكنية

2023

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1. Introduction

The Public Authority for Housing Welfare (PAHW) was established in accordance with Law (47) of 1993 to provide different housing welfare alternatives for eligible citizens. The Authority implements government-housing policies while its directions form an integral part of the economic and social system of the State of Kuwait. With a higher demand to increase the rate of implementation, PAHW's strategy and projects introduce a higher level of public- private interaction and partnership; encouraging real estate developers to further interact with its plans and projects.

As the demand grows annually, PAHW faces many challenges in aligning its strategic and business decisions to meet the increasing demands.

PAHW is looking for installation and configuration of Servers, Storage, and SAN Switches. Installation of Microsoft Windows 2022 Datacenter as Clustered Hyper-V 2022 Environment.

The bidder must be responsible of the supply of the services and required components.

2. Scope of work

PAHW intend to have two new high-end rack servers to run Microsoft Windows 2022 Datacenter. The new requested servers must be configured as clustered with SAN storage. The bidder is responsible to deliver, install operating system & configure Hyper-V cluster, deploy, configure, maintain and test all the new requested devices as following in PAHW Main site **(note: PAHW will provide OS License)** (The technical requirements are mentioned in *Section 3. (Technical Requirement)*:

   a) **_Two_** *High End Rack Servers*
   b) **_One_** *SAN Storage:*
   c) *HFA*
   d) *AppSync Basic Software*

The bidder is responsible to deliver any additional cables, wires or connectivity required to accomplish the project. ***PAHW is responsible to provide Microsoft Windows 2022 Datacenter license***. The bidder will install and run the provided license on the servers and insure the connectivity between all the devices.

3. Technical Requirements:

The bidder must meet and deliver the following **specifications or higher**:

3.1 High End Rack Servers (Quantity 2):

Each server must have the following specifications or higher:

Sr	Module Name	Description	QTY
1	Trusted Platform Module	Trusted Platform Module 2.0 V3	1
2	Chassis Configuration	2.5" Chassis with up to 16 Hard Drives (SAS/SATA), Smart Flow, 4CPU, PERC12	1
3	Processor	2x Intel® Xeon® Platinum 8450H 2G, 28C/56T, 16GT/s, 75M Cache, Turbo, HT (250W) DDR5-4800	1
4	Additional Processor	2x Intel® Xeon® Platinum 8450H 2G, 28C/56T, 16GT/s, 75M Cache, Turbo, HT (250W) DDR5-4800	1
5	Processor Thermal Configuration	Heatsink for 4 CPU Configuration (CPU more than or equal to 205W, GPU Ready)	1
6	Memory Configuration Type	Performance Optimized	1
7	Memory DIMM Type and Speed	4800MT/s RDIMMs	1
8	Memory Capacity	64GB RDIMM, 4800MT/s Dual Rank	16
9	RAID Configuration	C2, RAID 0 for HDDs or SSDs (Matching Type/Speed/Capacity)	1
10	RAID/Internal Storage Controllers	Front PERC H965i Rear Load (for 2.5" x8/16/32 SAS/SATA chassis)	1
11	Hard Drives	480GB SSD SATA Mix Use 6Gbps 512 2.5in Hot-plug AG Drive, 3 DWPD	2
12	BIOS and Advanced System Configuration Settings	Power Saving BIOS Setting	1
13	Advanced System Configurations	UEFI BIOS Boot Mode with GPT Partition	1
14	Embedded Systems Management	iDRAC9, Enterprise 16G	1
15	Power Supply	Quad,Fully Redundant(2+2),Hot-Plug PSU,1800W MM HLAC(ONLY FOR 200-240Vac)Titanium,C16 Connector	1
16	Power Cords	Power Cord PDU(Rack) 250V,10A,C15/14, 2M	4
17	PCIe Riser	Riser Config 3, 2x16LP Slots (Gen5) + 6x16FH Slots (Gen5)	1
18	Motherboard	Motherboard	1
19	OCP 3.0 Network Adapters	Broadcom 57414 Dual Port 10/25GbE SFP28, OCP NIC 3.0 with four 10GbE SFPs	2
20	Additional Network Cards	Broadcom 5720 Dual Port 1GbE Optional LOM	1

22	Password	iDRAC,Factory Generated Password	1
23	GPU/FPGA/Acceleration Cards	GPU Ready Configuration Cable Install Kit R960	1
24	IDRAC Service Module	iDRAC Service Module (ISM), NOT Installed	1
25	Group Manager	iDRAC Group Manager, Disabled	1
26	Bezel	4U LCD Bezel	1
27	Boot Optimized Storage Cards	BOSS Blank	1
28	Optics & Cables for Network Cards	SFP+ SR Optic, 10GbE, for all SFP+ ports except high temp validation warning cards	4
29	Rack Rails	2U Combo Drop-In/Stab-In Rails With Cable Management Arm	1
30	Regulatory	CE Marking, No BIS or CCC Marking on 2.5" Chassis	1
31	Fiber Channel Adapters	QLogic 2772 Dual Port 32Gb Fiber Channel HBA, PCIe Full Height, V2	2
32	Services	ProSupport and Next Business Day Onsite Service, 36 Month(s)	1

3.2 SAN Storage:

Sr.	Module Name	Description	QTY
1	DPE	DPE 25x2.5 Customer Supplied Rack (High Line Power 200V-240V)	1
2	Starter Pack Drives	SYSPACK 4X1.2TB 10K SAS 25X2.5	1
3	Additional Drives	1.8TB 10K SAS 25X2.5 DRIVE	10
4	Additional Drives	D4 3.2TB SAS FLASH 25X2.5 SSD	10
5	CNA	CNA 4x16Gb FC SFPs	1
6	SPIO	2X4 port IO 32GB FC	2
7	Power Cords	Pair of C13/C14 cables (Highline Power) or C19/C20 cables (480/680 Lowline Power) included with DPE	1
8	Install Kits	Unity XT 380 Field Install Kit	1
9	Support Services	ProSupport and Next Business Day Onsite Service, 36 Month(s)	1

1	DAE	3U 15x3.5 DAE Customer Supplied Rack (Pair of SAS Cables Included)	1
2	Hard Drives	D4 4TB NLSAS 15X3.5 DRIVE	15
3	Power Cords	C19 Power Cord Pair CEE7/7 plugs 2Meter	1
4	Power Cords	C13 Power Cord Pair CEE7/7 plugs 2Meter	1
5	Support Services	ProSupport and Next Business Day Onsite Service, 36 Month(s)	1

3.3 HFA:

Sr.	Module Name	Description	QTY
1	Software	HFA Software Only Virtual Base - SWAAA	1
2	Operating Environment	HFA Base Software+ D@RE=IC	1
3	Software Service - Perpetual (VP)	ProSupport Next Business Day software support maintenance, 36 Month(s)	1

3.4 AppSync Basic Software

Sr.	Module Name	Description	QTY
1	AppSync Software for Hybrid Arrays	AppSync Hybrid	1
2	AppSync Software for Hybrid Arrays	AppSync Basic	1
3	Sftwr Svcs - Perpetual (VP)	ProSupport Appsync software support maintenance, 36 Month(s)	1

4. Support and Service Requirements

4.1 Hardware Support:

- Bidder must provide 3 years' warranty for the required hardware from the date of acceptance of the installation, configuration and testing. The date of acceptance of the devices is defined as the date that all network-related hardware devices are properly delivered, installed, configured, tested, and approved as operational by PAHW team.

- The Bidder shall have a well-organized 'Help Desk' system in their office, where a support call can be placed. Immediately after placing the call, helpdesk operators shall be able to provide the Company with a ticket number. This ticket number shall be used as a reference for any future communication about that particular call.
- Providing any required hardware/software licenses per the requirements. **(note: PAHW will provide OS License)**
- Installing & configuring all requested hardware/software.

- Bidder has to follow PAHW hardware design for this project. Any change in the design or proposing any additional hardware will not be acceptable. PAHW Management approval is required before any change in the design.

4.2 *Professional Services*

o Bidder is totally responsible for the delivery of the necessary hardware for the project.

o The successful bidder takes full responsibility for installation, configuration, testing and maintaining all delivered devices in accordance to PAHW scope of work.

o The bidder should be responsible to provide detailed system knowledge transfer and support during the support period.

o All the devices (hardware items) belong to PAHW should be under local partner Support (24x7).

o The Bidder should offer complete system description, brochure, and catalogue of proposed system.

o Bidder should provide detailed project plan with deadlines for each task.

5. General Requirements

The bidding company should meet the following requirements and qualifications. Failure to do so will disqualify the bidder and his bid will be rejected.

- Bidder must be registered with Central Agency of Information Technology (CAIT). (Valid Proof must be submitted)

- Bidder must be an authorized **partner** for all the proposed devices (Valid proof must be submitted).

- Bidder must have **Gold partnership or higher for SAN storages**; the partnership certificate should be submitted in the bidder proposal (Valid proof must be submitted).

- The bidder has to present its credentials in terms of staff qualifications as follows and failure to comply with the below shall result in disqualification of the Bidder offer:
  o At least two high qualified engineers for implementing all hardware and software mentioned in the RFP. All proposed staff shall be under **Bidder sponsorship during tender submission (civil id for each engineer has to be attached in the proposal).**

  o Bidder must have qualified staffs that are capable of Support and Maintenance of proposed solution.

- Bidder should submit Help Desk/Call Center Details including level of escalation and staff details.
- Bidder has to submit list of project and support teams showing each member skills, certificates, and description for his contribution in the project. CVs, civil IDs, and Certificates of all the staff must be submitted with the tender submission.
- All Hardware installation, implementation, and configuration should be qualified engineers from the bidder.
- Bidder should provide support letter confirming that bidder will offer vendor support and warranty for proposed solution.
- The bidder must submit along with his submission complete details on the support services including Support Coverage, Escalation Procedures and SLA.

- Bidder must supply a 3 years' warranty of all required hardware.
- The project must be accomplished and maintained by the bidder. **Third-parties are prohibited during all the project phases.**