



إعلان طرح عطاء رقم (م وأز/إدارة/ل/IT/٢٠٢٥/٢٠٤١٦)

١. يعلن المركز الوطني للأمن وإدارة الأزمات عن حاجته لتطوير الخوادم ووحددة التخزين في مركز البيانات NCSCM Data Center (Servers & Storage) Upgrade (أ) المرفق ، فعلى الراغبين بتقديم عرض سعر معفي من الضريبة العامة على المبيعات ورسوم الاستيراد وأية رسوم وضرائب أخرى علماً بأن مشتريات المركز خاضعة بنسبة الصفر استناداً لنص المادة (٢٢/أ) من قانون الضريبة العامة على المبيعات موافقتنا بعرض فني منفصل عن العرض المالي بالمغلف المختوم في المركز الوطني للأمن وإدارة الأزمات/سكرتير لجنة الشراء الرئيسية (خلف متحف السيارات الملكي) .
٢. آخر موعد لبيع المناقصات يوم الخميس الساعة (١٢٠٠) الموافق ٢٠٢٥/٠٩/٠٨.
٣. آخر موعد لتسليم المناقصات الى لجنة الشراء الرئيسية / سكرتير اللجنة يوم (الاثنين) الساعة (١٢٠٠) الموافق ٢٠٢٥/١٠/٢٠.
٤. قيمة نسخة وثائق الشراء (١٢٥) مائة وخمسة وعشرون دينار.
٥. تطبق احكام وتعليمات نظام المشتريات الحكومية رقم (٨) لسنة ٢٠٢٢.
٦. لشراء نسخه من وثائق الشراء ارسال مندوب من قبل الشركة مزود بكتاب تفويض معزز بالسجل التجاري ورخص المهن شهادة تسجيل للسنة المالية مبيناً الرقم الوطني للشركة جميعها سارية المفعول بالتنسيق مع سكرتير لجنة الشراء الرئيسية على الرقم المباشر (٠٦٥٧٧٧٨٧٠) أو (٠٦٥٧٧٧٣٧٠) فرعي (٣٢٠٧) أو خلوي (٠٧٩٢١٢٢٢٦٨).

الملحق (أ) لإعلان طرح عطاء رقم (م وأز/إدارة/ل/IT/٢٠٢٥/ع ١٦) لتطوير الخوادم ووحدة
التخزين في مركز البيانات NCSCM Data Center (Servers & Storage) Upgrade

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



المركز الوطني للأمن وإدارة الأزمات

(NCSCM)

تطوير الخوادم ووحدة التخزين في مركز البيانات

NCSCM Data Center (Servers & Storage)
Upgrade

(2025/2026)

TECHNICAL SPECIFICATIONS

August 2025

DISCLAIMER

THIS DOCUMENT IS A REQUEST FOR PROPOSAL (RFP), AND SHALL NOT BE CONSIDERED IN WHOLE OR PART AS A DIRECT OR INDIRECT ORDER. IT SHALL NOT BE CONSIDERED AS A REQUEST OR AUTHORIZATION TO PERFORM WORK AT THE EXPENSE OF THE NCSCM. THE INFORMATION IN THIS RFP IS INTENDED TO ENABLE THE RECIPIENT TO FORMULATE A PROPOSAL IN RESPONSE TO THE PROJECT REQUIREMENTS SET FORTH. ALTHOUGH THIS RFP CONTAINS SUCH ENABLING INFORMATION, BIDDERS MUST MAKE THEIR INDEPENDENT ASSESSMENTS AND INVESTIGATIONS REGARDING THE SUBJECT MATTER OF THIS RFP. THE BIDDER REMAINS RESPONSIBLE FOR IDENTIFYING ANY FURTHER INFORMATION THAT IT REQUIRES TO PREPARE THE PROPOSAL. THIS RFP SHALL CONSTITUTE PART OF THE CONTRACT THAT WILL BE SIGNED BETWEEN THE NCSCM AND THE WINNING BIDDER.

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INTRODUCTION

1.0 RFP Purpose

NCSCM is seeking proposals from qualified bidders (Partners) for the design, supply, implementation, and supporting of a modern Compute and Storage infrastructure. This new infrastructure will replace part of the existing systems that reached its end-of-life and no longer meets our expanding business requirements.

The proposed solution must provide scalability in both compute and storage resources, allowing expansion of capacity, performance, and connectivity as organizational requirements increase.

NCSCM requires a reliable, scalable and high-performance solution that complies with industry best practices and fully supports the organization's mission-critical business applications and services.

2.0 PROJECT DEFINITION AND OVERALL DESCRIPTION

2.1 Current status

NCSCM infrastructure built mainly on **VMware** virtual environment. Current hardware setup includes Cisco blade servers and IBM storage, Cisco HCI, and HPE HCI system. Most of the infrastructure have reached end-of-life (EOL), and we need transition of production environment to a modern, scalable, and high-performance system.

*** Note: NCSCM is designing a new Datacenter Core infrastructure, such that the proposed solutions must be compatible and integrated with the new design.**

Sizing calculations - **Current** NCSCM VMware virtual environment:

VMs	Number of VMs (VMware Virtual Machines)	83
Hosts	Cisco Blade servers	9
	HPe HCI Nodes	4
Current Used Resources		
Storage	Total Used Space (TB)	25
Memory	Total Used Memory Size (GB)	1,700
CPU	Total Physical Cores	120
	Total Hosts CPU (GHZ)	500
	Total Used Hosts CPU (GHZ)	190
	Total VMs vCPU count	670

2.2 Description of the Project

The bidders should supply, deliver, install, configure, integrate and test a modern compute and storage infrastructure to replace aging data center systems, and helping in migrating production virtual machines to the new setup.

The project includes planning, designing, procurement, installation, integration, testing, and ongoing support, ensuring seamless operation, future growth, and alignment with industry best practices.

3.0 SCOPE OF THE PROJECT

3.1 Compute and Storage Infrastructure

NCSCM is initiating a technology upgrade of its compute and storage infrastructure to replace end-of-life systems and meet growing demands for advanced applications and services. The new solution must be modern, scalable, highly available, and high-performance.

The required solution shall include the following components:

- A) Servers
- B) Storage
- C) Networking Components (based on assessment of NCSCM environment): SAN switches, SFP modules, cables, and any required components.
- D) VMware Licensing

We are considering Cisco, Dell, HPE, IBM; the solution should integrate seamlessly with existing systems and future requirements, allowing production virtual machines to be easily migrated to the new environment.

3.2 Technical specifications

The following is the minimum required Specifications:

#	Minimum Technical Specifications	Comply
1	The solution must ensure compatibility and seamless integration with the existing diverse, multi-vendor NCSCM environment.	
2	CPU & RAM: The solution must provide a minimum resources increase of 25% over the current environment (as described in Part 2.1 of the RFP)	
3	Storage must be minimum of: 35 TB of usable storage, SSD, RAID 5/6 (after deduplication and compression 1:2 ratio at least)	
4	The Technical Proposal must clearly specify all storage features, including (but not limited to): data protection, scalability and high availability, deduplication and compression, and an intuitive management interface. The solution must include all licenses required to operate in the NCSCM environment, with no additional licensing costs permitted	
5	The vendor's support (all types of support on hardware, software, license, and others) on the proposed solutions (with all components) must be available for the next 6 years (2026 to 2032)	
6	VMware Support: The bidder shall calculate and provide the required licenses (VMware vSphere Standard 8), along with official VMware vendor support for a period of one year.	
7	Solution Architecture and Connectivity Design must be provided as part of the technical proposal.	
8	BoQ list must be provided in the technical proposal (without prices).	
9	Provide user-friendly management and effective reporting capabilities with useful user dashboards.	
10	The solution shall be offered in on premise deployment for the critical parts, the management and administrations parts are accepted to be through cloud.	
11	The solution must support local or centralized management (centralized management is preferred).	
12	The proposed solution must support future growth. The architecture should be able to scale seamlessly without requiring significant redesign.	

3.3 Winning bidder activities

- It is the winning bidder responsibility to install, configure and integrate and engineer the proposed solution with other solutions or systems, and Migration of virtual machines from old infrastructure to new solution.
- The Solution Design must be included in technical proposal
- The winning bidder must redesign the server rack layout and distribution of servers within the Data Center for optimal performance and future scalability, considering power distribution, cooling, and physical security as part of the redesign, ensuring structured cable management that follows industry standards. This includes proper labeling and patching of cables and network devices.
- The winning bidder should abide to all terms of SLA agreement.

3.4

Technical Requirements

- Bidders are required to provide details on their vendor renewal strategy for the proposed solution including :
 - End-of-Support (EOS) / End-of-Life (EOL) dates for hardware and software components,
 - A clear outline of the support options available post-EOS/EOL, including access to software patches, security updates, and any extended warranty options,
 - Upgrade paths available to move to newer solutions after EOS/EOL, including cost estimates, migration procedures, and any risks associated with upgrading.
- The bidders shall provide such Hardware, software, professional services, deliverables, support, training, and warranty even if not listed in Requirements/Specifications. The cost of these requirements or activities should be included in the fixed lump sum price submitted by the winning bidder.
- Only Partners who are holding one of the two highest partnership level (e.g., Gold, Premium, Platinum, Elite) relevant to the proposed solution are eligible to submit a bid. Bidders must attach an official, verifiable certificate or letter from the relevant vendor that indicates the partnership level and duration.
- The vendor's support (all types of support on hardware, software, license, and others) on the proposed solutions (with all components) must be available for the next 6 years (2026 to 2032), The bidder must provide NCSCM by with a guarantee certificate from the vendor shows their solution is under all types of support (EOSCR, EOS, and EOL) for the next 6 years (at least).
- All required information or answers could help the bidders to determine the project components or products are through:
 - Eng. Nusaibah Tarawneh by telephone: 065777370 ext. 3331 or Email: ntarawneh@ncscm.gov.jo
 - Mr. Ameen Azzam by telephone: 065777370 ext. 3207 or Email: tenders@ncscm.gov.jo
- Site survey visit: a site survey of NCSCM's current environment shall be conducted by all prospective bidders prior to the submission of proposals. This visit is essential for gaining a comprehensive understanding of the existing infrastructure and requirements to accurately scope and design, and propose a successful solution.

And to check required items to be included in the solution (SFPs, cables, NIC/HBA cards, SAN switch and any required item and configuration).

- Bidders are responsible for thoroughly analyzing NCSCM's stated requirements and existing architecture, design, and configuration, then designing and accurately sizing a proposed solution to fully meet all specified technical and functional criteria, including future scalability needs, while adhering to industry best practices.
- Bidders shall include selection, design, implementation, integration, migration, and engineering of the proposed solution through the technical proposal.
- Bidders shall provide NCSCM with the vendor's recommendations and best practices for installation and management of production services and any specifics related to their proposed solution.
- Bidder shall provide basic project management services for the implementation.
- Bidder shall work closely with NCSCM IT staff regarding the configuration to ensure NCSCM business needs are met.
- The Requirements/Specifications are the minimum.
- Demonstrate the technical capability of the team who will be in charge of maintaining and supporting the solution, by providing the team qualifications and the number of people who will be dedicated to supporting and maintaining the installed platform.
- Vendors must work in such a manner that NCSCM business is not affected in any way. If emergency network downtime is inevitable to deliver the proposed solution, a written notice is required by NCSCM.
- The principal scope of work shall include engineering, design, management, coordination, assembly, installation, testing, interfacing, commissioning, documentation, and training, the remedy of defects, integration, and warranty of the solution.
- NCSCM reserves the right to accept, annul or cancel the bidding process and reject all proposals at any time without any liability to the bidders or any other party and/withdraw this tender without providing reasons for such action and with no legal or financial implications to NCSCM.
- The bidder is requested to provide one year support for the VMware licenses. The support should include installing and updating newer versions, and adding the new license. And company should check the compatibility of New licenses with the exist environment
- The bidder is requested to provide three years support for hardware and devices.
- All devices and hardware components must be covered by a minimum three (3) year warranty from both the vendor and the authorized reseller.
- All hardware, software, and accounts must be genuine and fully licensed. Vendors are required to provide official confirmation letters from the original manufacturer, issued in the name of NCSCM

4.0 GENERAL TERMS AND CONDITIONS

- Technical and Financial proposals must be offered in separate sealed stamped envelopes.
- Proposals' contents should be organized properly and should be clear.
- Technical proposals at least must include:
 - A compliance matrix sheet to fulfill all specified technical specifications/requirements.
 - Bidder Approach for handling the project.
 - Bidder understanding of the NCSCM requirements.
 - Solution Architecture and Connectivity Design
 - Bidder Plan for project Delivery and implementation.
- Bidder qualifications and capabilities may be offered separately or with a Technical proposal. Bidder qualification and capabilities at least must include:
 - Bidder Financial capabilities.
 - Bidder years in Business in Jordan, with supported official Documents
 - Bidder Relationship with the vendor, partnership certification level with evidence, the partnership must be accessible from the vendor website (bidder must provide the online link to such evidence).
 - Bidder Technical team CVs who will work on the project (education, experience, date of joining the Bidder Company, and a certification summary that highlighting the certification related to the offered solution).
 - Bidder References in Jordan or outside Jordan for similar projects in the last five years (Installations of a similar setup must be mentioned in detail). Bidder should provide in his offer customer contact in these references, NCSCM should have the right to contact any of the provided references to get their feedback on their experience with the Bidder provided solution and services.
- Bidders are required to present a detailed **support** methodology and strategy within their proposal. This section should comprehensively outline the approach to post-implementation support, after-sales assistance, local and vendor-backed support like hardware replacement ... etc.
- Any additional features that can be helpful for the entire solution will be counted for the bidder as much as they are related to the NCSCM requirement.
- All prices must be in JOD separately itemized and include all hardware, software, licenses, training and taxes.
- NCSCM reserve the right to award the contract in whole or in part, as deemed in the best interest of the organization.
- NDA agreement between NCSCM and other bidders (all bidders) must be signed before the RFP documents (annexes) are delivered.
- BoQ list must be provided in the technical proposal (without prices).

5.0 EVALUATION CRITERIA

- 1- The overall proposal will be evaluated according to the following criteria:
 - Overall Technical Proposal 60%
 - Overall Financial Proposal 40%
- 2- The evaluation calculation equation will be carried out as follows and will be applied based on the successful qualified Bidders only:
 - Total Bidder achieved Technical Score
 - Bidder Offered price
 - Highest Achieved Technical score for qualified offers
 - Lowest Offered Price for qualified offer
 - The Winning Bidder will be the bidder who achieves the highest Total score.

#	Requirements/specifications	Weight
1	Vendor Profile & Support Experience	15%
2	Technical Specifications	35%
3	Performance, Scalability, Manageability & Resiliency	5%
4	Proposed Training Program	5%
5	Value of Money	40%
Total		100%

6.0 IMPLEMENTATION AND INSTALLATION PLAN

1. The bidders must provide an implementation plan. In addition, it must have milestones and a detailed project schedule.
2. The Implementation Plan should highlight pre-requests and dependencies.

TRAINING

The offer should include a certified professional training program as follows:

- 1) Onsite and Hands-on training for the technical staff. During installation and configuration, a knowledge transfer and a detailed education for every step of work must take place by the company team for NCSCM technical staff.
- 2) Professional certified training program delivered by a vendor's certified trainers in an authorized training centers for two staff includes. Training must cover the proposed solution / or something related and must focus on the following:
 - Operation, Management, and administration.
 - Problems and fault analysis.
 - Software installation and administration.
 - Engineering.
 - Design and architecture.
 -
- 3) Bidder should explain in detail the offered training program in his proposals.