

Alexandria International Container Terminals Company S.A.E.

(Private free Zone Company)

Request for Quotation For Desktop Computers / laptops / Printers/ Monitors / PMS / Unified Endpoint Management Solution / UPS/ Tools Kit Reference no. T/AICT/IT/01/2025

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1 INTRODUCTION

1.1 Our work

Alexandria International Container Terminals Company 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 Container Terminals Company 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 Container Terminals Company S.A.E. invites qualified vendors to submit their best competitive price and delivery time for the supply of Desktop computer, Laptops, Printers, Accessories as per specific requirement and according to Alexandria International Container Terminals Company S.A.E. instructions, terms, and conditions.

2 PREPARATION OF BID

2.1 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 Container Terminals Company S.A.E., supporting documents, and printed literature shall be written in English.

2.2 Documents Comprising the Bid

Each bid shall be in two parts: -

- A. Part I- Technical Proposal (**hard copy and soft copy**).
- 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.

The Supplier cannot quote for the project in part.

2.2.1 PART I - TECHNICAL PROPOSAL.

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

- All related manuals.
- The vendor must be partner of delivered device model and certified.
- The delivered solution including OS and software must pass the vulnerability security scanner and hardening based on CIS standard.
- For Software Cloud Solutions, Vendor Must Comply, fill, and deliver supported Documents for attached **Cloud Computing Appendix C.docx** Appendix C file.
- A project plane must be provided for implementation.
- A project documentation must be delivered after project completed.

2.2.2 PART II - FINANCIAL PROPOSAL.

The financial proposal must include the following:

- 1- Company Financial Documents
- 2- All prices should be itemized based on APPENDIX B
- 3- Price is excluding VAT and customs fees.
- 4- 2023 company's budget

2.3 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 must 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 Container Terminals Company S.A.E. at the address specified, no later than the date and time specified in the Invitation to Bid.
- 3) Alexandria International Container Terminals Company 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 Container Terminals Company 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 Container Terminals Company 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.

3 TERMS AND CONDITIONS

3.1 Assignment

The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Alexandria International Container Terminals Company S.A.E.'s prior written consent.

3.2 Bidders: -

The qualified bidder for this tender must be vendor's partner in the scope of requested equipment and preferred to be an authorized service center from vendor and presence of manufacturer locally. Delivery lead time must not exceed 3 months and the shortest lead time will have an advantage.

3.3 Quantities: -

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

3.4 Requirement: -

Delivery Time Requirement: The supplier is required to deliver the devices to our designated address in Egypt within three (3) months of the issuance of the Purchase Order. Delivery time will be an important consideration in our tender evaluation process, and suppliers are required to provide their best estimated delivery time to meet this requirement. Alexandria International Container Terminals Company S.A.E. reserves the right to reject any proposal that does not meet this requirement or that does not score competitively against other proposals on this criterion.

3.5 Prices:

- a) All prices must be in USD or EGP and valid for three months after closing date of tender, however payment will be in EGP according to CBE rates on the date of payment.
- b) The item prices are deemed to include all costs, freight, and other expenses **(including customs and taxes)** incurred by Supplier in delivering the goods to the location as specified Alexandria International Container Terminals Company S.A.E. **(NOC office Cornish Maadi Cairo, Egypt. Not in the free zone)** 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 under this Agreement.

3.6 Risk, Loss, or Damage

Alexandria International Container Terminals Company S.A.E., unless stated the otherwise, shall not be responsible for any risk, loss or damage caused by events beyond Alexandria International Container Terminals Company S.A.E.'s control, including but not limited to the goods which are during delivery to Alexandria International Container Terminals Company S.A.E., whether by land, sea or air, that will include any governmental or customs regulations.

3.7 Delivery Time

The SUPPLIER shall deliver the goods to Alexandria International Container Terminals Company S.A.E. in accordance with the project schedule. If SUPPLIER fails to deliver the goods on time, Alexandria International Container Terminals Company S.A.E. shall have the right to cancel the order and/or claim any other form of relief or damages from SUPPLIER.

3.8 Acceptance by Alexandria International Container Terminals Company S.A.E.

All deliveries of goods shall be subject to inspection and shall not be deemed to have been accepted until Alexandria International Container Terminals Company S.A.E. furnished SUPPLIER with a formal acceptance notice. The signing of the Delivery Note by Alexandria International Container Terminals Company S.A.E. is not deemed to be acceptance. The supplier must provide a demo unit/s for evaluation and testing if requested by Alexandria International Container Terminals Company S.A.E. within one week or the proposed offer will be rejected.

3.9 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.

3.10 Payment

- a) Payment terms –
 - 1- 25% in advance against non-conditional LG to be released after items delivery.
 - 2- 25% after delivering all items.
 - 3- 40% after technical acceptance report.
 - 4- 10% as retention for warranty period (three year) or against non-conditional LG for the same period.
- b) Delivery Notes and invoice quoting Agreement No. in respect of completion of each delivery must be sent to Alexandria International Container Terminals Company S.A.E. Finance Department directly.

3.11 Penalty Assessment

Alexandria International Container Terminals Company 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 purchase price per week up to a maximum penalty of 20% of the purchase price.

4 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 Container Terminals Company 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 Container Terminals Company 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 Container Terminals Company 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 Container Terminals Company 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.

APPENDIX A

Bill of Material

Desktop Computer		QTY 16
Processor:	Intel® Core™ i7 14th Gen or higher - Intel® Q670	
Operating System:	Windows 11 Pro (64bit)	
Video Card:	Intel® UHD Graphics 770	
Memory:	16 GB: 1 x 16 GB, DDR5 upgradeable to 64GB (4 Dimms)	
Hard Drive:	1 TB, M.2 2230, PCIe NVMe, SSD	
Keyboard:	USB wired keyboard English US/Arabic	
Mouse:	Optical with USB interface	
Power Cord:	European Power Cord	
Chassis:	Small Form Factor/ Micro Form Factor, include Physical chassis security lock with master key is a micro saver chassis lock "without cable" and 1 master key for all Qty or for a customized pack"	
Ports:	(2) USB 3.0 ports, (4) USB 2.0 ports, (1) VGA video port, 3 DisplayPort™ 1.4a ports ,(1) RJ-45 network connector, 3.5mm audio in/out jacks, PS/2 keyboard and mouse ports , TPM Supported	
Wireless:	WiFi 802.11a/b/g, Wi-Fi 4 (WiFi 802.11n), Wi-Fi 5 (WiFi 802.11ac), Wi-Fi 6 (802.11ax), 2.4 GHz/5 GHz	
Services\Warranty:	3 years -Hardware Support, Access on a 24x7 basis, On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site, and Keep Your Hard Drive"	
Monitor 34"		QTY 93
Diagonal Viewing Size:	86.42 cm (34.0")	
Aspect Ratio:	16:09	
Curved Screen:	NO	
Backlight Technology " Category" : LED	In-Plane Switching Technology (IPS) "(Ultra-wide HD) category"	
Connectivity:	<ul style="list-style-type: none"> • 1 x HDMI port version 1.4 (HDCP 1.4) • 1 x DisplayPort version 1.4 (HDCP 1.4) • 1 x DisplayPort (Out) with MST (HDCP 1.4) • 1 x USB-C upstream port (Alternate mode with DisplayPort 1.4, Power Delivery up to 90 W) • 4 x SuperSpeed USB 5Gbps (USB 3.2 Gen1) downstream port 	
Stand adjustability	Height adjustable (150 mm) Tilt (-5° to 21°) Swivel (-45° to 45°) Pivot (-90° to 90°)	
Eye-Comfort	COMFORTVIEW PLUS WITH FLICKER-FREE SCREEN	
Resolution:	Minimum 3440 X 1440	
Services\Warranty:	3Yrs Basic Hardware Service with Advanced Exchange, Next Business Day Onsite Service	
Laptop Computer		QTY 77

Processor:	At least Intel® Core™ Ultra 7 155U (12 MB cache, 12 cores, 14 threads, up to 4.8 GHz Turbo)
Base:	Business laptop
Operating System:	Windows 11 Pro (64bit)
Video Card:	Integrated Intel® graphics for Intel® Core™ Ultra 7
Display:	14.0" FHD -non-Touch
Memory:	16 GB: 1 x 16 GB, DDR5 Up to 32 GB DDR4 3200 MT/s (socketed) , with 2 RAM sockets
Hard Drive:	1 TB, M.2 2230, TLC, Gen 4 PCIe NVMe, SSD
Wireless\Bluetooth:	Intel Wi-Fi 6E (6 if 6E unavailable) AX211, 2x2, 802.11ax, Bluetooth Wireless Card
Camera:	Front Camera
Security:	Single Pointing, Fingerprint Reader
Primary Battery:	3- cell, 54Wh Battery, Express Charge, Express Charge Boost capable, Same base warranty
Keyboard:	Single Point keyboard English US/Arabic with backlit
Ports:	USB 3.2 Gen 1 ports with PowerShare, HDMI 2.0 port, Display Port, USB 2.0 ports, Thunderbolt 4 ports with DisplayPort Alt Mode/USB4/Power Delivery, USB-C ports, RJ-45 network connector and to include USB-C Mobile Adapter to extends ports with USB 3.1 1 USB 3.2 Gen 1 port with PowerShare 1 USB 3.2 Gen 1 port 1 HDMI 2.0 port 1 Universal audio port 1 RJ45 Ethernet port - TPM Supported
Services:	3 years -Hardware Support, Access on a 24x7 basis, On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site, and Keep Your Hard Drive with accidental damage warranty"

UPS for Desktop Computers

QTY 16

Type	Uninterruptible power supply (UPS) -Smart
Main Input Voltage	220 V-240 V
Main Output Voltage	230 V
Rated power in	500 W - 750 VA
Input Connection Type	1 x IEC 320 C14
output connection type "Outlets"	5 x IEC 320 C13
Battery type	Lead-acid battery "replacement battery"
USB compatible	yes
UPS Type	Line interactive
control panel	yes

Connectivity	1x Power Input – minimum 5 outlets with minimum support for “1 SFF PC and 2*24” Monitors”
Provided Cables	1 x input IEC 320 C14 power cord – 4 x UBS Cable” IEC C13 female , IEC C14 male 1.8m”
Warranty	3 years repair or replace and 2 years for battery

Small LaserJet Mono printer A4

QTY 1

Functions:	Print
Print Technology:	Mono Laser
Print speed:	Up to 40 ppm
First page out	Black As fast as 6.1 sec
Processor	1200 MHz
Memory	Minimum 2 GB
Print resolution:	HP FastRes1200, HP ProRes1200
Duplex Printing	Automatic (standard)
Connectivity:	1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket 2nd generation (HIP2); 1 Hi-Speed USB 2.0 (host); 1 SuperSpeed USB 3.0 (device); 1 SuperSpeed USB 3.0 (host)
Wireless:	802.11b/g/n with Dual Band wireless; Ethernet (2.4 GHz and 5 GHz); Wi-Fi Direct; BLE; NFC (near-field communication)
Duty Cycle:	Up to 4000 pages per month
Paper Handling Input:	100-sheet multipurpose Tray 1, 250-sheet input Tray 2
Paper Handling Output:	150-sheet output bin
Media Types:	Paper (plain, EcoFFICIENT, light, heavy, bond, colored, letterhead, preprinted, prepunched, recycled, rough); envelopes; labels
Media Sizes:	A4, A4R, A5, A5R, A6, RA3, SRA3, RA4, SRA4, B4 (JIS), B5 (JIS), B6 (JIS), 10x15cm, Oficio, 8K, 16k, Postcard (JIS), Postcard (JIS), Envelope B5
Warranty	3 Year Next Business Day Onsite Hardware Support Access on a 24x7 basis, On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site

Color LaserJet Enterprise Multifunction printer "MFP A3 color"

QTY 2

Functions:	Print, copy, scan
Print Technology:	Color Laser
Control Panel	22.9 cm (9.0 in) with 20.3 cm (8.0 in) functional touchscreen; Colour graphic display; Rotating (adjustable angle); Job control buttons; LED Home button; Hardware Integration Pocket; Easy access USB
Print speed:	38 Page per minute or higher
Print resolution:	1200 x 1200 dpi; Black (normal)
Scan Type:	Flatbed, ADF
Scan File Format:	PDF, Hi-Compression PDF, PDF/A, Hi-Compression PDF/A, JPEG, TIFF, MTIFF, XPS, PDF (OCR), Hi-Compression PDF (OCR), PDF/A (OCR), Hi-Compression PDF/A (OCR), TEXT (OCR), Unicode
Scan Resolution:	600 x 600 dpi

Duplex Printing	Automatic (standard)
Copy Resizing:	25% to 400%
Digital Sending Features:	Scan to e-mail; save-to-network folder; save-to-USB drive; send to Sharepoint; send to FTP; send to sFTP; send to LAN fax; send to Internet Fax; local address book; SMTP over SSL; auto color sense; compact PDF; image adjustments (darkness, contrast, background cleanup, sharpness); optimized text/picture (auto, text, mixed, printed picture, photograph); content orientation; ID scan; job build; watermark; stamps; book mode scans; erase edges; image preview; blank page suppression; scan to multi destination; embedded OCR; auto-tone, auto orientation
Connectivity:	1 Gigabit Ethernet 10/100/1000T network; 1 Hardware Integration Pocket 2nd generation (HIP2); 1 Hi-Speed USB 2.0 (host); 1 SuperSpeed USB 3.0 (device); 1 SuperSpeed USB 3.0 (host)
Wireless:	802.11b/g/n with Dual Band wireless; Ethernet (2.4 GHz and 5 GHz); Wi-Fi Direct; BLE; NFC (near-field communication)
Duty Cycle:	180,000 pages per month
Paper Handling Input:	1200 sheets "includes at least one tray for A3 paper, one tray for A4 paper, and the multipurpose tray at least"
Paper Handling Output:	500-sheet output face-down tray
Auto Document Feeder Capacity:	300 sheets
Proximity Reader:	Using Radio Frequency Identification (RFID) technology, supports low frequency (125kHz) and high frequency (13.56MHz) and multiple protocols within those frequencies, including, but not limited to popular ones like: Mifare, HID Prox, EM, Hitag, iClass, Indala, Legic
Media Types:	Plain, HP EcoEFICIENT, HP Matte 90g, Light 60-74g, Bond, Recycled, HP Matte 105g, HP Matte 120g, HP Soft Gloss 120g, HP Glossy 120g, Mid-Weight 96-110g, Heavy 111-130g, MidWtGlossy 96-110g, Heavy Glossy 111-130g, HP Matte 150g, HP Glossy 150g, Extra Heavy 131-175g, XHvyGlossy 131-175g, HP Matte 200g, HP Glossy 200g, Card-stock 176-220g,
Media Sizes:	A3, A4, A4R, A5, A5R, A6, RA3, SRA3, RA4, SRA4, B4 (JIS), B5 (JIS), B6 (JIS), 10x15cm, Oficio, 8K, 16k, Postcard (JIS), Postcard (JIS), Envelope B5, Envelope C5, Envelope C6,
Software Compatibility	Must be compatible with Kofax Solutions
Warranty	3 Year Next Business Day Onsite Hardware Support Access on a 24x7 basis, On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site
Unified Endpoint Management Solutions with below minimum requirements	
Technology	Must be A Cloud Solution, Integrated with " one Tenant with multiple domains "
	The solution must support a local distribution server at each site to cache applications, software packages, and updates. This ensures efficient bandwidth usage and faster deployments by distributing content locally rather than relying solely on the cloud.
Quality Assurance	The Vendor must have a website where information and descriptions on product specifications can be viewed by the end- user.
	Vendor website should have downloadable manuals and the latest drivers.
	Vendor must have a Technical Support or Customer Support Website.
	Brand must have a list of service centers
General Features	The solution must support unified endpoint management and security software that helps manage servers, laptops, desktops, smartphones, and

	tablets from a central location. Automate regular desktop management routines like installing patches, distributing software, managing IT Assets, software licenses, USB device usage, monitoring software usage statistics, and taking control of remote desktops, and mobile devices.
	The solution must support patching for applications including Windows, and third-party applications.
	Must have a built-in endpoint security feature for automatically uninstalling prohibited software, blocking executables, securing USB devices, and managing windows firewalls.
	The solution can integrate with different help desk solutions through which you can use all your endpoint management features right from a single help desk console.
Functions	Solution should have Web-Based Access to UI
	Solution must have its Inbuilt Database for on premise
	Solution must have Database backup and recovery
	Must have Role Based Restrictions
	Must be able to Manage Systems in LAN and WAN
	Solution must feature an Automatic Agent Upgrade
	The solution offered is agent-based and it should have a retry feature for agent installation.
	Solution must support managing desktops, laptops, servers, smartphones, tablets, mobile devices of different OS such as Windows on a central location.
	The Solution must support rebranding
	Solution has the capability to deploy configurations for Microsoft office and Internet settings such as setting the default working folder location for Excel, Word, PowerPoint. For IE, set Trusted sites, Block pop up.
	Solution must have VMware Support
	Supports email alerts if there are any hardware removed or added to the machine. i.e. Hard disk, Physical memory, network adapters, any software installed or uninstalled to the machine.
	Solution must have a Two Factor Authentication
	Supports storing credentials used on the solution i.e. admin credentials, domain credentials.
	Solution must have Remote Agent Installation function
	The solution should have the ability to set deployment settings of the patches , Setting reboot policies, setting the schedule of the deployment.
Desktop Management Configurations	Configuration management
	Configuration Life Cycle Management
	USB/Port Security Management
	Printer Install/Uninstall
	Power Management
	Security Policies Management
	Drive Mapping
	Permission Management

	Launch Application Management
	Local User and Group Management
	Browser Management
	MS office Management
	Display Management
	Custom Script Execution
	Wi-Fi Management
	Windows Firewall and Service Management
	Imaging and Deployment - OS Deployer
	Linux Management
	Failover Server for high availability.
Software Distribution	Install MSI/ EXE/ Script based software
	Run pre- and post-Installation commands
	Scheduled Software Deployment
	Template -driven Package Creation
	Uninstall Software Applications
	Self Service Portal for Windows
Patch Management	Supports patching for Windows, Linux and third-party applications.
	Supports Microsoft OS and applications
	Supports third party patches like Java, Adobe, etc.
	Approve or Deny selective applications
	Deployment progress and status
	Customizable reboot and actions
	System Health Policy
	Capability to rollback patches or updates that cause issues on desktops or laptops, allowing the help desk to quickly resolve patch-related problems
	Automated Patch Deployment for Patch Task
	Automated Patch Deployment for Anti-Virus Task
	Scheduled Deployment
	Test group and automatic approval of patches
	Decline Patches
	Disable Automatic Updates
Self-Service Portal	oA self-service portal where users can initiate software installations, request help, or access common troubleshooting guides, reducing the number of tickets for the help desk.
Remote Software Deployment on Demand	Ability for help desk team to remotely install or uninstall applications as per user requests, without requiring user interaction.

Asset Management	Hardware and Software
	Prohibit software with auto-uninstall policy
	Audit history for prohibited software
	Software metering
	Software License Management
	Notify on Software/Hardware changes
	Managing Software Category
	Block exe- Windows
Automated Troubleshooting	o pre-built or custom automated troubleshooting scripts for common issues (e.g., printer problems, network connectivity, software issues) that can be triggered remotely or via the self-service portal.
Remote Diagnostics Tools	o Enhanced remote control and diagnostics tools, including:
	§ System performance monitoring (e.g., CPU, memory usage).
	§ Running diagnostic scripts remotely for troubleshooting.
	§ Monitoring system logs for error identification.
Automated Alerts for System Health	Configurable alerts for the help desk team to be notified of endpoint issues such as low disk space, CPU overuse, or network outages
Remote Control Management	One click access to remote desktops, with user approval
	Get users consent prior to connecting
	Watch only mode
	File Transfer
	Chat
	Multiple concurrent sessions
	Multi-monitor support
	Remote keyboard and mouse
	Recording remote sessions
	Rebooting during remote session
	Capture Alpha-Blending
	Hide Remote Cursor
	Disable Wallpaper/Aero theme
	Idle session settings
	Blackening remote display, etc
Data Encryption and Protection	Device Encryption:
	The solution must support full-disk encryption for all managed devices, ensuring data is encrypted at rest on desktops, laptops, and mobile devices (Windows, macOS, Linux).
	BitLocker and FileVault integration or similar native encryption tools must be supported.
	Pre-Boot Authentication:

	The solution must provide the ability to enforce pre-boot authentication (PBA) with options for password or PIN entry, ensuring devices cannot be accessed without proper authorization.
	Data Loss Prevention (DLP):
	Must have data loss prevention (DLP) capabilities to prevent unauthorized data access, transfer, or copying from company devices.
	Includes monitoring and control of USB ports and external storage devices.
	Remote Wipe and Lock:
	Support for remote wipe and device lock in case of lost or stolen devices, ensuring sensitive data is securely erased.
End-User Notifications	Ability to send end-user notifications directly from the system to inform users of ongoing updates, maintenance, or issues affecting their devices
Tools and Reports	Wake on LAN Tool custom
	Remote Shutdown/Restart
	System Manager
	Disk clean up, Defrag and Check disk
	Custom reports
	User Logon reports with login history
	Encryption Compliance Report
	Software and Hardware inventory reports
	Software Compliance Report
	Power management reports
	Configuration reports
	Patch Compliance reports
	USB reports
	Asset Reports
	MDM reports
OS Deployment (Windows OS)	Online and offline image creation
	Customized deployment template
	Configure post deployment activities
	Hardware independent deployment
	Deploy OS to Remote offices
	Automatic Driver updates
	User Profile backup and migration
	Supports Security identifiers handling
Mobile Device Management	Device Enrollment - offers different ways of enrolling devices (corporate owned or BYOD)
	Supports Android, IOS, Windows 10 and 11 laptops and MAC OS laptop devices

	App management - install in-house and store apps silently,
	restrict block listed apps, app uninstallation silently
	Profile management - configure policies and profiles
	Content management - remotely share documents to the devices over the air.
	Remote Troubleshooting
	Security Management - configure stringent security policies such as passcode, device lock, lost mode, geo-fencing, geo location
	Email Management - manage and secure corporate emails
	Containerization for BYOD devices
	Kiosk mode
	Supports complete wipe or corporate wipe of the device
	Asset Management - device details and installed apps
Device Control Features	Support Windows and MAC OS.
	Able to integrate to Active Directory.
	Lock down USB ports for all untrusted devices.
	Unblock USB device as needed
	Support Role-based access control (RBAC).
	Ability to created device groupings.
	Capable of supporting below types of USB devices: Removable Storage Devices- Keyboards - Mouses - CD ROM - Bluetooth devices - Apple devices, Printers , Imaging Devices , Infrared , Wireless network adapters
	Creates USB blocking policy.
	Automatically detect devices as trusted, allowed or blocked "Support delegating levels of access for optimal control such as: - read-only file access - file copying and modifying within the devices - file movement from devices to computer "
	Supports data mirroring - feature that creates a copy of content transferred to USBs and stores it in a secured share folder
	Support File Tracing - record the names of transferred files, all the locations they have been archived, and their device destination.
	Provides temporary access policy - to grant access and assign permission to devices only for a shorter period.
	Approval for temporary access - get notified every time an unauthorized device tries to access your endpoint.
	Ability to grant access to devices outside network - generate an access code and email it to the user to enable them access the required computers for a specific period.
	Ability to specify the start and end time within which the device can access the endpoints
	Supports generation of reports such as list of blocked devices, audit reports for data mirroring, file tracing reports
	Reports can be exported as PDF, CSV, XLXS.
	Can set scheduled reports to automatically send via email. Ability to run query reports for custom reports.

	Ability to set the retention period for device audit reports. Ability to set the retention period for file audit reports.
	Ability to monitor file actions such as create, open, delete, rename, modify, move, copy.
	Ability to set the retention period for data mirroring reports.
	Ability to enable file archive report retention period and the archive path.
	Configure alert settings via email, alert for blocked device detection
Bidder's Qualification	Bidder must be a premier/gold or equivalent partner and authorized to sell and provide after sales support of the proposed solution with highly trained and certified technical engineers who are able to manage the most complex customer deployments.
	The bidder / vendor must have the following local and regular personnel. Submit CV's, IDs and Training Certificates. <ul style="list-style-type: none"> • One (1) Certified Project Manager as a single contact person for the implementation of the project. • At least two (2) certified and experienced engineers specialized on the product to be supplied. Said engineers shall provide technical support during the contract implementation
	Bidder must have a local office to provide all required software, licenses, and support.
	The Service Provider must have a Service Desk Support System The service desk system will provide a ticket for each technical request or issue and will provide continuous status and report until the resolution with the following Service Level Agreements: The bidder must submit the procedure on support and escalation. a. 8/5 available technical support b. 8/5 principal global support c. Thirty (30) minutes response time upon receipt of the call and four (4) hours to (6) hours onsite support
<u>For Software Cloud Solutions, Vendor Must Comply, fill, and deliver supported Documents for attached Cloud Computing Appendix C.docx Appendix C file</u>	
License\Subscription	3 years Subscription validity,
	5 Service Desk team users license
	Supports 95 Device
Deployment	Installation, configuration, testing, and troubleshooting.
Knowledge Transfer	Complete features, administration, and configuration of the product.
Print Management Solution with below minimum requirements	
Must be a cloud solution	
Discover printers, scanners, mfps, all printing and imaging devices on the network and direct-connected (PC) devices and Discover devices via Active Directory	
Discover multiple device brands	
Compatible with Managed printers	
Dynamically autoconfigure / autogroup devices	
Firmware repository to update multiple devices at once	
Allow the administrator to create user profiles & roles	

Support multiple integration with Active directories
Provide single authentication sign on and zero trust (office 365 AD/LDAP)
Configure Printer Access Control functions by user level/application
Be used to configure general alerts and threshold alerts
Provide customizable alert templates
Provide real-time supplies information
Report usage information by user or group
Offer trend reporting for daily, weekly, monthly, quarterly, or other date structures
Provide supplies forecast and supplies usage reporting
List usage by user
Track and report inventory, Track consumables trends, Forecast consumable replacement schedule
Provide flexibility to configure application (network, database, discovery, alerts, etc.)
Ability to integrate all monitoring and printing functions into a single unified system
Ability to store print jobs on the print server and print only if the user is correctly identified by PIN, ID card or ID tag.
Ability to monitor the number of pages printed and copied by every user
Allow users to send print jobs and be able to retrieve them from any printer within the network and Ability to delete or retain print jobs immediately after printing.
Ability to automatically notify users through pop-up message in case a job they send for printing is refused for some reason, e.g. user is denied printing by a System policy.
Provide alternative managed printing solution when offline
<u>Software Cloud Solutions, Vendor Must Comply, fill, and deliver supported Documents for attached Cloud Computing Appendix C.docx Appendix C file</u>
Support all types of printers."
Must be compatible with Kofax solutions
Manage all mentioned above Requested Printers Quantities
Tools Kit
QTY 1
complete IT physical support tools kit with minimum below items"
56 Pcs Screwdriver Set, Precision CRV Screwdriver Kit
Portable Cable Tracker (Cable Transmitter, Receiver, RJ11, RJ45, Alligator Clip, Carrying Bag)
Network Lan Cable Tester Test Tool
Lineman's plier 165mm
Side cutting plier 165mm
Long nose plier 150mm
Adjustable wrench 6"
Ceramic soldering iron 110V or 220V
Solder core
Plastic RJ45 Cat6 UTP pack of 100
6 Pcs screwdriver set "SL 5.5×5×75"
SL 5.5×5×100
SL 6.5×6×150
PH 1×5×75
PH 1×5×100
PH 2×6×150
Compact Digital Multimeter

APPENDIX B

Price Form

<u>No.</u>	<u>Item</u>	<u>Quantity</u>	<u>Unit Price</u>	<u>Total</u>
1	Desktop Computer	16		
2	Monitor 34"	93		
3	Laptop	77		
4	small Printer LaserJet mono	1		
5	Color LaserJet Enterprise MFP A3	2		
6	UPS for Desktop Computers	16		
7	Unified Endpoint Management Solutions			
8	Print Management Solution			
9	Tool Kit	1		

*Attached excel format for pricing .