



Central Securities Clearing System PLC

Request for Proposal:

Hyper-Converged Infrastructure Deployment, Installation & Support

REFERENCE NO: CSCS/Information Technology/February/2020

The return date for responses against this RFP is **21-02-2020** delivered in the requested manner and to the address advised. Late responses will not be considered. Note that proposals submitted that do not meet stipulated criteria shall be disqualified.

14th -February,-2020

Dear Sir/Ma,

TITLE: Hyper Converged Infrastructure

Ref: CSCS/Information Technology/February/2020

You are invited to submit your proposal against the requirements detailed in the Request for Proposal (RFP) attached. The information contained within this invitation shall be treated as “Commercial in Confidence” and shall also be subject to the terms of any related Non-Disclosure Agreement signed by the parties.

- Part 1 of the RFP gives you information about Central Securities Clearing System PLC.
- Part 2 is for you to answer and provide details as requested to support your proposal

Proposers are requested to provide one copy of their proposal in paper format and one copy in electronic format (either Microsoft Office or PDF). Submissions to this RFP must be returned by the time stated. Late submissions will not be considered by Central Securities Clearing System Plc.

Queries

All queries should only be directed to the undersigned. We look forward to your responses soon.

Yours faithfully,

Project Management Office

pmoffice@cscs.ng

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Document Classification: CSB Restricted.

Part 1 GENERAL INFORMATION

1.0 INTRODUCTION

1.1 Procurement Policy on Bribery and Corruption

Central Securities Clearing System Plc (CSCS) strictly adheres to professional work ethics and emphasizes zero tolerance for bribery and any other forms of corruption. It is our policy that service providers involved in offering bribes will be disqualified and excluded from any potential engagement opportunity.

1.2 Executive Summary of Project

- Central Securities Clearing System Plc seeks a Hyper Converged Infrastructure solution for its IT infrastructure for a planned project while also projecting to eventually move all the application on different physical servers to the HCI infrastructure. This RFP is an invitation to prospective proponents to submit proposals to deploy, install and support Nutanix HCI

2.0 TERMS GOVERNING THIS RFP

- 2.1 This RFP is a request for proposal for Hyper Converge Infrastructure (HCI) deployment, installation & support. It is not a contract and no contractual obligations shall arise on behalf of CSCS. CSCS will not be liable for any costs and expenses incurred in the preparation and submission of a response to this RFP.
- 2.2 Recipients of this RFP are required to read all the information supplied and have a clear understanding of CSCS requirements. Further information can be made available by contacting CSCS via the email address provided in this RFP.
- 2.3 It is a condition of this RFP that all mandatory requirements (indicated in the body of text by the word “must” or expressed or implied accordingly) are met in full. Responses and proposals that do not conform to mandatory requirements will be deemed to be made on the basis that conformance is implied by the proposer. The contents of proposals must be submitted in the same order as that specified in this RFP.
- 2.4 CSCS will select the successful proposal based upon several evaluation factors including features outlined in the RFP; company stability, experience executing similar projects; and price. The selection will be decided based on the proposal submitted by a qualified vendor that best meets the needs of CSCS. CSCS reserves the right to reject any or all proposals without recourse to the bidder(s).
- 2.5 Pricing should include details of all costs related to the provision of the required services and engagements to CSCS.

- 2.6 All communications relating to this RFP must be directed to the email address provided in this RFP. All other communications between a respondent and CSCS staff concerning this RFP are prohibited. In no instance should a respondent discuss cost information contained in a proposal with CSCS contact persons or any other staff prior to proposal evaluation. Failure to comply with this clause WILL result in disqualification of the proposal.
- 2.7 The family members/blood relations of employees and/or fulltime consultants (i.e. consultants working exclusively with CSCS on a retainer basis) of CSCS shall not be eligible to participate in the RFP process. Any proposal submitted by them shall be summarily rejected. Where CSCS becomes aware of the relationship between an employee and vendor following award of a contract, the contract shall be terminated and CSCS shall be entitled to claim damages apart from engaging any other consultant/vendor at the cost and risk of defaulting consultant. It is clarified that the term full time consultants of CSCS does not refer to agencies/people, which may have been shortlisted for an assignment/project of CSCS through an RFP process.
- 2.8 CSCS shall deduct Withholding Tax from payments to service provider (successful bidder). Service provider can request for a credit note to confirm remittance of the taxes by CSCS.
- 2.9 In addition to submitting a proposal in response to this request, all proposals should be sent with a written confirmation that there is no conflict of interest issues that will prevent the firm from taking up this engagement.
- 2.10 CSCS shall evaluate proposals based on their responsiveness to the requirements of this RFP as outlined above. Each responsive proposal will be given a score. A proposal shall be rejected at this stage if it fails to respond to the requirements. The shortlisted vendors shall be invited for an oral presentation before a Committee of CSCS representatives. The vendor with the highest score after the final presentation will be invited for negotiations.
- Negotiations will be held with the aim of reaching an agreement on all points and subsequently engage the successful vendor. If negotiations fail, the vendor with the second highest score will be invited to negotiate an agreement.
- After negotiations are completed, CSCS will promptly notify other vendors on the shortlist that they were unsuccessful.
- 2.11 The key contact for information you may seek for enquiries is the **Project Management Office [pmoffice@cscs.ng]**

2.12 Timeline to be observed for this RFP:

Milestones	Due Date
RFP issued by Central Securities Clearing System PLC	14-02-2020
RFP questions received by Central Securities Clearing System PLC in writing	19-02-2020
RFP questions responded to by Central Securities Clearing System PLC	20-02-2020
RFP response due	21-02-2020

2.13 All bids shall be submitted by providing one copy of the proposal in paper format and one copy in electronic format (either Microsoft Office or PDF). Both paper and electronic copies of your proposals should be submitted on or before close of business on 21-02-2020. The electronic copy should be sent to: rfpsubmission@cscs.ng

The paper copy will be deposited in the Tender Box, on the 13th floor of Central Securities Clearing System Plc., Stock Exchange Building and should be addressed to:

Isioma Lawal
Head, Internal Control
 Central Securities Clearing System Plc.
 13th Floor, Stock Exchange House
 2/4 Customs Street, Lagos Nigeria
 Email: rfpsubmission@cscs.ng

2.14 Please note that CSCS requires any prospective firm to observe the highest standard of ethics during the selection process and execution of the assignment. In pursuance of this policy, CSCS:

- i. Defines, for the purposes of this provision, the terms set forth below as follows:
 - a. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of any official of CSCS in the selection process or in contract execution; and
 - b. "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of CSCS, and to deprive CSCS of the benefits of free and open competition.

- ii. Will reject a firm's proposal if it determines that any member of the firm has engaged in corrupt or fraudulent practices in competing for the assignment.

2.15 By accepting to take part in this selection process, every vendor shall keep in confidence all information provided in relation to this proposal process and shall not disclose the said information to third parties or use the said information for any other purpose other than in relation to the proposal process. Additionally, in the event that a vendor is not selected, the vendor shall keep in confidence all information provided to it in relation to this proposal and the fact that it has received this proposal.

3.0 SERVICE PROVIDER'S ACTIONS REQUIRED FOR THIS RFP

3.1 Read Part 2 carefully which contains the under listed sections. Complete them accurately and concisely where required

- A. Service Providers Declaration
- B. Service Providers Information Questionnaire
- C. Statement of Requirements
- D. Methodology/ Description of Approach
- E. Price Schedule
- F. Evaluation Criteria
- G. Bid Securing Declaration

3.2 Sign service providers declaration (A) indicating your compliance and acceptance of the terms of this RFP

3.3 Provide your responses to the Service Provider Information Questionnaire (B). They must be precise and concise without unnecessary marketing/advertising materials. If there is any other information which, it is felt should be included because of its relevance to the proposal please feel free to do so but this must be separate from the required structured response.

3.4 CSCS may issue addenda notices to the bid documents to advise of any changes and clarifications thereto or to respond to queries from bidders or for any other reason that CSCS deems necessary. Addenda Notices will be numbered, and the bidder shall acknowledge receipt via email and inclusion in their Bid.

CSCS may issue additional information for reasons necessary at any time for bid

submission as nominated in the Invitation to Bid or subsequent Addendum. Such information shall be included in the Contract award.

CSCS shall use its sole discretion to make any changes to the date of Bid closing from that advised in the Bid schedule which may result from an addendum.

- 3.5 Any request for clarification must be emailed to: pmoffice@cscs.ng
CSCS reserves the right to distribute answers to questions to other Bidders/Suppliers who may not have asked that question but where CSCS feels that the answer corrects a mistake, adds clarity or removes ambiguity from the original RFP.
- 3.6 Please ensure the bid declaration is a computation of total cost of the project implementation.
- 3.7 The subject matter of the information provided or gained in relation to this Request for Proposal may contain valuable property rights of CSCS. This information is to be treated in strict confidence by the Bidder and its employees and shall not be used except for the specific purpose of preparing and submitting a Bid. Upon receiving notice, unsuccessful Bidders shall return such information to CSCS whose property it shall remain.
- 3.8 Submit response to CSCS in line with the milestone dates stated in 2.12.

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PART 2: SERVICE PROVIDERS RESPONSE TO THIS RFP

A. SERVICE PROVIDERS DECLARATION

To:

The Head, Internal Control,
Central Securities Clearing System Plc.
13th Floor, Stock Exchange House,
2/4 Customs Street, Lagos, Nigeria.

Dear Sir/Ma,

PROJECT TITLE: Hyper-Converged Infrastructure

We have read and have examined this Request for Proposal (RFP) document, requirements, specifications, guidance notes and the terms and conditions issued with this Proposal. We offer completion of the works required against this RFP for the total price of:

.....
..... (in Naira).

This price is further broken down into individual components as requested in this RFP.

This declaration confirms that this Proposal is tendered as a bona fide competitive offer to CSCS, and the information provided in the Service Provider Information Questionnaire and Service Provider Response to CSCS's Statement of Requirements are correct and complete.

We, the undersigned further agree that if our offer in these documents is accepted by CSCS, the resulting contract, if any, shall be based on the CSCS Standard Terms and Conditions issued with this RFP (subject to any permitted variations attached to this RFP).

Signature

Date

Name

Job Title

For and on behalf of



Address

Email

Telephone

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B. SERVICE PROVIDER INFORMATION QUESTIONNAIRE

To be eligible, bidders shall submit the documents below which will be considered under Preliminary Evaluation:

1. Organization Profile

1.1 Registration & Accreditation	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
<i>Business address</i>			
<i>VAT (Value Added Tax) Registration Number</i>			
<i>Valid Tax Clearance Certificate (where applicable)</i>			
<i>Certificate of Incorporation/Registration</i>			
<i>Tax clearance certificate</i>			
<i>Reference letters (2)</i>			
<i>Letter confirming banking details</i>			
<i>Letter confirming email address where Purchase Orders and queries will be sent to.</i>			

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2. Ownership & Financial Background

2.1 Financial-Related Information	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
<i>Audited financial statements for the last two (2) years. (Unless previously provided within the last one year). The Audited Financial statements shall be submitted together with the signed Auditors Opinion.</i>			

3. Track Record and Reference

3.1 Industry Experience	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
<i>How many existing clients you have? Name your key clients</i>			
<i>Similar services provided in the past (at least in the last 1 year)</i>			
<i>Details of any cancelled contracts/projects in the past</i>			

3.2 Relationship with CSCS	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
<i>Product/services which you provide to CSCS (currently or previously)</i>			
<i>Value of your sales to CSCS for the past 3 years and by product/services</i>			

3.3 Client Reference (Please provide at least 2 clients for deals similar in nature to this RFP)		
	Company A	Company B
<i>Names of companies which can provide reference to CSCS</i>		
<i>Names & job titles of contact person</i>		
<i>Contact details (email address, address, office number)</i>		

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C. STATEMENT OF REQUIREMENTS

1.0 INTRODUCTION

1.1 Background

The Central Securities Clearing System (CSCS) Plc. was incorporated on July 29, 1992 as a Financial Market Infrastructure (FMI) for the Nigerian Capital Market. It was commissioned in April 1997 and commenced operations in April 14, 1997. On the 16th of May 2012, CSCS became a Public Liability Company (PLC) by a special resolution.

The Securities and Exchange Commission issued the license for CSCS to carry on business as Central Depository, Clearing and Settlement entity for transactions in the Nigerian Capital Market. It operates a computerized depository, clearing, settlement and delivery system for transactions in securities in the Nigerian Capital Market.

CSCS facilitates the delivery (transfer of securities from seller to buyer) and settlement (payment of bought shares) of securities transacted on the approved Nigerian Exchanges. It enables securities to be processed in an electronic book entry form thereby substantially reducing the period it takes a transaction to commence and end.

CSCS has made visible strides in the Nigerian Capital Market and will continue to respond to the needs of the securities and commodities market to further enhance transparency and speedy settlement of transactions.

1.2 Purpose of the Request for Proposal (RFP)

CSCS - Central Securities Clearing System Plc seeks a Hyper Converged Infrastructure to prevent frequent spend on server purchase and regular setup/configuration of new servers thereby allowing IT focus on more strategic activities. Simplify management of IT infrastructure by introducing modern and simpler ways of system administration. The HCI solution software is Nutanix and the hardware of choice is Lenovo and HP. Therefore, the response to this RFP should take care of both Nutanix(Software), HP and Lenovo(Hardware).

2.0 PROJECT DELIVERABLES

2.1 Scope of Work

Due to the complexity and interoperability of the proposed solution CSCS team is seeking a single vendor to provide all products and services requested. We expect a complete solution (hardware and software) and expect the awarded vendor to perform all duties for a fully functional system. The vendor will work with the CSCS team to coordinate and manage the entire project and

engage all necessary parties. The vendor will coordinate a thorough site survey of the proposed location prior to installation. The vendor will coordinate scheduling with consideration of impact on the instructional programs or existing services to include after normal work hours.

Vendor must install and configure all management software, accessories, hardware and other items at the direction of the CSCS technical team. Installation will be deemed to be complete when CSCS technical team agree system is fully functional to equipment technical specifications.

2.2 Functional Requirements

To that end, the successful solution must meet the following mandatory pass/fail requirements.

1. Must be a hyperconverged solution where hyperconvergence is a type of infrastructure system with a software-centric architecture that tightly integrates compute, storage and network resources.
2. Must currently support all hypervisor technologies, including (at a minimum) VMware vSphere and Microsoft Hyper-V and AHV (Acropolis Hypervisor) to enable full flexibility for CSCS to run applications in the best performing and most cost-efficient way.
3. Must provide N+1 resilience such that in the event of a node (server) failure, or maintenance downtime, there will be no loss of performance and no data loss
4. Must allow data to follow virtual machines from ANY host to ANY other host in the cluster as they are migrated. This ensures we have full flexibility and freedom to migrate VMs anywhere we see fit without taking on the risk of increasing read latency or network activity over time.
5. Each VM's most frequently accessed data must reside on the same node as said VM on an ongoing basis (regardless of where it is moved to) to ensure maximum performance.
6. The solution must leverage ALL nodes within the cluster when rebuilding data subsequent to a disk failure – this is to ensure fast-as-possible rebuild times regardless of disk size as well as mitigating the performance impact of the rebuild process
7. Must leverage only commodity hardware components (there must be no proprietary hardware in the proposed solution).
8. To ensure flexible solution customization, various node types / models must be available (including storage only nodes, flash only nodes) and it must be possible to choose different CPU and memory configurations. Furthermore, we require the ability to mix node types/models within a single cluster such that VMs can be live migrated between different models.
9. Must be able to demonstrate user initiated non-disruptive upgrades for controller software, hypervisor and firmware without the requirement for ANY external manufacturer provided support.
10. Must be able to demonstrate seamless and non-disruptive scaling down of the cluster (i.e. node removal) allowing graceful decommissioning of older nodes.
11. Must be able to demonstrate seamless and non-disruptive scaling out of the cluster (i.e. node addition) thus obviating the need for forklift upgrades.
12. Must be able to scale out without any limitations

13. To ensure efficient use of storage, must support data deduplication, compression and erasure coding on per data store basis with the ability to turn OFF dedupe and/or compression at any time.
14. To ensure best value per gigabyte, the platform must support 6TB SATA drives and larger.
15. Must support cross-hypervisor DR to limit and or reduce potential hypervisor licensing costs - if this is achieved using a 3rd party product the costs MUST be included in the tender submission.
16. To provide flexibility across platforms, must provide a consistent infrastructure management interface regardless of the hypervisor in use.
17. Must allow IT operational team to monitor platform resource usage and cluster health with proactive flagging of issues and assisted root cause analysis
18. Must allow the allow IT operational team to react quickly to new service requests and bottleneck events.
19. Must allow IT to view performance metrics across the full logical stack within a single pane-of-glass. Within this single view it should be possible to simultaneously view data at the cluster, VM, host, datastore and individual disk levels.
20. Must provide automatically generated capacity planning estimates using trending analytics applied to actual system data. This capability can be delivered either natively or through a 3rd party product. All costs relating to this functionality MUST be included in the tender.

2.3 Non - Functional Requirements

1. The supplier MUST provide the necessary reporting/management and co-ordination to effectively control the work schedule, technical resolution & risk/issue management
2. The supplier MUST provide the necessary technical (and where the supplier feels appropriate), software resources to enable the deployment of such a solution.
3. The supplier MUST work with CSCS technical staff to deploy any solution. Technical leads MUST be confident in minimizing any risk or impact on to service delivery and therefore the Supplier MUST work within any Change Control requirements when deploying the system.
4. The supplier MUST provide detailed hardware topology and technical documentation upon completion of VM server migration, Hyper Converged system build and transference of knowledge.
5. The supplier MUST provide two VM migratory options from existing VMware Cluster to Hyper Converged solution.
6. The Supplier MUST provide maintenance costs for 3 years.
7. The supplier MUST provide details of three clients globally utilizing their hyper converged system
8. The supplier MUST provide options of support and maintenance agreement including details of all defined SLAs.

2.3.1 Implementation Requirements

The selected vendor must be able to provide adequate and timely resources during the project and after the project. The OEM must be able to respond timely to escalations during and after the project. Racking, stacking of the Nutanix solution as well as migration of virtual machines to the new environment

2.3.2 Post Implementation Support

1. The proposed solution (all hardware and software elements) must be covered by a single maintenance and support agreement for a period of 3 years.
2. Supplier's responses should provide costs for 24x7x365, with next business day hardware replacement cover. (Note: Preferred hardware vendor-HP & Lenovo)
3. The proposed solution must include a single point of contact from a global support center for all support incidents and service requests for all the hardware and software elements of the proposed solution.
4. Suppliers should optionally provide a web portal for service desk call logging. The web portal if provided should show calls logged with their triage state and details of the progress of each outstanding service desk item including the time the call has been open.
5. System must have the ability to be remotely monitored by the manufacturer and incidents resolved or escalated to engineering team in the event corrective action being required.
6. There should be local support for both hardware and software for prompt resolution of issues

2.3.3 Knowledge Transfer

- Provision of knowledge transfer session to internal CSCS staff

2.3.4 Compliance to Standards

The solution must support Full Regulatory Compliance and Certifications (NIST, FIPS 140-2, Suite B, EAL2, HIPAA, PCI-DSS, SOX)

2.3.5 Vendor Experience and Qualifications

- Demonstrate successful implementation of similar projects in size and nature. Provide reference sites of similar business nature where Nutanix HCI have been deployed preferably in Nigeria
- Experience in support engagement of HCI Infrastructure preferably in Nigeria
- Provide CV's ad related certifications in HCI Management and deployment

- There must be an on-site technician to facilitate project requirements and implementation

2.4 Technical Requirements

For the purpose of clarification, Nutanix have been identified as the Hyper converged solution of choice by the CSCS team while HP and Lenovo as the hardware of choice. Vendors should follow at least the configurations for both HP and Lenovo server specification when quoting. The appendix below contains detailed server specifications for this solution.

D. METHODOLOGY/DESCRIPTION OF APPROACH

In this section, the Bidder will provide a comprehensive description of how it will provide the required services. Information provided must be sufficient to convey to CSCS that the Bidder has enough understanding of the effort required to provide the requested services and that it has an approach, methodology and work plan to overcome possible challenges.

Your technical proposal should include, among others, the following:

- I. Documentation and description of related services
- II. Explanations for deviations (if any)
- III. A high-level project plan, end-user training plan, risk management plan, quality management plan etc. for the project
- IV. A resource plan detailing the resources needed to support the implementation efforts e.g. customizing, testing, software, personnel and any implementation requirements
- V. Capacity building and knowledge transfer program, which should include training sessions for technical and non-technical staff.
- VI. At least 3 previous works of similar scope (provide references in the proposal)
- VII. Any other relevant documentation such as proof of competence for this type of project

E. FINANCIAL PROPOSAL

Note: Financial proposals must clearly indicate the following:

- a) Professional fees;
- b) VAT and other taxes must be indicated separately;
- c) The quotation should have a validity period of at least 90 days;
- d) All fees must be in Naira; and
- e) Completion/Delivery period should be indicated. Project implementation schedule should be shared separately.

F. EVALUATION CRITERIA

The evaluation shall be undertaken in three stages:

- I. **Preliminary Evaluation**, which shall consider responses from bidders in sections A and B
- II. **Service Evaluation**, which shall mainly consider responses to sections C and D
- III. **Financial Evaluation**, which shall consider items under section E

Note that proposals submitted by Joint Ventures shall be disqualified.

G. BID SECURING DECLARATION

[insert title and RFP number]

To: *[insert: name and address of Entity]*

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we, and in the case of a Joint Venture all partners to it, will automatically be suspended from being eligible for participating in bidding for any contract with you for the period of time of *[5 YEARS]*, in case of, and starting from the date of, breaching our obligation(s) under the bidding conditions due to:

(a) withdrawing our bid, or any part of our bid, during the period of bid validity specified in the Bid Submission Form or any extension of the period of bid validity which we subsequently agreed to; or

(b) Having been notified of the acceptance of our bid by you during the period of bid validity, (i) failing or refusing to execute the Contract/Agreement, or (ii) failing or refusing to furnish the performance security, if required, in accordance with the Instructions to Bidders.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of the period of bid validity.

If the submission of alternative bids was permitted, and in case we did submit one or more alternative bids, this Bid-Securing Declaration applies to these parts of our bid as well.

Signed: *[insert: signature of person whose name and capacity are shown below]*

Name: *[insert: name of person signing the Bid-Securing Declaration]*, in the capacity of *[insert: legal capacity of person signing the Bid-Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert: name of Bidder]*

Dated on _____ day of _____, 2020

[Add Corporate Seal (where appropriate)]

APPENDIX



HCI Technical
Requirement.xlsx

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