



**AMERICAN
ACADEMY**
LARNACA
PRIVATE SCHOOL

TENDER BRIEF



**2021/2022
SERVER ROOM
UPGRADE &
MAINTENANCE
CONTRACT**
Tender

AMERICAN ACADEMY LARNACA
TENDER FOR SERVER ROOM UPGRADE
& MAINTENANCE CONTRACT

Friday, July 9th, 2021

Introduction

The American Academy Alumni Foundation (AAAF) owner of the American Academy Larnaca is looking to appoint a contractor for the IT equipment upgrade and support contract:

Technical Qualifications:

- a. Proven record of engagement with similar entities - minimum 1 reference for support contracts for technologies under the contract for education customers with more than 500 users (signed in the last 3 years).
- b. Proven record of experience for project planning and management and experience with server based environments.
- c. The supplier needs to have minimum 3 senior engineers with minimum 3-year experience on Microsoft technologies preferably with relevant certifications.
- d. Microsoft competencies – Since the software used on the Customer's Datacenter is mainly Microsoft, the Successful Supplier needs to be a Microsoft Gold or Silver partner which is eligible to upgrade to Gold on technologies that are used at the school and are covered under this contract. The Supplier needs to provide an official letter by Microsoft stating their active competencies for 2021.
- e. Proven record of similar engagements (i.e. support & maintenance services) for non-education customers – minimum 2 references (signed in the last 3 years). The contracts need to include support services for H/W, S/W and operational support. Minimum budget per contract at 8K EUR annually.
- f. For the above references, a signed letter from each customer should be provided, stating the engagement nature/title, the engagement period, the engagement's annual value, the technologies included under the engagement.
- g. In the above references, the Hardware support and operational support should refer to the majority of the technologies under the current AAL Contract, such as: Hyper-V, Windows Server, Azure, Exchange on-premises or online, O365 (for Education), Teams (for Education), SharePoint on-premises and/or Online, WatchGuard Firewall, System Centre, SQL Server, TrendMicro Anti-virus, Back-Up exec, networking (switches, access points, etc.).
- h. The server room equipment must undergo a major upgrade according to the software to be used that must fulfil the organizations requirements.



Description	
Hyperv01	
HP BL465C G8	1
HP 16GB 2RX4 PC3L-10600R	2
HP 8GB 2RX4 PC3L-10600R	1
HP 300GB 6G SAS 10K 2.5IN	2
HP ETHERNET 1GB 2P	1
HP ETHERNET 1GB 4P 366M	1
HP SMART ARRAY P721M/512	1
Hyperv02	
HP BL465C G8	1
HP 16GB 2RX4 PC3L-10600R	2
HP 8GB 2RX4 PC3L-10600R	1
HP 300GB 6G SAS 10K 2.5IN	2
HP ETHERNET 1GB 2P	1
HP ETHERNET 1GB 4P 366M	1
HP SMART ARRAY P721M/512	1

No	Description	
1	Windows client (Faculty)	100
2	O365 Pro Plus Faculty + Office ProPlus (Clients)	100
3	Exchange Server	1

AAL Expectations

A. The successful tenderer will be expected to provide the following services:

Server Room Maintenance Contract (see appendix):

- a. Information about new Software, revision levels and maintenance releases.
- b. Telephone Support Service (Telephone advice and assistance / **Help desk**).
- c. Software maintenance release service.
- d. Equipment remedial service and warranty claims management.
- e. Problem communication service. Reporting errors or malfunctions and requesting new features and correction of faults in software/hardware.
- f. Support to assist software maintenance release installation.
- g. Equipment preventive maintenance service.
- h. Problem documentation service. Advice and assistance using diagnostics and identification of errors or malfunctions in software.
- i. Remote support service which includes remote performance maintenance, diagnosis of equipment/software failures, analysis of application software failures.

B. Server Room Upgrades (see appendix)

- j. Upgrade the hardware and software currently used in AAL server room (where necessary in coordination with the AAL's ICT Manager Mr. Antonis Constantinou).
- k. Following an onsite visit by communicating with Mr. Antonis Constantinou on 99439395 to make an appointment

To help us evaluate your proposal please complete the table below and submit it with your proposal.

Requirement	What is included	What is not included	SLA (If Applicable)
Information about new Software, revision levels and maintenance releases.			
Telephone Support Service (Telephone advice and assistance).			
Software maintenance release service.			
Equipment remedial service and warranty claims management..			
Problem communication service. Reporting errors or malfunctions and requesting new features and correction of faults in software/hardware.			
Support to assist software maintenance release installation.			
Equipment preventive maintenance service.			
Problem documentation service. Advice and assistance using diagnostics and identification of errors or malfunctions in software.			
Remote support service which includes remote performance maintenance, diagnosis of equipment/software failures, analysis of application software failures.			

AAL will provide the successful candidate with:

- Remote VPN access to the internal network
- Detailed list of hardware and software used by the organization.
- Any other information that both parties deem necessary to share.

Other Information

The school employees are 185 and will not exceed that number in the following 3-5 years. Also, storage capacity and hardware are not going to change dramatically in the following 3-5 years.



Placement of offers

- 1. Tenders should be submitted in a sealed envelope by 12:00am, on 15th September 2021** in the Tender Box at the AAL Treasury Office (Graduates Centre Building), tel:24746388
- 2. Incomplete tenders will be excluded**
- 3. The AAAF is not obliged to accept the lowest or any tender**

APPENDIX

Hyper-V Server specs (Server type I):

Rack-mount with side-rails

Redundant power supply

AMD EPYC 7262 or better CPU

At least 64GB RAM

2X 300GB or bigger SAS enterprise grade disks in RAID1 configuration (hot swappable)

Hardware RAID controller with at least 2GB Write-back cache (battery or capacitor backed cache)

2X single or 1X dual-port 16Gb FC cards + two transceivers

At least 4X 1Gb Ethernet ports

Out of band management licenses (iLO iDRAC, etc)

5Y hardware support (vendor supplied)

Backup server (Server type II):

Rack-mount with side-rails – must be able to accommodate up to 8 disks

Redundant power supply

Intel Xeon 3106 or better CPU

At least 16GB RAM

2X 300GB or bigger SAS enterprise grade disks in RAID1 configuration (hot swappable)

5X 2TB or bigger SAS midline grade disks in RAID5 configuration (hot swappable)

At least 2X 1Gb Ethernet ports

Hardware RAID controller – must be able to accommodate up to 8 disks

SAS controller with external interface & SAS cable for connecting to an existing HP 1/8 G2 autoloader

Out of band management licenses (iLO iDRAC, etc)

5Y hardware support (vendor supplied)



Domain controller (Server type III):

Rack-mount with side-rails

Redundant power supply

i3-9100 or better CPU

At least 12GB RAM

2X 300GB or bigger SAS enterprise grade disks in RAID1 configuration (hot swappable)

Hardware RAID controller

Out of band management licenses (iLO iDRAC, etc)

5Y hardware support (vendor supplied)

Storage:

Rack-mount with side-rails

Dual power supplies

Dual storage controller with dual FC interfaces per controller and least 8GB battery/flash backed cache per controller + four transceivers

Able to accommodate at least 12 disks

Able to accommodate an expansion cabinet

1X RAID5 LUN with 3TB usable capacity to be used for storing Hyper-V VMs

1X RAID5 LUN with 4TB usable capacity to be used for file storage

1X Hot-spare disk. If the two LUNs are utilizing different disks, add 1 hot-spare disk per LUN

4X 5m multimode OM3 FC patch cords

ALL disks in storage should be enterprise grade.

5Y hardware support (vendor supplied)

Services:

Setup a new Win2K19 domain controller on server type III

Setup a new Hyper-V cluster with servers type I and storage

Migrate existing VMs from old Hyper-V cluster

Setup a new VM as a file & print server, migrate files from old file servers, configure all printers (StreamlineNX), configure FSRM

Setup and purchase of enterprise cloud antivirus with 450 endpoints. Endpoints should upgrade through an agent locally.

Setup Veritas backup exec 21 on server type II, migrate old backup exec 16 database and settings, configure new backup jobs

Setup WSUS on server type II, migrate settings from old WSUS server, refresh relevant group policies

Setup a new VM as a Win2K19 domain controller

Decommission old domain controllers, decommission old physical servers

Assist with setting up OneDrive for users (190 staff and 900 students), hands-on training for relevant group policies

Assist with files migration to SharePoint Online, hands-on training

Support contract for the following:

All of the above

MS Office 365 including Exchange Online, SharePoint Online, Teams & OneDrive (190 staff and 900 students)

MS Azure

AAD Connect

Active directory infrastructure including DHCP failover cluster

MS Exchange Hybrid

WatchGuard FireCluster firewall (including vendor subscription + APT services & support) (search your existing support contracts for exact details)

Veritas BackupExec

HP 1/8 G2 autoloader (including yearly carepacks from vendor)

Aruba 5406Rzl2 switch with 1 management module, two I/O modules and two PSUs (including yearly carepacks from vendor)