

Tender Reference: UHS/IT/TENDER/016/2024

16th July 2024

Tender Expiry Date: 13th August 2024 - Extended

**Description: VDI MAIN DATA CENTER MIGRATION AND NEW SETUP AT
BACKUP DATA CENTER**

Dear Valued Vendors

University Hospital Sharjah. (UHS) Management has decided to invite vendors for a Tender. You, as a vendor are requested to participate in the tender process by submitting your offer to supply one or more of the items described in the attached document.

The Tenderer should comply with the following terms & conditions:

1. The Specification of the proposed scope of services & materials used, should be clear, informative & include Brand, Origin, Unit of measurement, Qty, Duration, and Delivery Period.
2. The price quoted is as mentioned in the technical requirement listed below (RFP-Technical document) to UHS.
3. The financial offer should be on your company letterhead containing the authorized signatory and may please be sent to the attention of the Director of Finance and Administration, **University Hospital Sharjah, PO Box 72772, Sharjah in a sealed document.**
4. All deliveries should be made for the ordered quantity in full to our Main Warehouse, located in UHS vicinity or as specified on the Purchase Order/ Contract.
5. As a part of the Tender document, the Vendors are requested to provide their valid Trade License, Name, and Designation of the Managing Director/General Manager/Sr. Manager have the authority to bind their company for the business relationship. Also, is required the authorization letter/Agency certificate confirming that the vendor is legalized to supply the items on behalf of the manufacturer/principal company. As well as the following documents:
 - a) Updated company license/ MOA/ POA for the signatory (if any)
 - b) company profile
 - c) Tax registration certificate
 - d) Full company address
 - e) Any other documents/approval required by the government authorities to supply the same equipment
6. Standard payment terms are 90 days from the date of completion of delivery of all the items ordered or as specifically agreed in writing by the Materials Management Department of UHS

7. Any delays or short supply or non-conformance may result in the termination of Purchase contract and/or imposition of penalty for delayed supplies as per the Purchase Agreement terms and conditions.
8. The proposed items should be evaluated & approved by UHS's technical team before confirmation. Once the agreement is signed off, the supplies will have to correspond to the same quality, specification, and source as originally agreed and any deviations shall be considered as non-compliance with agreed terms.
9. The brand/manufacturer mentioned should be maintained during the Supply contract period.
10. Any defective products should immediately be replaced with new ones or rectified, as and when notified within a maximum period of one month from the date of notification.
11. UHS will be constantly evaluating the compliance of Contracted Terms and consistency in supplies and progress of work throughout the duration of the project. Should Vendors not meet the requirements of UHS, therefore UHS reserves the right to terminate the contract if the vendor is not able to rectify during the time allotted by UHS's representative. Purchase Contact details (landline, mobile, emails) of the authorized representatives should be mentioned.
12. **Tenders should be submitted in two sealed envelopes and submitted to the Administration Office Finance Department- UHS:**
 - a. **The Technical Specification details (PLEASE DO NOT INDICATE ANY FINANCIAL VALUE IN THIS).** If requested for additional clarifications and details these need to be submitted to (**Administration Office Finance Department- UHS**).
 - i. The technical offer should conform to the Indicative specification as per the attachment.
 - ii. Technical offer (hard copy and soft copy).
 - iii. Reference project where similar work was performed.
 - b. **The Financial Offer** addressed to UHS's Director of Finance and Administration, with **tender reference**.

All above documents should be submitted before the tender expiry date, all documents submitted after the expiry date will not be accepted.
13. UHS reserves the right to accept/reject the tenders without assigning any reason thereof.
 - a. The tender will be awarded project-wise as per the Purchase contract.
14. Quality, Price, and sale services are combined parameters for tender evaluation.
15. The Vendor, its employees, its subsidiaries, and everyone who has a direct or indirect relationship with implementing and securing the works and purchases included within the scope of this tender, shall be obligated to inform UHS and disclose in writing any case of conflict of interest or any private interest that has arisen, will arise, or may arise. For any transaction related to the activities of UHS, in accordance with UHS policies.
16. The vendor, its employees, and subsidiaries shall be obligated to maintain confidentiality of any data, drawings, documents, or information related to the tender - written or oral. This includes all dealings, affairs, or secrets related to UHS that they may have come across during the tender process. Vendors shall not be allowed to disclose any information related to the tender through any media outlet without obtaining prior written approval from UHS.



17. The copyright of any documents and materials submitted by UHS within this tender is owned by UHS, and accordingly, these documents and materials may not be copied, in whole or in part, or reproduced, distributed, made available to any third party, or used without obtaining prior written approval from UHS. All documents submitted by the UHS in connection with the request for proposals shall be returned upon request, without any copies being retained by the bidder or any other person.

For University Hospital Sharjah

Materials Department

VDI Main Datacenter Migration and New Setup at Backup Datacenter Project

1. PURPOSE

This request for proposals (RFP) is intended to gather proposals from capable suppliers for the new deployment at the backup datacenter and the migration of virtual desktop infrastructure at the main datacenter. The RFP provides enough details and guidelines to allow eligible suppliers to submit proposals along with any necessary supporting documentation. Vendors must submit a full proposal that complies with all specifications specified in this RFP in order to be deemed responsive.

2. PROJECT BACKGROUND

The present VDI configuration at UHS and the revised/new requirements for the Main and Backup Datacenters are described in detail below.

2.1. CURRENT ENVIRONMENT

Current Setup (Main Datacenter):

1. Core Server Infrastructure:

- Nutanix AHV is our core server infrastructure running on Nutanix Hardware Servers.
- For user roaming profiles, we use Nutanix Files, which hold around 15TiB of profile data.
- Along with the Citrix and Nutanix infrastructure VMs, we currently have about 550 virtual machines (VMs) provisioned by Citrix MCS on Nutanix AHV Cluster (RF1).
- Each virtual machine (VM) has two vCores, 8GB of RAM, an operating system of 100GB, and 30GB of data for each user profile. At present, we have 850 roaming profiles.
- At present 34 TiB of physical capacity out of 118 TiB and 17 TiB out of 59TiB of logical (compression and deduplication) capacity are utilized by Nutanix together.

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2. Virtual Machine Information:

- We currently have 550 virtual machines that are provisioned with Citrix MCS services.
- Each virtual machine (VM) has two vCores, 8GB of RAM, an operating system of 100GB, and 30GB of data for each user profile. At present, we have 850 roaming profiles.
- The VMs have the following programs installed.
 - Windows 10 professional operating system
 - TrendMicro Deepsecurity Anti Malware
 - Microsoft Office professional 2021
 - All applications are web-based applications

3. Citrix Services:

- We are utilizing the Advanced Edition of Citrix Virtual Apps and Desktops.
- The non-persistent VMs (540) are being provisioned via MCS. Very few of our virtual machines are persistent.
- Virtual machines are statically assigned to thin clients using the reserved IP address.
- In Citrix environments, we have device redirection policies.
- Citrix licensing servers, database, delivery controller, and storefront are all in redundant architecture.

4. User Profiles:

- For user roaming profiles, we have Liquidware ProfileUnity Profile Management.
- 850 roaming users, each with a 30GB capacity, are available right now. Folder redirection has been set up.
- We have 3 ProfileUnity servers in high available architecture.

5. Load balancers:

- For VDI, we have two Citrix ADC MPX 5910 Premium Edition with each 10G throughput.

6. Thin Client Environment:

- Our HP Thin and Mobile Thin clients are configured in kiosk mode.
- On the thin clients, we have Windows IoT and HP thin OS.
- Thin clients use the Citrix workspace to launch virtual machines (VMs).
- The HP thin clients are managed via HP Device Manager.



7. Backup Environment:

- The user profiles, Golden Images, Citrix servers, and other auxiliary components are being backed up via ARCUDP to a dedicated backup store.

2.2. VDI MIGRATION AND NEW REQUIREMENTS

we have VDI deployed at Main Datacenter with High Availability with in Nutanix Cluster. If something goes wrong with the Datacenter or the Nutanix cluster, our VDI infrastructure will become a single point of failure. We would like to study the available technical options (from VMware technology with Citrix VDI) to create an Active-Active VDI infrastructure (VM and User profiles availability at both the datacenters) with a 50-50 load sharing mechanism at both datacenters (Main and Backup datacenters) in order to prevent a single point of failure in the VDI infrastructure. Thus, in the event that one of the datacenters fails, the non-persistent virtual machines (VMs) will resume from the other datacenters and vice versa. Both the Main and the DR datacenters should have access to the user roaming profile. In the event of a datacenter failure, User Profile should be seamlessly available at the active datacenter. Our aim is to fully automate the VDI failover process and eliminate human participation altogether. The fallback method might be either automatic or manual.

Note: The solution can be a VMware HCI with required server infrastructure or a combination of Hypervisor, servers, networking and storage. Ultimately the solution must fulfil the below requirements.

The solution must:

- Migrating from the current primary datacenter VDI Nutanix infrastructure to the new setup, which includes the necessary new hardware replacement and configuration.
- A proposal for a new VDI infrastructure, complete with the necessary hardware, at Backup datacenter.
- Migrating the user profiles data from Nutanix Files to the new architecture. A comprehensive analysis system for file services should be included in the solution.
- Migrating the Virtual Machine Golden Images from Nutanix to the new infrastructure.
- Migrating/Installation and configuration of Citrix services on new infrastructure.
- Migrating/Installation and configuration of ProfileUnity (User profile Management from Liquidware UnityProfile Software).
- The solution must be set up to provide access to the user profiles from both the Main and backup datacenters. If one of the datacenters fails, User Profile ought to be effortlessly accessible from the active datacenter.
- Each datacenter's hardware resources should be sized to accommodate 700 virtual machines in order to handle the full load in the event of a datacenter failure.



- Solution should include new redundant Physical/Virtual load balancers to support the desired requirements.
- Installation and configuration of the load balancers including VDI load balancing.
- Solution should include an Active-Active VDI infrastructure (VM and User profiles availability at both the datacenters) with a 50-50 load sharing mechanism at both datacenters (Main and Backup datacenters) in order to prevent a single point of failure in the VDI infrastructure.
- Solution should be fully automating the VDI failover process and eliminate human participation altogether. The fallback method might be either automatic or manual.
- The administration and management of the solution must be simple. To manage and configure the VDI environment, the solution should offer a centralized management console that serves as a single pane of glass for monitoring, configuring, updating, and reporting.
- A completely automated life cycle management system should be part of the solution. Updates for every component should be applied automatically and without any downtime.
- The solution should be adaptable enough to grow with various node types without interfering with life cycle management or necessitating more effort from UHS.
- Solution must provide reports for presentation, investigation and real time reports. Logging and Reporting should be inbuilt into the solution.
- Solution should be a Market leader for the past three years.
- Free-of-cost instructor-led training from authorized training partner must be provided on all aspects of the solution for 2 seats. Training should be a comprehensive administrative training and not basic.
- Complete set of volumes for the Configuration and Management Guides should be provided
- Clear Support Escalation Process with Points of Contact with Local Support office in same time zone.
- The vendor must provide a three years product road map and all proposed systems and sub-components must be guaranteed not to be End-of-Life for at least five years.
- The vendor must ensure that the proposed VDI components are the latest and must provide proof documents for product End-of-sale, End-of-life and End-of-support.
- Hardware and software maintenance for each of the proposed solutions will be submitted for 24x7xNBD.
- The proposed solution(s) must address the technical requirements and design objectives delineated herein. The vendor is solely responsible to deliver a fully functional solution meeting the specifications described herein. After the award of the contract, the awarded vendor is responsible for any necessary item not brought to the attention of UHS before the award in order to complete the project by the specifications & design objectives.

The proposed solution should fulfil complete technical requirements mentioned in this RFP.



2.3. SECURITY AND AUDIT

The solution should not cause any security vulnerabilities.

2.4. TRAINING AND SUPPORT

2.4.1. Training

- Vendor must provide free-of-cost certified (authorized) training from an authorized training partner for two UHS IT staff. Training should be a comprehensive administrative training and should not be basic.

2.4.2. Support

- Proposal must include 24 x 7 support (Manufacturer Support) for 3 years
- Vendor should provide mandatory 3 Months support after go-live (remote or on-site support).

3. INSTRUCTIONS TO VENDORS

- Vendor must have a highest level of partnership with the proposed product.
- Vendors must address all information specified by this RFP.
- Vendor to clearly specify the structure of Licensing whether it is Annual or Perpetual.
- It is mandatory for the Vendor to provide item-wise and with sub-total prices in Commercial Proposal.
- Technical and Financial proposals should be submitted to Director of Finance Office in separated shield envelopes.
- Partial proposals will not be considered/accepted.
- **It is mandatory for the Vendor to submit End-of-Sale, End-Of-Support, and End-Of-Life for each individual hardware component - Proof documents from the manufacturer to be attached with the proposal. Note: Proposals submitted without these documents will not be considered.**
- Vendor should provide reference sites where each components/module of your proposed solution has been installed. UHS may contact these users to obtain any information on the solution and implementation. Vendors will co-ordinate with the reference sites and arrange the visit on request from UHS if required.
- Vendor is required to share the manufacturer's vision and road map to look for indicators of an advanced technology strategy (Proof documents need to be provided).
- Vendor should commit the Hardware and required software's Delivery within 4 weeks' period
- (Note: UHS is exempted from Sharjah customs).
- **Vendor should discuss the final technical proposal with the technical team before submission.**
- Proposal should include ongoing hardware warranty, licenses, support and subscription for 4th and 5th each year.

Signature