



Alexandria International Containers Terminals S.A.E

(Private free Zone Company)

***Request for Tender for supply, installation,
configuration, testing, implementation, and
commissioning of two (2) tape libraries***

***for Alexandria International Containers Terminals
S.A.E Start-up***

Reference No. (T/AICT/IT/01 /2026)

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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 Tape Library is from Leader's
- 2- The bidder provides an undertaking that the OEM shall provide Direct Premium support for the supplied hardware including system software
- 3- 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).
- 4- 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.
- 5- Bidders must submit below documents
 - a- Direct Premium Support undertaking from OEM which should be minimum of 24x7 remote support with maximum resolution time of Next Business Day (NBD).
 - b- Delivery plan & schedule.
 - c- Bill of material and quantity with OEM Product and Services Part No.
 - d- Completed technical specifications.
 - e- Product brochures and cross reference documents pertaining to technical specification (as relevant).

2 Tape Library

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 Tape library. The vendor engagement will involve Supply, Installing, Configuring, Testing, Implementing, and Commissioning, 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 SCOP of work

The broad scope of work as detailed in this section refers to the Hardware that is procured through this tender and used for Supply, Installing, Configuring, Testing, Implementing, and Commissioning of the **Tape library** at the three primary Datacenter's at Alexandria International Containers Terminals S.A.E. this scope of work shall include, but not be limited to, the following:

2.2.1 GENERAL CONDITIONS

- Installation and configuration of supplied hardware associated system software and system integration must be carried out by OEM or authorized partner.
- 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 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.
- 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 making 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.

2.2.2 DELIVER 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 following:
 - 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 accessories of Tape library (including Rack rails, 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 ordered at DC or any other alternate site as per the Alexandria International Containers terminals requirement. Installation means mounting of HCI Solutions in Rack (If any) and “Power-On” all the hardware with all the accessories provided with the hardware.
- The Successful Bidder is responsible for all unpacking and shall carry out the installation, commissioning, and configuration of all the hardware and related software as required during the installation.
- 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 to 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 provision for any components, subcomponents, assemblies, subassemblies as part of the HCI solution 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

- The Successful Bidder shall be responsible for commissioning of Tape library supplied by preparing interfacing / integrating with purchaser' s equipment / accessories / supplied by other vendors Integration and configuration of the Tape library as per the compliance sheet and international best practices.
- Acceptance Criteria of Commissioning
 - 1- Functionality tests
 - a) Functionality of Tape library
 - b) Patch upgrade on Tape library
 - c) Media Optimization
 - d) Network connectivity tests
 - e) Connectivity between Tape library and fabric switches

2.3 Technical Specification / Requirement

2.3.1 TAPE LIBRARY - QTY (2):

Features	Required Technical Specifications
Number of Slots	<input type="checkbox"/> Min 40 Slot Tape Library
Tap Drive	<input type="checkbox"/> Min 3 LTO9 FC-HH Tape Drive with fiber transceiver /library
Tap Media	<input type="checkbox"/> 50 LTO9 Tape Media / library
Clean Media	<input type="checkbox"/> 3 LTO Cleaning Tape /library with Tape label
Cables	<input type="checkbox"/> 12 Multi-Mode FC Cable LC-LC 5 M /library
Tape Labels	<input type="checkbox"/> 100 LTO9 Tape Labels / library
Warranty	<input type="checkbox"/> 3 years

2.4 Security and Compliance

- The Bidder /OEM Should ensure necessary security features are built into the proposed Tape Library.
- 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 submitting 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 Tape Library.
- The bidder/OEM shall provide detailed drawing of the installed setup after completion of the project. This will also include the printout of important configuration settings of the solution.
- detailed BOQ for proposed Tape library.
- 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 Tape Library.
- 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 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 assured 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 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 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 equivalent or higher model.

2.7.2 WARRANTY SUPPORT

- Original Equipment manufacturers (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.
- Tape Library 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 the unlimited upgrades and updates during 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 will be onsite. The bidder should confirm in their response that the support during 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 maximum resolution time of NBD) is adhered to and this must be

articulated in the bid response as well. 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 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 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 new one, the new item must be at least same model, and in case the replacement is higher model must be compatible with 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 hardware & software provided free of charge during the contract period. If, however, the upgrades/updates are not available then the support for the implemented 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 signing 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, BIOS and other such functions which are required in the Tape library. All patches for the complete hardware and software solution must come from a single validated source.

2.9 Additional Consideration

Payment terms per project - 25% in advance against non-conditional LG, 25% after delivery of all the 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 II - PRICE PROPOSAL.

- 1- Company Financial Documents
- 2- All prices should be itemized
- 3- All prices are in USD or EUR
- 4- Payment in EGP according to central bank charges in time of payment (for Only Suppliers located in Egypt), Payment in USD or EUR (For Suppliers located out of Egypt)
- 5- Price are excluding VAT and customs fees
- 6- All items will deliver in a CIF.
- 7- 2024 company's budget

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. For only the suppliers located in Egypt, if awarded, payment shall be made in EGP, calculated based on the Central Bank of Egypt exchange rate applicable on the payment date. Prices must remain valid for 120 days from the tender closing date.
- b) The prices are deemed to include all costs, freight 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.
- c) 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 it is necessary to 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 RFP