



Request for Proposal – SMA Disaster Recovery Services

**Spectrum Management Authority
February 2011**

1. SUMMARY STATEMENT

The Spectrum Management Authority (SMA) is seeking proposals from reputable providers to supply, install and carry out on-going implementation of disaster recovery services. Consequently, we invite quotations from qualified NCC contractors/suppliers for the provision of the service.

2. COMPANY OVERVIEW

The Spectrum Management Authority (SMA) is an agency of the Office of the Prime Minister with responsibility for managing the radio frequency spectrum (a range of frequencies used for wireless communication) in Jamaica, on behalf of the Government and people of Jamaica.

3. INSTRUCTION TO VENDORS

3.1 General Instructions

This RFP is not an offer to contract. Acceptance of a proposal does not commit the SMA to award a contract to any Vendor even if all requirements stated in this RFP are met and does not limit SMA's right to negotiate, as it shall determine in its sole discretion.

3.2 Eligibility Requirements

In order to be considered for selection, the Contractor must present a valid Tax Compliance Certificate and Proof of National Contract Commission's registration.

3.3 Clarification of RFP

Questions and request for clarification of RFP should be addressed in writing no later than "**March 11, 2011**" to the following:

Anthony Murray
Spectrum Management Authority
13 – 19 Harbour Street.
Kingston
Fax: (876) 922-4093, e-mail: amurray@sma.gov.jm

The SMA will respond to all questions/ request for clarifications, by way of an Addendum in writing by email, facsimile, or by print media to all prospective vendor, received by the above-mentioned date.

3.4 Amendment to RFP

At any time prior to deadline for submission of proposals, the Purchaser may modify the RFP & related documents for any reason, whether at its own initiative or in response to a clarification request by a prospective vendor. Any interpretation, correction or amendment of the RFP shall be made by Addendum. Interpretations, corrections or changes made to the RFP in any other manner will not be binding and Vendors shall not rely upon such interpretations, corrections and changes.

3.5 Cost of Tendering

The Vendor shall bear all costs associated with the preparation and submission of his tender and SMA will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tendering process.

3.6 Contract Terms

SMA will negotiate contract terms upon selection of Vendor. All contracts are subject to review by SMA's legal counsel, and will be awarded upon signing of an agreement which outlines terms, scope, budget and other related items.

3.7 Subcontracting

In the event that any parts of the works are to be subcontracted, the Vendor shall indicate the name of the third-party in its proposal.

3.8 Format of Proposal Submission

The Proposal shall contain two sections:

- Financial Proposal and
- Technical Proposal.

3.9 Packaging Instructions

- i. All envelopes must be sealed.
- ii. The Vendor shall use: **"The Two Envelope System"**.
- iii. The envelope with the **Financial Proposal** shall contain one (1) original and two (2) copies of the financial proposal (prices should be quoted in Jamaican dollars and should include all relevant costs). The envelope shall be clearly marked with the words **"Financial Proposal for Disaster Recovery Services"**. The envelope shall NOT bear the name or address of the vendor.
- iv. The envelope with the **Technical Proposal** shall contain one (1) original and two (2) copies of the technical proposal (the technical proposal should contain copy TCC, proof of NCC registration, adequate technical documentation and catalogue(s) or relevant information for the item quoted, including names and addresses of companies providing service facilities in Jamaica). The envelope shall be clearly marked with the words **"Technical Proposal for**

Disaster Recovery Services”. The envelope shall not bear the name or address of the vendor.

v. The sealed envelopes described in paragraphs 3.9.iii and 3.9.iv above should then be placed inside another sealed envelope. This outer envelope should bear the name and address of the vendor to enable Bid submission to be returned unopened in the event it is declared late. This envelope should be addressed as set-out in section 4.0 below.

4.0 Closing Date for Proposals

All proposals must be addressed as follows and submitted on or before 3p.m. on **March 25, 2011** to:

RFP: [SMA Disaster Recovery Services](#)

Chairperson, Procurement Committee
Spectrum Management Authority
13 – 19 Harbour Street
Kingston

Vendors shall assume full responsibility for timely delivery at the designated location.

The SMA may at its discretion, extend the deadline for submission of proposals by issuing an addendum to the RFP in which case all rights and obligations of the SMA and the Vendors previously subject to the original deadline shall therefore be subject to the new deadline as extended.

4.1 Late Proposals

Proposals submitted after the stated deadline for submission, will be returned unopened to the Vendor.

4.2 Opening of Proposals

Proposals will be opened fifteen (15) minutes after the closing date for proposal receipt, in the SMA Board Room at said location. The SMA will take no responsibility for tenders misplaced or prematurely opened if instructions are not precisely followed. It should be noted that a premature opening may result in the bid being rejected.

All Vendors responding to this proposal are invited to attend.

4.3 Rejection of Proposals

The SMA has the right to reject any or all proposals, without any remuneration to any Vendor for any costs incurred.

The SMA shall reserve the right, regardless of tender submitted to reject or cancel the adjudication partly or entirely without being liable to assign any reason. Furthermore, the SMA shall not be bound to accept the lowest tender in price or any other tender.

4.4 Tender Validity Period

Tenders shall remain valid for a period of 90 days after the date of opening of tenders (see clause 4.2). **A tender valid for a shorter period shall be deemed to be non-responsive.**

The tender validity period may be extended by written mutual agreement between the SMA and the Vendors.

4.5 Evaluation of Tenders

The SMA will evaluate and compare the tenders that have been deemed to be responsive. A merit point system for weighing evaluation factors will be applied to determine the successful tenderer. Only the top three technical proposals will be evaluated with respect to cost. The other proposals will be eliminated. The number of points allocated to each factor shall be as follows:

	Criteria	Points
1	Company Profile	20
2	Degree that the proposed solution meets our needs	40
3	Degree of compatibility with our existing software and hardware	10
4	Cost	30
	Total	100

4.6 Company Profile

The SMA will allocate points to the tenderer based on relevant experience, past performance and demonstrated competence to provide relevant goods and/or service.

4.7 Degree that the proposed solution meets our needs

The SMA will allocate points to tenderer's proposal based on its compliancy with required specifications within the RFP, the completeness of responses to the requirements and the degree to which the proposed solution meets our needs.

4.8 Degree of compatibility with our existing software and hardware

The SMA will allocate points based on the level of integration of the proposed solution with existing information technology infrastructure.

4.9 Cost

The tenderer with the lowest price will receive the maximum points in this category and the other tenderers will receive scores in proportion to the lowest price.

5.0 Acceptance of Tender (Award)

Prior to the expiration of the tender validity period, the SMA shall issue a letter of acceptance to the successful tenderer notifying him that his tender has been accepted.

Terms of Reference

Executive Summary

The Spectrum Management Authority (SMA) is requesting proposals for supply, installation and on-going implementation of disaster recovery services. The services will be complete and provide state of the art functionality. The ideal solution will provide business continuity in the event of a disaster to the facilities supported by the SMA, including recovery of data, computers, network infrastructure, application software and operating systems.

There are two parts to this request:

1. Disaster Recovery Planning (analysis of need and development of a recovery plan)
2. Disaster Plan Implementation (hardware replacement, software/data backup and restoration)

Proposals may be made on either part individually or on both combined.

SMA is operated as a limited liability company wholly owned by the Government of Jamaica and is an agency within the Information and Telecommunications Department of the Office of the Prime Minister. It was established in 2000 pursuant to the Telecommunications Act, 2000 and became operational in April 2001.

Current Situation

+ Host systems:

The SMA currently supports the following Host systems:

- (1) Dell PowerEdge 2900 running VMware ESXi
- (3) Intel based Windows 2003 servers

+ Network Systems

The SMA currently supports the following network environment:

- Switched 10/100 Mb Ethernet (802.3) to the desktop
- Switched 10/100 Mb Ethernet (802.3) to IP phones
- Switched 1000 Mb Ethernet to Servers
- TCP/IP protocols supported
- WAN services to two (2) remote sites via microwave links
- Internet access via two broadband services.

+ Application software

The SMA currently supports the following major application software.

- SAGE ERP AccPac
- TCI ASMS
- Microsoft Exchange Server 2003
- Microsoft SQL Server 2000
- Microsoft Office Suite 2003/2007

+ Network clients

The SMA currently supports the following network clients.

- 35+ networked Intel based PC

- User authenticate independently to Microsoft Active Directory Services
- Microsoft Windows XP, Windows Vista, or Windows 7 operating system.

✚ Telecommunications Systems

The SMA currently supports the following telecommunication systems.

- Panasonic Converged IP-PBX System with up to 96 extensions
- Inter-network connectivity includes voice T1 and IP Trunk (VOIP).
- Public switched telephone network connections at central location.
- IP proprietary phones
- Voice messaging system included

Desired Outcome and Requirements

Scope

✚ Disaster Recovery Planning and Consulting

The SMA will be provided with the necessary resources – consulting and/or software to build and maintain a viable recovery plan. The plan shall include prioritization of software and hardware replacement so that systems identified as “critical” will be restored before less critical systems.

✚ Disaster Recovery Implementation

The SMA will be provided with the equipment, software, facilities, and consulting services necessary to implement our developed disaster recovery plan, i.e. data/software recovery and replacement of computers, peripherals, network and telecommunication systems. The goal is to achieve recovery of critical systems in the shortest possible time after a disaster has occurred.

General Requirements

1. The recovery plan must document procedures to prepare for a disaster and detailed procedures to follow after a disaster has occurred. If software is used for plan development, it must be easy to use.
2. Recovery plan development must be flexible enough to adapt the plan to constantly changing data, application software, operating system, computer, network, and telecommunications environment.
3. The system must deliver replacement equipment to Kingston, in the shortest possible time after a disaster has occurred.
4. The system must provide a facility to house the equipment and serve as a temporary operations centre.
5. The vendor must be available to provide comprehensive technical support – 24 hours a day, seven days a week, including holidays.
6. The vendor must provide, at a minimum, annual testing of the recovery plan. Testing time will be coordinated to accommodate the SMA.

7. The vendor shall include a quantity and description of every item to be provided by them to implement the recovery plan.
8. The vendor must clearly define respective vendor and SMA responsibilities in the event of a disaster.

Installation Requirements

All work performed for the installation of this system shall be performed in cooperation with the SMA by a single contractor or multiple contractors in the event multiple vendors are chosen.

Training Requirements

Training shall consist of on-site group and individual training of all staff associated with the system.

Product Updates / Maintenance / Warranty Requirements

1. The proposed vendor solution must describe how they propose to provide minimum vendor response time to service calls. Describe the proposed methodology to respond to service requests with respect to the proposed vendor solution after it's implementation.
2. Describe the vendor's Internet web site. Does the site aid the owner in troubleshooting and problem resolution? Is the website used by the vendor to distribute software fixes and updates?
3. Vendor Product Maintenance Updates / Service Packs.
Clearly describe the proposed methodology for both notifying of new releases and maintenance updates. Describe all costs related to maintenance releases and major version upgrades. Describe how these software releases will be distributed to the product users.
4. Product Warranty.
Clearly describe the standard product warranty and its general terms and conditions.
5. Maintenance Contract.
Proposal shall include a system maintenance proposal for vendor provided components. Are there options for a multi-year maintenance contract?
Clearly describe the standard product maintenance contract coverage, any optional maintenance services, post-warranty period maintenance coverage, and costs for each proposed level of maintenance service. Clearly indicate what level of support is available, such as 7 x 24, 5 x 24, 5 x 8, etc. Coverage is proposed, and the associated costs for each level of service.
6. Problem Call Management.
Clearly describe the vendor's problem call management methodology used for keeping track of problem calls and assuring adequate customer resolution. Include a detailed statement advising if the manufacturer technical support staff is available to owner technical staff.
7. Maintenance Agreement / Product Upgrades.

Clearly indicate whether product upgrades are or are not included in any proposed product maintenance contracts. Also, clearly describe whether this includes incremental upgrades (example: from version 4.11 to 4.12) or major upgrades (example: from version 4.x to 5.x), or both.

System Documentation Requirements

1. The vendor proposal shall include a description of the following:
 - a. Administrator's Manual
This manual shall provide an overview and implementation instructions for the disaster recovery plan.
 - b. Operator Manual
This manual shall provide a basic operational description of the software as well as other pertinent operational details. The manual shall be short, simple, and shall include pictures showing the various operator procedures.
 - c. Installation Manual and Documentation
The installation manual shall consist of a printed section that describes the proper installation procedures. It shall also include those details that are unique to the SMA system, such as the server operating system and server setup parameters. This manual shall include clear illustrations of all system connections.
 - d. On-line Help
Does every option in the software have help text available to the user while the software is in use?
2. Manuals shall address the issue of alternate recovery sites.