

دولة الكويت
المؤسسة العامة للرعاية السكنية



REQUEST FOR PROPOSAL

كراسة المواصفات الفنية الخاصة بمناقصة توريد وتركيب
وتشغيل وصيانة أجهزة خادم رئيسي لتطوير النظام المالي
بالمؤسسة العامة للرعاية السكنية

2027/2026



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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 Load Balancer. Installation of Linux OS as Clustered Linux VM Environment.

The bidder must be responsible for the supply of the services and required components. The bidder must assign OS Admin for the Linux installation and configuration.

2. Scope of work

PAHW intends to have two new high-end rack servers to run Linux OS. The new requested servers must be configured as clustered with-SAN storage. The bidder is responsible to deliver, install operating system & configure Linux VM cluster, deploy, configure, maintain and test all the new requested devices as following in PAHW Main site **(Note: The installation of the Linux operating system and all related configurations, including the provision of the Linux OS license, shall be the responsibility of the Bidder)**

(The technical requirements are mentioned in Section 3. (Technical Requirement):

- a) **Two** High End Rack Servers
- b) **One** SAN Storage:
- c) **One** Load Balancer
- d) AppSync Basic Software

The bidder is responsible to deliver any additional cables or Items, wires or SFP or connectivity required to accomplish the project. **Bidder is responsible for providing Cabinets with KVM and PDU.** 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	Processors	2 X Intel Gen11 Xeon-S 4509Y 8-Core (2.60GHz 22.5MB)	1
2	RAM	32GB (1x32GB) Dual Rank x8 DDR5-5600 CAS-46-45-45 EC8 Registered Smart Memory Kit	56
3	HDD	2.4TB SAS 12G Mission Critical 10K SFF (2.5in) Basic Carrier 3 Year Warranty 512e ISE HDD	5
4	Ethernet Adaptors	Broadcom BCM57412 Ethernet 10Gb 2-port SFP+ Adapter	2
5	SFP+	BladeSystem c-Class 10Gb Short Range (SR) SFP+ Option Kit	4
6	Memory DIMM Type and Speed	4800MT/s RDIMMs - DDR5	1
7	RAID Configuration	C2, RAID 0 for HDDs or SSDs (Matching Type/Speed/Capacity)	1
8	BIOS and Advanced System Configuration Settings	Power Saving BIOS Setting	1
9	Advanced System Configurations	UEFI BIOS Boot Mode with GPT Partition	1
10	Power Supply	Quad, Fully Redundant (2+2), Hot-Plug PSU,1800W MM HLAC (ONLY FOR 200-240Vac) Titanium, C16 Connector	1
11	Motherboard	Motherboard	1
12	OCP 3.0 Network Adaptors	Broadcom 57414 Dual Port 10/25GbE SFP28, OCP NIC 3.0 with four 10GbE SFPs	2
13	Additional Network Cards	Broadcom 5720 Dual Port 1GbE Optional LOM	1
14	Boot Optimized Storage Cards	BOSS Blank	1
15	Optics & Cables for Network Cards	SFP+ SR Optic, 10GbE, for all SFP+ ports except high temp validation warning cards	8

16	Fiber Channel Adapters	QLogic 2772 Dual Port 32Gb Fiber Channel HBA, PCIe Full Height, V2	2
17	Services	ProSupport and Next Business Day Onsite Service, 36 Month(s)	1
18	Cabinet	Cabinet 42 U with KVM and PDU	1

3.2 SAN Storage:

Sr	Description	QTY
1	MSA 2060 SFF 2 x 10/25GbE iSCSI 4-port Controller 12 x 2.4TB HDD 4 x 10Gb iSCSI Transceiver 29TB Storage Array 3 Year Next Business Day Parts Replacement Warranty (Smart Choice Purchase Program)	1
2	MSA 2.4TB SAS 12G Enterprise 10K SFF (2.5in) M2 3 Year Warranty HDD	12
3	MSA 2060 SFF Disk Enclosure	1
4	MSA 2.4TB SAS 12G Enterprise 10K SFF (2.5in) M2 3 Year Warranty HDD	18
5	3 Year Tech Care Basic wDMR MSA2060 SFF Disk Enclosure Service	1
6	Premier Flex LC/LC Multi-mode OM4 2 fiber 5m Cable	4

3.3 Load Balancer:

Sr.	Module Name	Description	QTY
1	FAD-1200F	Application Delivery Controller -8 x 10GE SFP+PORTS,8 X GE SFP Ports, 8 x GE RJ45PORTS, 2 x GE RJ45 management port, 1x 240G SSD, dual AC power supplies	1
2	FC-10-AD12F-247-02-36	FortiCare Premium Support	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 Not 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*

- Bidder is totally responsible for the delivery of the necessary hardware for the project.
- The successful bidder takes full responsibility for installation, configuration, testing and maintaining all delivered devices in accordance with PAHW scope of work.
- The bidder should be responsible for providing detailed system knowledge transfer and support during the support period.
- All the devices (hardware items) belong to PAHW should be under local partner Support (24x7).
- The Bidder should offer complete system description, brochure, and catalogue of proposed system.
- 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 must 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 highly 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 staff that are capable of Support and Maintenance of proposed solution.
 - o Bidder should submit Help Desk/Call Center Details including level of escalation and staff details.
 - o The bidder must have a dedicated project management team to do the installation, implementation, testing, and different services team to do the maintenance during warranty period. Organization chart must be submitted as evidence.
 - o Bidder must submit list of project and support teams showing each member's 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.
 - o All Hardware installation, implementation, and configuration should be qualified engineers from the bidder.
 - o Bidder should provide support letter confirming that bidder will offer vendor support and warranty for proposed solution.
 - o 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-year warranty of all required hardware.
- The project must be accomplished and maintained by the bidder.