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# Lebanese Red Cross

Backup solution tender

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## Project goals

Lebanese Red Cross (LRC) require a backup solution for their current environment. This new backup solution will offer LRC better backup features and protection from threats like ransomware. The backup solution needs to cover the existing VMs, NAS storage data, and Microsoft 365 data

## Company requirements

The LRC is looking for a solutions available in the market, Well known brand and mentioned in Gartner magic quadrant preferably.

The below are the minimum requirements for the company that will be selected for the implementation of LRC Backup solution

- ✓ The company should have than 5 years or more in the backup solution industry and implementation experience
- ✓ The company should have offices in Beirut Lebanon
- ✓ The partner should be an gold partner with the solution providers
- ✓ The partner should have a Support center in Lebanon

- For queries on this, please contact the Procurement, on the following email:

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# Project Overview

Backup solution for the current Environment:

- Backup software
- Backup hardware to protect from threats like Ransomware...

## The scope of work

- ✓ Rack and Stack + cabling
- ✓ Power up and configuring the newly installed system
- ✓ Create the needed roles with the desired types
- ✓ Configure remote support
- ✓ Use Backup software to move the old backups
- ✓ Install Backup software
- ✓ Add VMware/Hyper-V hosts
- ✓ Add backup repository
- ✓ Create and test backup jobs for 5 VMs
- ✓ Test up to 3 restore jobs
- ✓ Create a configuration backup
- ✓ Configure email notifications
- ✓ Install Backup for O365
- ✓ Add O365 organization
- ✓ Add backup repository
- ✓ Create and test backup jobs for 10 users
- ✓ Test up to 3 restore jobs

## Target deliverable schedule

- Project Timeline: a PIP should be delivered.

## Project Milestones

LRC Aiming for successful implementation requires a committed team approach where participants take ownership for their part in the implementation and migration to a new Backup solution

Project Manager will work with your team and guide the entire process from kick-off to go-live. This ensures a smooth transition from the existing system to the new solution

Main functions of the implementation handled by the project manager include:

- ✓ Reviewing project goals and objectives to ensure they are realistic and in line with the capabilities of the solution,
- ✓ developing a detailed implementation plan that is customized to the unique needs of The business,
- ✓ Assisting with developing and managing project schedules and completion deadlines
- ✓ Coordinating and conducting training,
- ✓ Providing progress reports throughout your implementation process,

## Server Hosting

- LRC will provide the server for the backup software, the bidder should mention the specs

## Training Plan

- ✓ **Training Strategy**
  - LRC requiring a delivering onsite training including trainers of the admin/system administrators.
  - Training will be delivered in English,
  - The Training Plan identifies the key elements and steps necessary for training the staff on the use of the components of the system proposed by Bidder team members to highlight the main functionalities and benefits.
  - After the final deployment of the Solution, Bidder Team conducts a thorough training covering all the modules of the solution ensuring that the solution is fully grasped by all users prior to going live.

- ✓ **Training Objectives**

- The training courses allow the administrator to discover the solution, operate, and manage its various functions. The training covers the utilization as well as parameterization and administration of the application to optimize and streamline

the operations. The main objectives are:

- Enable administrators to gain an overall understanding of the scope and purpose of the overall solution.
- Provide each user with hands-on experience around the system's functions.
- Share knowledge and functional use of the solution while ensuring that LRC's team has the total ownership to carry out all duties and operations by himself.

✓ **Roles and Responsibilities**

- Admin (system administrators) are responsible for keeping the systems operational, keeping the content up-to-date and safe by performing regular backup.

✓ **Training Documentation**

- Training materials in English (Admin/Technical and end-users/Functional).
- Any other related documentation (electronic format).

# Communication Tools

## Types of Communication

The below details shall be applicable for the above stated maintenance types:

- Dedicated contact persons to handle calls, emails, and tickets from LRC.
- Immediate on-site presence when necessary.
- Support hot line for an unlimited number of service requests during the business time interval.
- Email tickets support.
- Portal tickets support.
- Email notification on proactive product change.
- Onsite Solution bug fixes when needed.
- Fault incident report to be kept up to date.

## Response Mechanism

Bidder Team incident response time is divided according to the following criteria:

- Level 1 severity: Serious Incidents; these incidents happen due to a system crash. They are of highest priority, thus having a response time of four (4) working hours. The objective is to have a workaround within the eight (8) working hour's timeframe else if it is impossible will be escalated within Bidder Team and LRC with the appropriate action plan.
- Level 2 severity: Average Incidents; these incidents are not as serious, thus having less priority. They can be system configuration problem. The response time is eight (8) working hours. The objective is to have a workaround within the twenty-four (24) working hour's timeframe.
- Level 3 severity: Minor Incidents and Improvements; these incidents include adding new functionalities to the system. These are minor changes, hence not being urgent. The response time is two (2) working days and implementation action plan is provided to the client's approval.

# Support Services

## Support & Maintenance Services Plan

- ✓ Bidder Team provides warranty services upon project go-live and after-sales maintenance services to be as per the proposed SLA.

- ✓ Bidder Team will be responsible in maintaining all system functionalities and ensure that integration. Bidder Team customer support services cover phone, portal, e-mail and "On-Site" support.
- ✓ The below SLA is applicable to all tickets that are initiated during the support period.

#### The services cover the following issues:

- ✓ Core solution Bugs.
- ✓ Issues with operating the application as per the agreed functional specifications document signed and agreed between both parties.
- ✓ Issues related to performance.
- ✓ Periodic, routine maintenance occurring once every three months. The schedule of the preventive maintenance shall be approved by LRC and can be outside normal working hours. The periodic, routine maintenance shall include, but not be limited to configuration review, backup configuration, onsite support, etc.
- ✓ For any version upgrade, a change request should be agreed on between Bidder Team and LRC and will be quoted separately.
- ✓ Methodological approach totally assures quality. Bidder's engineer's competence allows us to maintain and enhance the solution.
- ✓ The technical expert's level will be determined according to the incident's nature and complexity.
- ✓ Bidder Team will provide a report on its performance against the Service Levels and the Availability of Services achieved monthly within seven (7) days from the end of each calendar month.

## Bidder Evaluation Matrix

Matrix tool that can be used to evaluate submitted bids and identify the one that provides the best value for money and allows LRC to score and weight Bidder depending on 2 Elements

Quality	
Quality Criteria	Section Weighting %
<b>Functionality</b>	<b>35%</b>
What are the characteristics of Solution	
Provide design details of solution	
Provide detail of the functionality of solution	
SLA vendor support.	
<b>Methodology</b>	<b>10%</b>
Describe how the solution Implementation	
PIP	
<b>Innovation</b>	<b>5%</b>
Additional features	



<b>Prices</b>	<b>40%</b>
<b>After sales assistance and support</b>	<b>5%</b>
24/7 support	
Available support team	
<b>Bidder</b>	
Onsite training Company Size References Geographical Existence	<b>5%</b>

<b>Price</b>	
<b>Example Price Criteria/ Cost of Ownership</b>	
<b>Acquisition/Initial Capital Expenditure</b>	
PRICE PROVISION OF SERVICE	
Delivery	
Installation	
Training	
Section Total	
<b>Owning/Operating/Recurrent Costs</b>	
Maintenance	
Upgrade Costs	
Annual User License	
Section Total	Annual Cost x No of years
<b>End of Life/Disposal/Exit</b>	
Disposal/Exit Costs	

Section Total	
<b>Total Price</b>	

## **Tender Submission Requirements**

1. Bidder Company Profile
2. Products Portfolio
3. Project References
4. Partnership certifications
5. 6. Technical Team Resumes
7. Technical Proposal includes Project Pricing break

