

**Request for Proposals
For IT Infrastructure Maintenance Service**

October, 2021



Cambodia Securities Exchange



I. Purpose, Background, and Scope of Service

1. Purpose of Request for Proposal

- The Cambodia Securities Exchange (“the CSX”) is seeking proposals from qualified IT maintenance companies (local/international) interested in providing the IT infrastructure maintenance and training services to the CSX to stabilize securities market operations.
- The CSX's intention and the requirements of this Request for Proposal (“RFP”) are to provide 1 (one) year maintenance service including training CSX's IT staff on IT infrastructure maintenance service (package 1 – 3).

2. Background

The CSX is a joint venture between the Royal Government of Cambodia represented by the Ministry of Economy and Finance (MEF) and Korea Exchange (KRX) dated on March 23rd, 2009.

3. Scope of Services

The bidder shall be required to provide the maintenance services as the following:

- The bidder is responsible for providing 24/7 maintenance services to the CSX as the following fields:

Classification	Objects	Remark	Package
HW	Rx6600	Server	1
	Rx3600	Server	
	HP DL380G7	Server	
	HP DL360G7	Server	
	HP DL120G6	Server	
	HP Storage Work DAT160	Server Backup	
	HP StorageWorks X1800	Network Storage Server	
	HP RSVLC-0903	HA Switch	
	EVA4400	Storage	
	HP StorageWorks 8/24	SAN Switch	
	HP StorageWorks MSL2024	Tape Library * Including Backup Solution	
	DELL PE R730 E5-2620v4	Server	
	Dell Powervault MD3820i	Storage	
	DELL Networking N4032	Switch	
NW	ASA 5510	Firewall	2
	ASA 5520	Firewall	
	ASA 5520	IDS/IPS	
	ACE 4710	L4	
	Catalyst 4507	L3	
	Catalyst 3560G	L3	
	Catalyst 3560	L3	
FT	Liebert Pex	Cooling Systems	3
	Liebert Nxr	UPS Systems	

※ For further specification, please see the <Appendix-1 “Detailed Specification of the CSX IT Infra maintenance”>

- The bidder shall replace any defective/faulty/damaged parts/equipment without additional cost.
- The bidder shall ensure that there is no significant delay for the replacement of defective/faulty/damaged parts/equipment.
- The bidder shall ensure that the replacement parts/equipment is new and from an authorized channel of the producer.
- The bidder shall ensure that the replacement parts/equipment is not counterfeit or infringe property rights of third parties.
- The bidder shall train the CSX's IT staff how to operate and maintain IT infrastructure.
- The training topics and results shall be evaluated and approved by the CSX.

4. Candidate Conditions

The bidder shall meet the following criteria:

- 4.1 Having been established and has at least 3 years experiences in field related to each above-mentioned the CSX IT infrastructure solution;
- 4.2 Having been established based upon the international standard;
- 4.3 Having adequate human resources who are expert in the related field with fluent communication ability in English;
- 4.4 Providing detail plans and activities in dealing with the above-mentioned field (what & how to be maintained and when it should be done);
- 4.5 Having complete and accurate information in the proposal.

II. Proposal Requirements

1. Proposal Format

All RFPs are limited to a maximum of 20 pages in English. The Page limitation does not include cover letter, appendixes and draft of maintenance contract.

✓ Cover Letter

Each response should include a cover letter no longer than two pages, signed by an officer of the company, indicating that the response is valid for 90 days and the officer is legally able to contractually bind your company. The cover letter should summarize your proposal key points.

✓ Non Collusion

The CSX prohibits collusion.

✓ Provided Services

The company shall clearly state if it can provide the maintenance service for all 3 (Three) packages (package 1-3) or just some of them.

✓ Company Qualifications

- a. Provide information regarding your company's background and experience in providing these services.
- b. Identify references from entities where your company has performed similar services.
- c. Provide information describing your company's IT experts.

✓ Staff Plan

- a. Provide company's or office's contact details that will provide the services to the CSX including company address, and contact information.

- b. Indicate which person and position will serve as the day-to-day contact for the CSX by providing a brief resume of that person.
- c. Provide qualified IT infrastructure maintenance experts and experts' CV.
- d. Show good ability in English communication skill, good manner to cooperate well and willing to share.

✓ **Company Approach**

- a. Discuss how your company will provide the services to be performed for the CSX.
- b. Indicate the schedule to implement the plan that your company will use to provide the services to be performed for the CSX.

✓ **Price Proposal**

Proposed detail price of the services performed for the CSX.

✓ **Joint Proposals**

A joint proposal developed by two or more proposers is allowed.

✓ **Term of Contract**

The term of contract is 12 (twelve) months.

✓ **Other**

- a. Disclose any conflict or potential conflict of interest, if any, that your company may concern this engagement.

2. Submittal Requirements

Two copies of your company's response shall be submitted to the Administration and Finance Department of the CSX **no later than November 18, 2021**.

Cambodia Securities Exchange

CSX building, St. Preah Mohaksat Treiyani Kossamak (St.106),
Sangkat Wat Phnom, Khan Daun Penh, Phnom Penh, Cambodia

Tel: (+855) 23 958 888

E-mail: info@csx.com.kh

Once submitted, proposals may not be corrected or modified prior to the time of opening.

- ※ *You are required to follow the following appendix in making a proposal*
- <Appendix-2: Table of Contents for Proposal>
 - <Appendix-3: Summary of Financial Statement>
 - <Appendix-4: Summary of Staff in charge of the CSX IT Infra Maintenance>
 - <Appendix-5: CV of Staff in charge of the CSX IT Infra Maintenance>

III. RFP Evaluation, Schedule and Other Matters

1. RFP Evaluations

RFPs will be evaluated based on the following criteria (not listed in any order of importance):

- a. Company's proven ability with similar projects;
- b. Expertise of Key personnel to be assigned to the contract;

- c. Company's proven track record of quality of performance;
- d. Company's capacity to perform; and
- e. Company's cost proposal.

And first the CSX is going to select the top two-qualified proposer technically. Then, do price-evaluation targeting at top two-qualified proposers. Finally select a proposer got the most score in adding technical-evaluation score (80%) and price-evaluation score (20%).

※ *For further criteria and credit, please see the <Appendix-6: Evaluation Criteria & Credits of Proposal>*

2. Negotiations

The CSX retains the right to make an award based on initial proposals without negotiations. Negotiations may be conducted with all responsible proposers.

3. Final Ranking and Selection

The CSX shall have a right to negotiate with the responder whose proposal is determined to be the most advantageous to the CSX, considering the evaluation factors set forth in the RFP.

4. Discussions: Best and Final Proposer

The CSX may permit qualified proposers to revise their proposals by submitting "best and final" proposal when in the best interest of the CSX.

5. Schedule

- a. Announce of RFP: October 18, 2021
- b. RFP Deadline: November 18, 2021
- c. Final Selection: December 10, 2021
- d. Expected Contract: December 2021 (it is subject to change depending on contract conditions)

6. Contact

All inquiries related to this RFP shall be submitted in writing to:

Mr. Kom Udom

Administration and Finance Department

Cambodia Securities Exchange

CSX Building, Street Preah Mohaksat Treiyani Kossamak (St.106),

Sangkat Wat Phnom, Khan Daun Penh, Phnom Penh, Cambodia

Phone: 023 95 88 88

E-mail: udom.kom@csx.com.kh

IV. Disposition of Proposals

- All materials submitted in response to this RFP will become the property of the CSX.
- There is no expressed or implied obligation for the CSX to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.
- This is the end of documents.

No	Product	P/N	Qty
1	Catalyst 3560 (IS L3 Switch)	WS-C3560V2-24TS-S V04	2
2	ASA 5520 (MFW Firewall)	ASA5520 V06	2
3	Catalyst 3560G (FS L3 Switch)	WS-C3560G-24TS-S V05	2
4	ASA 5520 IDS/IPS	ASA5520 V06	2
5	Catalyst 4507 Backbone L3 Switch	WS-C4507R-E V03	2
6	Catalyst 3560 (DS L3 Switch)	WS-C3560V2-24TS-S V04	2
7	Cisco ACE 4710 (DACE L4 Switch)	ACE-4710-K9 V03	2
8	ASA 5510 (UFW Firewall)	ASA5510 V06	2
9	Catalyst 3560G (US L3 Switch)	WS-C3560G-24TS-S V05	2
10	Catalyst 3560 (CS L3 Switch)	WS-C3560V2-48TS-S V04	2

Package 3 - Facilities

No	Product	P/N	Qty
1	Liebert Pex – Precision Cooling	P2060FASMS2R ZR108KCE-TFD-523	2
2	Liebet Nxr – AC Power System	Liebert NXr 60	2
3	Rocket Battery	Rocket ESH120-12	80

<Appendix-2>

Table of Content for Proposal

I. Introduction

1. Objectives
2. Maintenance Strategy
3. Expected Effect

II. Company Status

1. Company Introduction and Company History
2. Company Organization and Human Resource

<Appendix-1>

Detailed Specification for IT Infra Maintenance

Package 1 - Hardware

No	Product	P/N	Qty
1	HP rx6600	AD132A	4
2	HP rx3600	AB463A	3
3	HP DL380G7	N/A	1
4	HP DL360G7	579243-371	2
5	HP DL120G6	N/A	1
6	HP StorageWorks X1800 Network Storage	N/A	1
7	HP RSVLC-0903 (HA Switch)	N/A	2
8	HP EVA4400	AG638B	2
9	HP 24 ports SAN Switch	AM868A	2
10	HP StorageWorks MSL2024	Spare No. (407351-001)	1
11	DELL PE R730 E5-2620v4	5MK0CD2; 5MJ5CD2; 5MGYBD2	3
12	Dell Power-Vault MD3820i	8JC1VG2	1
13	DELL Networking N4032	9VJ5Y42; G1K5Y42	2

Package 1 – Backup Solution

No	Product name	Qty
1	VRTS NETBACKUP SERVER ENTERPRISE SERVER 6.5 UNX TIER 1 STD LIC EXPRESS	1
2	VRTS NETBACKUP ENTERPRISE CLIENT 6.5 UNX TIER 2 STD LIC EXPRESS BANDS	4
3	VRTS NETBACKUP STANDARD CLIENT 6.5 XPLAT STD LIC EXPRESS BANDS	2
4	VRTS NETBACKUP OPTION LIBRARY BASED TAPE DRIVE 6.5 XPLAT STD LIC EXPRESS BANDS	1
5	VRTS NETBACKUP OPTION SHARED STORAGE OPTION FOR TAPE 6.5 XPLAT STD LIC EXPRESS BANDS	1

Package 2 - Network

3. Main Business Performance and Possessing Technology
4. Company Financial Status (Capital, Turnover, current net income (during past three year)
5. Maintenance Performance over Financial Sector (bank or securities market)
6. Introduction of Joint Company (in case of joint proposal)

III. Maintenance Plan

1. Specification of Maintenance Organization and Human Resource
2. Maintenance Plan (How to do)
3. Education Plan (What & How to Train the CSX's IT staff)

IV. Business Management & Quality Assurance

1. How to Make a Good Communicate and Management Plan
2. Quality Assurance Plan
3. Risk Management Plan
4. Observance of Security Plan

V. Other Miscellaneous

1. Additional proposal
2. Miscellaneous

<Appendix-3>

Summary of Financial Statement
Summary of Income Statement

Classification	Latest year-1	Latest year
Turnover		
Gross Margin		
Operating Profit		
Non-Operating Profit		
Non-Operating Expense		
Ordinary Profit		
Extraordinary Profit		
Extraordinary Profit and Loss		
Current Net Income		

※ You are kindly asked to write down an amount in USD.

Summary of Balance Sheet

Classification	Latest year-1	Latest year
Current Asset		
Fixed Asset		
Total Asset		
Current Debt		
Fixed Debt		
Total Debt		
Capital		
Capital Surplus		
Retained Earnings		
Total Capital		

※ You are kindly asked to write down an amount in USD.

<Appendix-4>

Summary of Staff in charge of CSX IT Infra Maintenance

Name	Age	Academic Ability	Career (work experience)	Job in charge	Certificate (ex. CCNA etc)

Handwritten text on the right margin, possibly a signature or stamp.

<Appendix-6>

Evaluation Criteria & Credits of Proposal

Classification	Items	Score	Credit
General	Company Organization & the status of possessing professional experts		10
	Capital, Turnover, current net income (during past three year)		
	Performance & Experience for similar project about financial area, especially securities market)		
Project	Organization in charge of this project and human resources in charge		50
	Quality assurance Risk management		
	Pros and Cons of proposal		
	Maintenance strategy		
	How to make a maintenance for CSX IT infra		
Support	How to train CSX staff Hand IT technology over to CSX staff		40
	How to maintain security		
	Additional proposals etc.		

※ The above-mentioned evaluation criteria and credits are subject to change depending on CSX evaluation committee.