Alexandria International Containers Terminals S.A.E

(Private free Zone Company)

Request for Tender

For

Supply, Installation, Configuration, Testing, Implementation and Commissioning of IT Networking for Alexandria International containers Terminals (ALX&DKH)

Reference No. (T/AICT/IT/02/2026)

(Version 1.0)

January 2026

1 INTRODUCTION

1.1 Our work

Alexandria International Containers Terminals S.A.E is a part of the Hutchison Port Holdings' (HPH) global network of container terminals. HPH is the leading independent port developer and operator in the world. In its short operating target, ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E need to establish itself as the preferred terminal operator by achieving high levels of operating efficiency and customer satisfaction.

1.2 Purpose

Alexandria International Containers Terminals S.A.E invites qualified vendors to submit their best competitive solutions to provide a comprehensive solution for deferent services and hardware to have excellent implementation and cover all technical requirement to achieve operation needs.

1.3 PRE-QUALIFICATION CRITERIA

1- Bidder should confirm in their letterhead that OEM for the proposed Outdoor Network Switches solutions is from Leader's quadrant of Gartner's report for "Magic Quadrant for Wired and wireless Lan Infrastructure" and should submit latest Gartner report.
2- The bidder should have successfully implemented Network Switches for at least 3(three) domestic customer / organization during the last 3 (three) years from the Tender closing date.
3- The bidder provides an undertaking that the OEM shall provide Direct Premium support for the supplied hardware including system software
4- All service requests for Network Switches should be received, managed, executed, and tracked to closure by the OEM or by authorized partner.
5- Alexandria International Containers Terminals reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to award of the Contract / Purchase Order without assigning any reason whatsoever and without thereby incurring any liability whatsoever to the affected Bidder(s). Mere submission of tender documents shall not mean fulfilment of requirements of eligibility of the Bidder(s).
6- The quantities mentioned in the tender are indicative, and the actual number may vary depending on the requirement. While placing the order, Alexandria International Containers Terminals S.A.E may increase or decrease the quantities of items in the tender or request to deliver the items in patches according to the needs and the bidder shall be bound to supply the quantities of items so ordered.
7- Project is turnkey solution

8- Bidders must submit below documents

a- Bidder's Profile, Experience of similar projects, OEM Partnership certificate, Declaration letter for not blacklisted by OEM and CV of the project manager and indicative CVs of onsite engineers.
b- Bidder's confirmation for OEM listed as leaders on Wired and wireless Lan Infrastructure
c- Direct Premium Support undertaking from OEM which should be minimum of 24x7 remote support with maximum resolution time of Next Business Day (NBD).
d- Delivery plan & schedule.
e- Bill of material and quantity with OEM Product and Services Part No.
f- Completed technical specifications.
g- Product brochures and cross reference documents pertaining to technical specification (as relevant).
h- 3 local references in Egypt with their use's cases (same scale) for each below project.

2 ICT Network Switches PROJECT

2.1 PURPOSE OF THE PROJECT:

The purpose of this RFP is to invite technically and commercially competitive proposals from reputed manufacturers/authorized representatives for **Intelligent Campus network.** The vendor engagement will involve Supply, Installing, Configuring, Testing, Implementing, and Commissioning, of the solution, as well as providing incident and product support as per Scope of work and Technical Specifications given in this RFP, at Alexandria International Containers Terminals.

2.2 SCOPE of work

- The broad scope of work as detailed in this section refers to the Hardware and System software that is procured through this tender and used for Supply, Installing, Configuring, Testing, Implementing, Commissioning, and training of the **Intelligent Campus network** Inside Alexandria International Containers Terminals consists of

1- Wired & wireless Data Networks' switches.

a. Core switches Equipment.
b. Users Access (Edge) Switches Equipment.
c. Wireless Access point.
d. Wireless Access controller.

2- NAC and Management systems.

- **Licensing Coverage**: The bidder/OEM must ensure that all necessary licenses for the IT Networking Solution are fully covered, including those required for integration with other Vendors devices.
- **Responsibility for Additional Licenses**: If any licenses needed to complete the solution are identified after the proposal is submitted, the bidder/OEM will be responsible for covering the costs of those additional licenses.
- **This scope of work shall include, but not be limited to, the following:**

2.2.1 General conditions

- The OEM shall be responsible for Design, Supply, Installation, Configuration, Testing and Commissioning of the **Intelligent Campus network** at Alexandria International Containers Terminals.
- The OEM shall be doing the Project Management for the entire Project from commencement to final handing over for live use. The proposed solution must be supported for a period of 3 years as per RFP.
- The OEM must prepare architecture design, optimize network to increase performance, documentation, project plan and training as part of the implementation services.
- Installation and configuration of supplied hardware associated system software and system integration must be carried out by OEM.
- Bidder/OEM should propose highly scalable solution. Solutions with limited scalability would not be acceptable to Alexandria International Containers Terminals. Solutions which are not mature for over 1 year should not be quoted.
- The OEM shall provide a comprehensive Project Plan including Risk, Quality, Migration, Conversion, Resource, Change and Communication Management Plan. The bidder must submit a detailed plan for

implementation of the solution. The plan should include the full scope of the project as mentioned above. On acceptance of such plan by Alexandria International Containers Terminals, the OEM is required to carry out the implementation, customization as applicable including supply, installation, and testing of solution etc. The OEM shall also handle all matters relating to the configuration and operation of the system including but not limited to application, system interfaces, documentation, user manual and training for the successful implementation of the system. The project plan update to be published bi-weekly till the project completion.

- The solution implemented should have high availability features to ensure that systems will be available at any time of the day.
- The Bidder/OEM shall be responsible for performing the necessary changes in the configuration required for Hardening and/or request directed by security team & audit team.
- The Bidder/OEM shall be responsible for firmware patches/bug, fixes BIOS upgrade and Version Upgrade of software.
- The Bidder/OEM shall be responsible for generation, and submission of necessary documents required during various phases of project viz. planning, installation, commissioning, rollout, acceptance testing, project diagrams and other reports etc. All such documents shall commence only after the same is approved by Alexandria International Containers Terminals.
- The Bidder/OEM should provide a detailed project plan in terms of activity and phase-wise timelines (no. of days) required for executing the project with the details of deliverables and milestones including the delivery of Server components. The Bidder/OEM shall inform the name of the Project Manager who would be the single point of contact during the complete project implementation.
- The OEM must analyze, review, and gather performance metrics and ensure it performs optimally.
- The Bidder/OEM shall be responsible for installing / configuring of all patches / updates / upgrades required for the offered solution without any extra cost to Alexandria International Containers Terminals during the warranty period.
- All service requests for **Intelligent Campus network** should be received, managed, executed, and tracked to closure by the OEM and through Authorized Service Provider.
- The bidder shall Plan & Design the Architecture services from the OEM. The entire hardware and software supplied under this RFP must be installed and configured by OEM only & OEM must submit a report indicating compliance with reference to architecture and best practices. The bidder to make necessary arrangements for the same and Alexandria International Containers Terminals will not pay any additional cost for implementation/configuration by OEM.
- Alexandria International Containers Terminals reserves the right to shift the equipment to a suitable location depending upon the need. The Bidder will arrange to uninstall, shift the equipment, re-install, configure and commission the same at the shifted location and make the entire system operational without any additional cost to Alexandria International Containers Terminals, however, Alexandria International Containers Terminals will bear the transportation charges and transit insurance.
- All related documents, manuals, catalogues, and information furnished by the bidder shall become the property of the Alexandria International Containers Terminals. Detailed process documentation, and SOP‟s (Standard Operating Procedure) should be submitted before project signoff.

- Alexandria International Containers Terminals may opt for Audit through a third party Authorized Agency or by the Terminal officials for the supplied hardware and Software. Successful bidder is required to coordinate with the Terminal Officials& Audit agency execute relevant test cases.
- Alexandria International Containers Terminals will have a periodic review of technology. Successful bidder will supply the models approved as per technical aspects. In case any of the models becomes end of support during entire contract period, then Successful bidder will provide the latest model available at no extra cost to Alexandria International Containers Terminals without disruption in performance of services/applications.
- During the Contract Period, in case there is hardware failure three or more times in a period of less than three (3) months, then it shall be replaced by equivalent or higher-level new equipment by the Successful bidder at no cost to the Alexandria International Containers Terminals.
- The Bidder/OEM must Proposed a scalable, turnkey **Intelligent Campus network.**
- All quantities mentioned in this tender are subject to change based on the final design specifications.

2.2.2 Delivery ACCEPTANCE TEST

- All the delivered hardware items may be subjected to an acceptance test. Successful bidders must arrange one Engineer at the site at the date and time mentioned by the Alexandria International Containers Terminals to assist in the acceptance test.
- The successful bidder shall submit test report. The report should include the below contents:
    a. Test case
    b. Test case description
    c. Expected result
    d. Actual result
    e. Pass / fail
    f. Screen capture of the result

2.2.3 Supply and Deployment

- The **Intelligent Campus network** should be deployed in High availability Mode by OEM. All the components of **Intelligent Campus network** such as switches, NAC servers, management software should be factory installed and shipped ready for fast deployment.
- The accessories of **Intelligent Campus network** (including cables, rack mounting kit, Power strip in the rack etc.) required for the installation and configuration of the equipment will also be supplied by the successful Bidder.
- The Successful Bidder is responsible for all materials like SFP /Ethernet modules cables, connectors etc., equipment, and services, specified or otherwise.
- Bidder shall be responsible for delivery and installation of the complete solution (hardware and software) ordered at DC or any other alternate site as per the Alexandria International Containers Terminals requirement. Installation means mounting of **Intelligent Campus network** in Rack (If any) and “Power-On” all the hardware with all the accessories provided with the hardware.
- Deployment of **Intelligent Campus network** in the live network environment with high availability (HA) configuration in site.

- The Successful Bidder is responsible for all unpacking and shall carry out the installation, commissioning, and configuration of all the hardware & appliances and related software as required during the installation.
- The selected bidder should provide a full proof project execution plan before implementing the solution. The project execution plan should be without any network security breach.
- The project should roll out as per execution plan upon approval from the Alexandria International Containers Terminals IT management.
- The supply and installation of ordered items along with necessary setup, operational and user manuals / drawings, hardening guide, system test report, circuit diagram, if any etc., shall be made available and handed over Alexandria International Containers Terminals Unit after installation.
- The Bidder shall ensure that all the peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to the devices, equipment, accessories, software, licenses, tools, etc. should be provisioned according to the requirements of the solution.
- The bidder shall provide for any components, subcomponents, assemblies, subassemblies as part of the **Intelligent Campus network** in the bid response. In case the bidder has not provisioned for the above, the same shall be provisioned to meet solution requirements at no additional cost and time implications for the purchaser.
- The testing of all equipment & appliances and its operations shall be the responsibility of successful bidder and its OEM. They shall also accomplish all adjustments necessary for successful and continuous operation of these Hardware and software supplied, installed & commissioned under this tender.

2.2.4 Configuration and commissioning

- Successful Bidder shall be responsible for commissioning of the items supplied by preparing interfacing / integrating with purchaser's equipment / accessories / supplied by other vendors Integration and configuration of the **Intelligent Campus network** as per the compliance sheet and international best practices.
- Configuration of **Intelligent Campus network** management interfaces for unified management of all NETWORK system resources.
- OEM will be responsible for Install and configure NETWORK software, including all necessary licenses also Will responsible for Install and configure all NETWORK hardware and Configuration of High Availability (HA).
- Acceptance Criteria of Commissioning

    a. **Overview:** The acceptance criteria for the implementation of a comprehensive network solution, including Intelligent switches, redundancy features and unified management/NAC components. All criteria must be met to ensure a robust, high-performing, and reliable IT Networking.

b. **Performance Testing**
   - **Throughput and Latency:** All network devices must meet or exceed specified performance benchmarks for throughput and latency during both normal and peak load conditions.
   - **Load Testing:** Conduct stress tests to demonstrate the network's capability to handle expected peak loads without degradation of service.

c. **Integration Success**
   - **Seamless Integration:** All components of the network solution must integrate seamlessly with existing systems and infrastructure, with no conflicts in operations.
   - **Protocol Support:** All switches must support required networking protocols (e.g., VLANs, trunking, Spanning Tree Protocol) and confirm proper configuration across devices.

d. **Backup and Recovery**
   - **Backup Procedures:** Implement and validate automated backup procedures for configurations of all network devices, ensuring rapid recovery of settings.
   - **Disaster Recovery Testing:** Conduct recovery drills to confirm the effectiveness of disaster recovery processes, particularly for redundancy setups.

e. **High Availability Testing**
   - **Redundancy Verification:** All network devices must be equipped with high availability features, such as link aggregation and dual power supplies, and these must be verified during testing.
   - **Failover Testing:**
     i **Intelligent Switches:** Simulate failures of links to core switches to ensure that traffic reroutes appropriately without significant downtime.
     ii **Network Access Control (NAC) Solutions:** Validate the functionality of NAC solutions during failover scenarios to ensure user authentication and access policies remain intact.

f. **Acceptance Testing**
   - **User Acceptance Testing (UAT):** Engage end-users to validate that the network meets specified functional and usability requirements.
   - **Issue Resolution:** Document and resolve any identified issues prior to the final acceptance of the network solution.

g. **Network Access Control**
   - **User Authentication:** Implement secure access control measures (e.g., 802.1X) across all network devices to ensure authorized access only.
   - **Policy Enforcement:** Verify that access policies are effectively applied and enforced across the IT Networking.

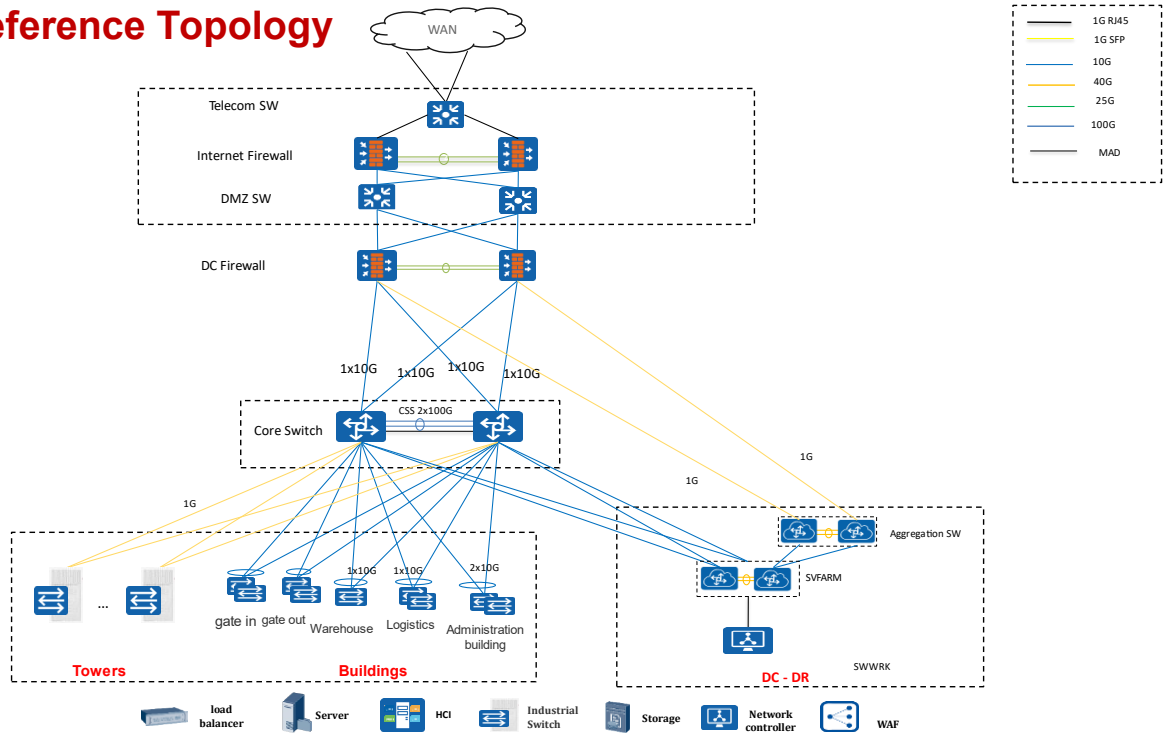
h. **Monitoring and Reporting**
   - **Real-time Monitoring:** Deploy tools for continuous monitoring of network performance, device health, and traffic analytics.
   - **Reporting Mechanisms:** Establish comprehensive logging and reporting capabilities for all critical network activities and incidents.

i. **Compliance**
   - **Regulatory Compliance:** Ensure the network solution complies with all relevant industry regulations and standards.

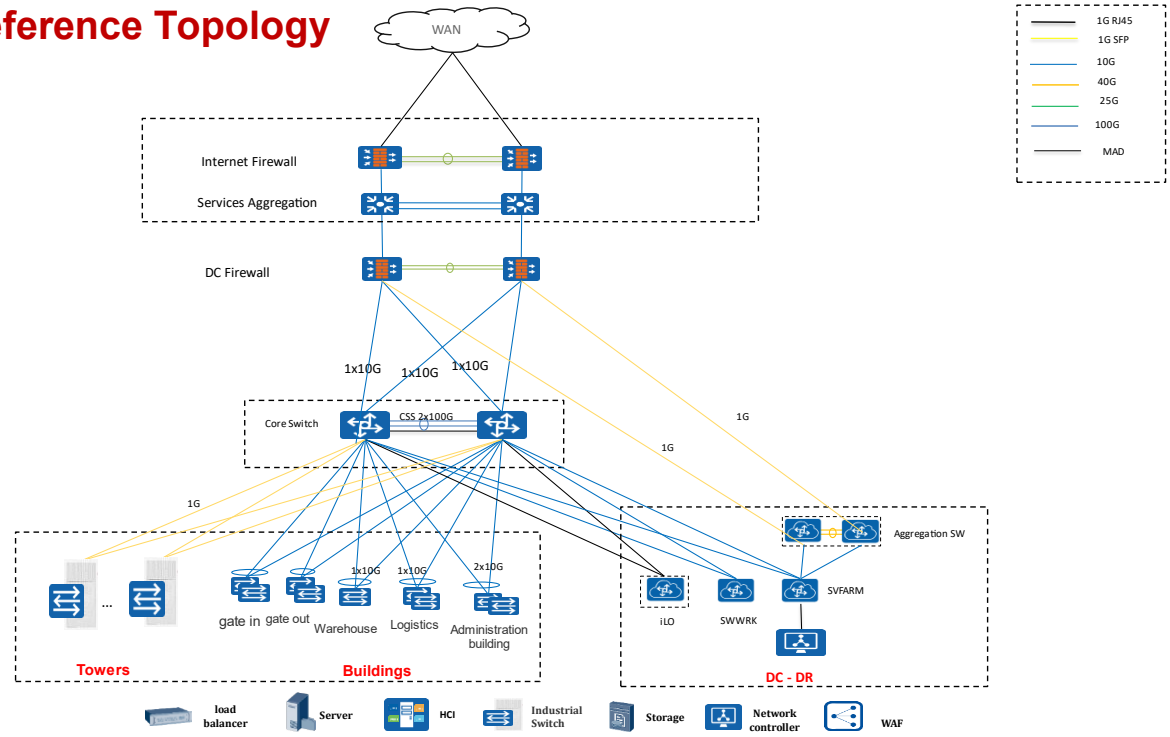
2.3 Technical Specification / Requirement

2.3.1 SOLUTION TOPOLOGY

DKH: Reference Topology



ALX: Reference Topology



Edge switches

Technical specifications of the switches are as follows:

General Technical specs

● Switches should be based on Built on chipsets with a fully programmable architecture
, along with template-based, configurable allocation of Layer 2 and Layer 3 forwarding, Access Control Lists (ACLs), and Quality of Service (QoS) entries

● All devices must be delivered with two redundant power supply.

● Flexible and dense fiber uplink offerings with 1G, Multigigabit, 10G, 25G in the form of fixed or modular uplinks.

● Flexible downlink options with 1G,5G,10G Copper and Fiber as well as the densest Multigigabit links

● IPv6 support in hardware, providing wire-rate forwarding for IPv6 networks

● Dual-stack support for IPv4/IPv6 and dynamic hardware forwarding table allocations, for ease of IPv4-to-IPv6 migration

● Precision Time Protocol (PTP; IEEE 1588v2) provides accurate clock synchronization with sub-microsecond accuracy making it suitable for the distribution and synchronization of time and frequency over network In case PTP is not supporting, NTP is an alternative option.

● Operating system for the enterprise with support for model-driven programmability including NETCONF, RESTCONF, YANG, on-box Python scripting, streaming telemetry, and patching for critical bug fixes. The OS also has built-in defenses to protect against runtime attacks.

● Dual-stack support for IPv4 and dynamic hardware forwarding table allocations up to 5 switches.

● Support PoE capabilities, PoE+.

● Plug and Play (PnP) enabled: A simple, secure, unified, and integrated offering to ease new branch or

campus device rollouts or updates to an existing network.

● Support for IEEE802.1x authentication.

● IEEE 802.1Q (VLAN Tagging).

● IEEE 802.1D (Spanning Tree Protocol).

SDN support

Switches must support the following SDN capabilities including all the following:

● **Policy-based automation:** Automation of the user's classification and segmentation not only based on IP addresses but to use any other tagging mechanism (like group tags or numbers)

● **Simplified segmentation levels**: Providing more than one level of network segmentation

● Automation through Centralized controller

● Policy handled through the NAC and policy engine device

● Network assurance provided through the Centralized controller

● SDN solution should provide a way to achieve user mobility, where users can move from one building to another with the same IP address and all this mobility to be automated.

● Network assurance for both wired and wireless provided through the Centralized controller

● End user assurance must be provided through the Centralized controller

Advanced security that must be available on the switches:

● Encrypted Traffic Analysis: is the capability for identifying malware in encrypted traffic coming from the access layer.

● AES-256 MACsec encryption is the IEEE 802.1AE standard for authenticating and encrypting packets between switches.

● Hardware and software authenticity: switching solution support trust and strong mitigation against man-in-the-middle attacks that compromise software and firmware. Like the following

● Image signing: Cryptographically signed images provide assurance that the firmware, BIOS, and other software are authentic and unmodified.

● Firmware Boot Sequence Security: to provide layered protection against the persistence of illicitly modified firmware.

● Hardware authenticity assurance to uniquely identify the product and provides assurance that the product is genuine.

● DNS Security Integration: This allows the business to easily customize their DNS filtering policies granularly at user or group level to prevent BYOD or IoT guest or corporate users from accessing malicious or inappropriate websites.

High availability:

The switches must support the below high-availability features:

● Ability to configure aggregated interfaces technology across different members of the stack for high resiliency.

● Ability to set up active and backup interfaces.

● IEEE 802.1AX (Link Aggregation).

● IEEE 802.3ad

● IEEE 802.1s Multiple Spanning-Tree Protocol (MSTP).

●IEEE 802.1w RSTP.

● Non-Stop data Forwarding must be supported to reduce traffic downtime during switchover times.

● The following number of switches is required (All below switches must full fill all above the technical specs)

Switch type	Description	Quantity
Edge Switches 48 Port Data	48-port 1G copper with 12x10G SFP+ uplinks, data only	14
Edge Switches 48 Port mgig support	36-port 1G and 12x 10GE multi-gig features support 8x10G Uplink, PoE+ on all ports	22
Optical Transceiver	SFP+,10G, Single-mode (10km,LC)	150
Palo Alto Transeiver	SFP+ form factor, LR 10Gb optical transceiver, long reach 10Km, SMF, duplex LC, IEEE 802.3ae 10GBASE-LR compliant	16
Stacking cables	QSFP+,40G, Direct-attach Cables,1m	20
Power cables type	Bidder to provide suitable type based on site survey results	

Core Switches:

Technical specifications of the switches are as follows:

General Technical specs

- Core switch must be a modular switch with minimum 8 slots (6 for the interfaces modules and 2 for the control unit) with the following specs:
- Hardware ready to support at least 25.6 Tbps in wired switching capacity, with at least 6.4 Tbps bandwidth per slot.
- Redundant power supplies.
- At least 9.6 Tbps in wired switching capacity, with at least 3 BPPS of forwarding performance
- support non-blocking 100 Gigabit Ethernet QSPF28 ports.
- support non-blocking 40 Gigabit Ethernet QSFP+ ports.
- support non-blocking 25 Gigabit Ethernet /10 Gigabit Ethernet SFP28/SFP+ ports.
- support non-blocking 10 Gigabit Ethernet / 5 Gigabit Ethernet / 2.5 Gigabit Ethernet / 1 Gigabit Ethernet / 100 Megabit / 10 Megabit RJ45 copper ports.
- AC and DC power supplies.
- Built on chipsets with a fully programmable architecture used on the switch must be future-ready for next-generation technologies, with a programmable pipeline, micro engine capabilities, and template-based configurable allocation of Layer 2, Layer 3, forwarding, ACL, and Quality-of-Service (QoS) entries.
- IPv6 support in hardware provides wire-rate forwarding for IPv6 networks.
- Dual-stack support for IPv4 and IPv6 and dynamic hardware forwarding table allocations enable easy IPv4-to-IPv6 migration.
- Flexible routing (IPv4, IPv6, and multicast) tables, Layer 2 tables, ACL tables, and QoS tables.
- Virtual Switch Capability: The core two switches must support virtualization technology, allowing them to operate as a single logical switch.
- Support dynamic routing protocols such as RIP, OSPF, BGP
- Support policy-based routing and route maps

SDN support

- Switches must support the following SDN capabilities including all the below:
- Policy-based automation: Automation of the user's classification and segmentation not only based on IP addresses but to use any other tagging mechanism (like group tags or numbers)
- Simplified segmentation levels: Providing more than one level of network segmentation.
- Automation through Centralized controller
- Policy handled through the NAC and policy engine device.
- Network assurance is provided through the Centralized controller.
- SDN solution should provide a way to achieve user mobility, where users can move from one building to another with the same IP address, and all this mobility be automated.
- Network assurance for both wired and wireless is provided through the Centralized controller.
- End user assurance must be provided through the Centralized controller.

Advanced security that must be available in the switches

- Encrypted Traffic Analysis is the capability for identifying malware in encrypted traffic coming from the access layer.

- AES-256 MACsec encryption is the IEEE 802.1AE standard for authenticating and encrypting packets between switches.
- Hardware and software authenticity: switching solutions support trust and strong mitigation against man-in-the-middle attacks that compromise software and firmware. Like the following
- Image signing: Cryptographically signed images provide assurance that the firmware, BIOS, and other software are authentic and unmodified.
- Firmware Boot Sequence Security: to provide layered protection against the persistence of illicitly modified firmware.
- hardware authenticity assurance to uniquely identify the product and provides assurance that the product is genuine.
- DNS Security Integration: This allows the business to easily customize their DNS filtering policies granularly at the user or group level to prevent BYOD or IoT guest or corporate users from accessing malicious or inappropriate websites.

- The following number of core switches is required (All below switches must fulfill all the technical specs above)

Switch Role	Description	Quantity
Core Switch	Modular switch core switch with the following cards: • One 48 port card supporting fiber connection with speeds 1GE. • One 48 port Line card supporting fiber connection with speeds 1G/10G. • One Line card supporting 24 port fiber connection with speed 40G/100G. The two core switches can work as a single switch with two 100G Fiber interfaces us	4

SDN Solution

The SDN controller must be able to provide the following features:

- Must be from the same vendor of switches and wireless access points.
- All devices must be delivered with two redundant power supplies.
- All network devices must be provided with automation and basic analysis licenses.
- SDN software must be preinstalled on the appliance.
- must support switches, wireless access points, and routers.
- must support integration with the requested network admission control solution.
- must powerful network controller and management dashboard.
- must support Application visibility and Assurance to monitor a user's application usage, even from a switch or wireless controller.
- must support Assurance and analytics are performed on a switch, router, or wireless controller where the anomaly was discovered. Critical metrics can be identified and immediately acted on before an incident occurs.
- must support the operator to see device or client performance in a timeline view to understand the network state when an issue occurs. Allow an operator to go back in time up to 14 days and see the cause of a network issue.

Indoor Wireless Solution (10 Access Point)

- The proposed Wireless Solution should support below features:
    a. Must be from the same vendor of switches, SDN solution, and NAC solution.
    b. Access Point must have WIFI6 support and POE support.
    c. Access Point Can work as a standalone access point and can work with a wireless access point controller.
    d. SDN capabilities and integration support.
    e. Provides uplink speeds of 5.0 Gbps and 1 Gbps.

f. support multiple SSID broadcasting
g. support Wi-Fi roaming
h. separate internal network traffic and guest network traffic (Internet access only), i.e. a WLAN for internal network and guest (Internet only) network respectively
i. support various kinds of authentication methods such as 802.1x, MAC, Captive Portal (for guest users)

- The vendor must provide a heatmap that proves that the solution can well cover all the buildings including the number of the access points needed.
- The vendor must provide an active heat map tool.

2.4 Security and Compliance

- The Bidder /OEM Should ensure necessary security features are built into the proposed IT Networking Solution.
- The Bidder /OEM is responsible for remediation of cybersecurity vulnerability on software and hardware with no additional cost to Alexandria International Containers Terminals
- The Bidder /OEM is responsible for Implementation of security measures and policies in alignment with ISO, PCI-DSS, and other relevant compliance standards.
- The Bidder /OEM is responsible for Configuration of integrated security features such as encryption, access controls, and advanced threat protection.
- The Bidder /OEM Should ensure necessary compliance and security hardening as per Alexandria International Containers Terminals policies/requirements and submit recommendations for further improvements to mitigate any possible threats, effective compliance check, better visibility and controls, etc.

2.5 Training and Documentation

- The Bidder /OEM Should Ensuring a smooth handover with detailed documentation and training provided to the Alexandria International Containers Terminals IT team.
- Installation and Configuration Documentation (documentation shall include screenshots for steps performed). Standard Operating Procedures (SOP) to be provided for startup-shutdown of IT Networking, add, or remove IP switches, access points, in NETWORK.
- The bidder/OEM shall provide a detailed drawing of the installed setup after completion of the project. This will also include the printout of important configuration settings of the solution.
- The OEM should provide a detailed architecture of the provided solution along Installation and Administration guide which must include High-level Design (HLD) and Low-Level Design (LLD).
- IT Networking diagram.
- detailed BOQ for proposed IT Networking Solution.
- separate sheet for specification/white paper of the products.

2.6 Project Reporting and Handover

- Submission of commissioning reports detailing the deployment and configuration of the IT Networking Solution.
- Provision of a comprehensive project completion report summarizing all activities, configurations, and outcomes.

2.7 Maintainability and Warranty Support

The scope under warranty shall cover providing services as described below:

All delivered Hardware and System software in this tender should be monitored and serviced in such a manner to ensure maximum uptime and performance levels. The guarantee/warranty should be of the highest nature extended by the OEM on the date of participation in the Tender (Necessary documentary evidence to be submitted).

2.7.1 MAINTAINABILITY

- The Bidder will have to submit an undertaking from OEM assuring the availability of requisite spare parts for hardware (if any) the maintainability period of 5 (five) years from the date of installation.
- The software & hardware quoted by the bidder in this RFP should not be declared as End of Life (EOL) or End of Support (EOS) by the OEM within the 5 years of the Purchase order/contract period. In the event of the supplied equipment being declared End of Support/End of Life during the contract period of 5 (five) years, the bidder must replace the equipment with equipment having an equivalent or higher model.
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2.7.2 WARRANTY SUPPORT

- Original Equipment Manufacturer (OEM) should have online 24 x 7 support for any hardware or software-related issue. The proposed solution should have one window support solution for all the components including hardware, firmware, and software used. The support should be from OEM.
- IT Networking Solution must have direct OEM, L1, L2, and L3 support, 24x7x365 days with unlimited incident support (Telephonic / Web / Email) and technical contacts/contract within 4-hour response time including unlimited upgrades and updates during the tender specific warranty period.
- Provide on-site comprehensive warranty for the supplied items - equipment/system/subsystems (hardware and system software) for a period of 3 (three) years with 24x7 x 365 remote support and maximum resolution of NBD. The hardware equipment (if any) should be guaranteed/warranted against all defects and

failure and such guarantee/warranty shall include replacement of defective parts/equipment and/or repair of the same free of cost. All warranty shall be onsite. The bidder should confirm in their response that the support during the warranty period would be carried out by the OEM for the respective equipment / peripheral. The bidder should also ensure that the SLA (24 x 7 x 365 support with a maximum resolution time of NBD) is adhered to, and this must be articulated in the bid response as well. The warranty shall also cover the following:

a) Installation / re-installation / maintenance / reconfiguration of System software and other supplied software

b) All system patches, upgrades, service packs, etc. of the OS and all other software supplied must be made available free of charge.

c) Support for integration and update of infrastructure/network configuration and change management of the entire solution (existing as well as that procured as the scope of this tender) to meet business requirements.

d) Any change in the IP scheme, if required, limited to all the equipment installed at the Data Centre should be done in consultation with the Alexandria International Container terminals IT team.

- The non-delivery of services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP.

- In case of item replacement with a new one, the new item must be at least the same model, and in case the replacement is a higher model must be compatible with the Alexandria International Containers Terminals S.A.E. environment and technically approved by Alexandria International Containers Terminals S.A.E

2.8 UPGRADES AND UPDATES

- The bidder shall be required to provide all future updates and upgrades for the proposed Solution/Appliance/hardware & software provided free of charge during the contract period. If, however, the upgrades/updates are not available then the support for the implemented Solution/ Appliance/hardware & software should be available at any point in time. The solution (software or hardware or both) provided by the successful bidder should not be declared end of sale within 3 years of sign-off of the project. If at all the solution (software or hardware or both) is declared end of sale within 3 years of sign-off, the successful bidder must provide the upgraded version (software or hardware or both) free of charge, to the Alexandria International Containers Terminals.
- The solution should provide seamless upgrades for (but not limited to) Firmware, software, BIOS, and other such functions which are required in the solution. All patches for the complete hardware and software solution must come from a single validated

source. It should be possible to apply for and upgrade all software and hardware-related firmware and patches from the same GUI that is used to manage the IT Networking Solution.

2.9 Additional Consideration

Payment terms per project - 25% in advance against non-conditional LG, 25% after delivery of Items, 40% after final commissioning & signoff -10% retention until end of the warranty period.

3 PREPARATION OF BID

3.1 Language of Bid

The Bid prepared by the Bidder, as well as all correspondence, documents relating to the Bid exchanged by the Bidder and ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, supporting documents, and printed literature shall be written in English.

3.2 Documents Comprising the Bid

Each bid shall be in two parts: -

A. Part I- Technical Proposal.
B. Part II- Price Proposal.

The two parts should be in two separate covers, each super-scribed with the name of the Project as well as “Technical Proposal” and “Price Proposal” as the case may be.

Most provide the technical proposal in hardcopy and softcopy

The Supplier cannot quote for the project in part.

3.2.1 PART I - TECHNICAL PROPOSAL.

The technical proposal should reflect the ability of service supplier and must include the following:

1- Company profile with previous implemented project.
2- The vendor must be partner of delivered device model and certified.
3- The delivered solution including OS and software must pass the vulnerability security scanner and hardening based on CIS standard.
4- A project plane must be provided for implementation.
5- Solution design and architecture to be deliver and approve by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E before project start up.
6- Deliver project documentation samples from previous project to ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E as guidance before starting project implementation.

7- A project documentation must be delivered after project completed.
8- The project is a turnkey solution.
9- CV for project implementers to be included and be reviewed by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E team before project implementation start up and ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E have the right to reject anyone.
10- Delivery and acceptance criteria for each implemented point in the project will be reviewed by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E before start implementation.

3.2.2 PART I I - PRICE PROPOSAL.

1- Company Financial Documents
2- All prices should be itemized.
3- For Only suppliers located in Egypt, Payment in EGP according to central bank charges in time of payment.
4- Prices are excluding VAT and customs fees
5- All items will deliver in CIF terms.

3.3 Submission of Bids

1- **Sealing and Marking of Bids:** The Bidders shall seal the envelopes containing "Technical Bid" and "Price Bid" separately and the two envelopes shall be enclosed and sealed in an outer envelope. The Bidder should additionally submit soft copies of the Technical Specification in the form of CD.
2- **Deadline for Submission of Bids:** Bids must be received by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E at the address specified, no later than the date and time specified in the Invitation to Bid.
3- ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E and bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.
4- **Clarification of Bids:** During evaluation of the Bids, ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, at its discretion, may ask the bidder for clarification of its Bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered, or permitted.

4 TERMS AND CONDITIONS

4.1 Assignment

The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E's prior written consent.

4.2 Bidders:

The qualified bidder for this tender and his sub contactors must be Partner in the scope of requested equipment.

4.3 Quantities

Material quantities as specified are approximate and no guarantee is implied that the exact amount will be purchased.

4.4 Response and Resolution

The response and resolution time is mentioned for each service project in scope section.

4.5 Prices:

a) All prices must be quoted in USD or EUR. In the event that the awarded supplier is located in Egypt, payment shall be made in EGP, calculated based on the Central Bank of Egypt (CBE) exchange rate. Prices shall remain firm and valid for **120 days** after the tender closing date. The prices are deemed to include all costs, freight ,ACID fees and other expenses (without customs, taxes) incurred by Supplier in delivering the goods to the location as specified by Alexandria International Containers Terminals S.A.E and performing his obligations under this Agreement.

b) The prices are fixed and shall not be subject to any variation. The supplier shall absorb the parts and labor of any missing components, if any, required to connect the items purchased by Alexandria International Containers Terminals S.A.E under this Agreement.

4.6 Risk, Loss or Damage

ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, unless stated the otherwise, shall not be responsible for any risk, loss or damage caused by events beyond ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E's control, including but not limited to the goods which are in the course of delivery to ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, whether by land, sea or air, that will include any governmental or customs regulations.

4.7 Delivery Time

The SUPPLIER shall deliver the goods to ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E in accordance with the project schedule. In the event that SUPPLIER fails to deliver the goods on time, ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E shall have the right to cancel the order and/or claim any other form of relief or damages from supplier.

4.8 Acceptance by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS

All deliveries of goods shall be subject to inspection and shall not be deemed to have been accepted until ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E furnished SUPPLIER with a formal acceptance notice. The signing of the Delivery Note by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E is not deemed to be acceptance.

4.9 Warranty:

SUPPLIER warrants that goods delivered shall be free from defects in materials and workmanship. SUPPLIER undertakes to replace any defective parts and components and make good all defects in the goods swiftly and bears all costs including transport charges for replacing and repairing the defective goods.

4.10 Payment

Each Project will have its own Payment terms.

ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E shall assess a penalty on deliveries, which are not made in accordance with the project schedule; Penalty shall be in the amount of 1% percent of the section purchase price per week up to a maximum penalty of 20% of the purchase price.

4.11 Contract Terms and Conditions

ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E shall provide the supplier with all necessary documents to facilitate issuance of annual permanent gate permits for the supplier's technical support team and to be able to access sites at any time, in the event that the supplier was unable to issue a yearly permit.

The supplier has the responsibility of in/out transport of the spare parts needed inside the ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E locations as ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E will help the supplier to get their custody book.

The supplier shall not alter, modify or change any configuration on any hardware/software without a written permission from ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E.

5 DISCLAIMER

The information contained in this Request for Quotation (RFQ) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Alexandria International Containers Terminals S.A.E, is provided to the bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided.

This RFQ is neither an agreement nor an offer and is only an invitation by Alexandria International Containers Terminals S.A.E to the interested parties for submission of bids. The purpose of this RFQ is to provide the bidder(s) with information to assist the formulation of their proposals. This RFQ does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFQ and where necessary obtain independent advice. Alexandria International Containers Terminals S.A.E makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ. Alexandria International Containers Terminals S.A.E may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ.