Backup and Restore software Solution for Biman Mail server and others.

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1. Bidder's Eligibility

1.1 The Bidder must have six (06) years overall experience in IT Solution Industry.

1.2 The Bidder must submit Tender with the following additional documents:
   a) Signed/ initialed and stamped in each page of the tender document by the authorized signatory;
   b) Valid trade license;
   c) Valid TIN Certificate;
   d) Valid Tax return Certificate/Tax submission Documents for current financial year;
   e) Valid VAT Registration certificate;
   f) Manufacturer's Authorization Letter;
   g) Original letter naming the person authorized to sign on behalf of the Bidder;
   h) The bidder must have skilled engineers on proposed solution;
   i) The bidder must have 2 (Two) skilled engineers to implement the mentioned product and need to attach efficiency certification;
   j) Technical Documents/Brochures, catalogues etc. of all the proposed servers;

1.3 At least three (03) User Certificates from different users where each certificate must demonstrate that the user is satisfactorily using backup solution.

2. Scope of Work

2.1 The proposed solution will be as platform/hardware independent. I.e. must have the capability to backup data from any type of platform/hardware and to restore any type of platform/hardware keeping original one same.

2.2 Bidder has to install the proposed backup software in windows server 2012 R2 or later Windows Server platform.

2.3 The proposed software must be compatible with Biman's existing IT infrastructure Environment.

2.4 The proposed solution must be compatible with windows server 2008/2012/2016, Windows Hyper-V, VMware server Operating System.

2.5 The proposed solution must be capable for taking backup and restoring data from MS exchange Server 2016

2.6 Biman will provide a high performance storage with a Server which will be used as a media server. All backup data will be stored in that storage.

2.7 Bidder must do onsite configuration as Biman's requirement at Balaka Data centre.

2.8 Bidder must Configure Backup jobs under the following Conditions:
   a) Full Backup of Database of Exchange server
   b) Daily Incremental Backup of Database of Exchange server

c) Full System Backup of Exchange server
d) Full system backup of file server and domain controller.
e) Full System Backup of Windows Hyper-V
f) Full Backup of MS SQL Server Database.
g) Full Backup of Oracle Database
h) Daily Incremental Backup of MS SQL server Database
i) Daily Incremental Backup Oracle Database
j) Full System Backup of any host server

2.9 Biman will provide all necessary hardwares such as Server, Tape library, Tape cartidges etc. The vendor has to install and configure the proposed solution in Biman's Data Center.

2.10 Backed up data must be encrypted using industry standard algorithms.

2.11 The bidder has to show at least one mailbox and database restoration process from backup data.

2.12 The bidder has to show one physical machine and one Hyper-V/VM restoration process from backup data.

2.13 The bidder must provide soft and hard copy of configuration manual of proposed solution.

2.14 The bidder has to show backup and restore process practically as on sight training.

3. Financial Proposal

Price and payment Schedule for The Backup and Restore software Solution for Biman Mail server and others:

SL. NO	Product	Quantity (a)	Price in BDT	
			Unit Price (b)	Total (a*b)
1	VM/Hyper V	14 (Fourteen)		
2	Host Server	4 (Four)		
License Price (Excl. VAT)				
Any other Cost (Excl. VAT)				
VAT Amount …. %				
Total Software Solution Cost				

**N.B: Bidder must mention the additional cost for per Host and per VM/Hyper-V server

Bidder has to submit 5% of quoted money as earnest money in favor of Biman Bangladesh Airlines Ltd through Bank Draft/Pay order.

4. Terms and Conditions:

4.1 After getting work order, the bidder has install the proposed software at Biman data center and run for 15 days as trial period and after this period, the license of that software will be activated within next 15 (fifteen days) and then successfully activation, the bidder will get UAT (User Acceptance Testing).

4.2 Bidder must have to install proposed software into Biman's dedicated Backup server on the presence of IT personnel.

4.3 The bidders must quote the unit price & total cost both in figure and words and there should not be any cutting/erasing/overwriting. The Offer must be made in BDT (Bangladeshi Taka).

4.4 Price must be quoted including VAT, Taxes as per approved rate of the National Board of

Revenue of Bangladesh.

4.5 Minimum Service warranty for installation, configuration and any functions relevant to proposed solution is one (01) year and this time will be started after UAT (User Accepting testing). During warranty period, the vendor is responsible to do any functions like configuration change or others.

4.6 After getting work order, the bidder has to submit 10% of total quoted money as performance guaranty within seven (07) working days in favor of Biman Bangladesh Airlines Ltd. and this money will be returned after ending warranty period 01 (One) year.

4.7 If the vendor fails to install/configure the software as Biman's requirement, the entire tendering process will be cancelled and the earnest money will be forfeited.

4.8 BIMAN reserves the right to accept or reject any or all the quotations without arising any reasons whatsoever.

5. <u>Training</u>

The Bidder will provide necessary training to BIMAN IT personnel on deployed products. Training Schedule should be designed into two parts:

(i) Training on project implementation
(ii) Training on product

<u>Training on project implementation</u>

This training part must be done during hosting proposed backup software; two (02) IT personnel of the Biman will be involved.

<u>Training on Product</u>

This training part must be done after implementation proposed products; two (02) IT personnel of BIMAN will be involved.

Training may be provided directly by the OEM (Original Equipment manufacturer) of the software or may be arranged in such an organization which must have (Original Equipment Manufacturer) OEM learning certification partner on the proposed software. The training must be organized in overseas institutions where Bangladesh Biman operates its schedule flights (Bangkok, Kualalumpur, Singapore, London, and Dubai). The bidder has to pay Course fees only.

<u>6. Backup and Restoration Software Solution (Specification)</u>

SL	Features	Description
1	Quantity	**VM/Hyper V: 14 (Fourteen)** **Host Server: 04 (Four)**
2	Country of Origin	To be mentioned by the bidder

3	Country of Manufacture	To be mentioned by the bidder
4	Brand Name & Version	To be mentioned by the bidder
5	Analyst Report	Backup software Must be present as Leaders for last 5 years in the market. The bidder has to show statistical report regarding this case.
6	Centralized Management	Backup Software must support GUI with centralized management / Single interface for management of all backup and archival (file system and E-mail) activities across physical servers, VMs and Mobile devices like Laptops / Tabs and Phone. The backup software may have firewall support & alerts on Mobile devices etc.
7	Security	Offered solution should have the ability of detecting Ransomware malware on client computer. Any attempt to backup ransomware affected data should be flagged off by a notification to the administrator. Solution should have the ability to configure automated tasks like removing the computer from the network and send notification mails.
8	Efficient Data Management	Should support software based de-duplication to support any storage system, cloud repository and object storage as de-duplicated disk target. Based on policy backup software should be able to move data to a tape library automatically
9	Replication	Backup software should be able to replicate backed up data in de-duplicated format (for bandwidth optimization) to another site for compliance purposes, with or without the need of external replication tools. All necessary licenses for achieving consistent replication of backup data should be quoted.
10	Database Support	The proposed licenses should be perpetual in nature. Backup software should be able to protect the following through online agents enabling granular restores. Major DBs like Oracle, Exchange, Sybase, Informix, DB2, MS SQL, MySQL, MongoDB, MariaDB, etc. and Applications likes SAP, etc. across wide range of popular Windows / Linux and Unix flavours.
11	Licensing	Backup software should be able to backup any applications in online mode through online backup agents irrespective of the number of servers / CPUs, configuration of the servers , etc.
12	Reporting	Comprehensive reporting of media, backup server, jobs, analytics should be offered as part of the functionality in the supplied software either natively.

13	Hypervisor Support	It should have full support for backing up virtual servers (image level) on various hypervisors like Hyper - V, ESXi, RHEV, OVM, Acropolis, Citrix, Huawei Fusion etc.
14	Efficient Data Management	Backup software should have the ability to archive data and create a single repository for backup and archive for space efficiency and easier data management.
15	Encryption	It should support the following algorithms and provide better security in deployment across sites - BLOWFISH, GOST, Serpent, AES, Twofish, 3-DES, etc.
16	Storage Array Support	Should support software based de-duplication to support any storage system, cloud repository and object storage as de-duplicated disk target. Based on policy backup software should be able to move data to a tape library automatically The proposed backup solution should support snapshot based backup from various vendors such as Hyperflex, HP 3PAR, EVA, Fujitsu Eternus, Oracle ZFS, Infinidat, Solidfire, Huawei, Tintri,etc.
17	Oracle Database Security	The Backup solution should support Oracle Data Masking, whereby a copy of backed up data can be handed over to any third party without allowing them to view data within the instance. They should be able to troubleshoot, run dev / test instances on the copy and yet not have access to confidential data of the organization.
18	Exchange Database Functionality	(i) Solution should be able to backup and recovery of latest Exchange Database (ii) It should have the ability to support Exchange DAG configurations, without having to backup data from DAG nodes repetitively (iii) Should have the ability to perform single item level recovery from exchange backups (iv) Should support Exchange DB live browse functionality through multiple recovery points (v) Should support Mailbox level protection of exchange online (O365) environments as well (vi) Should have the ability to archive data outside exchange providing compliance and mailbox archive outside the exchange server for comprehensive data protection and compliance (vii) Should have the ability to auto-discover mailboxes and take backup and archive of those mailboxes to eliminate any manual effort for configuring the backups and archive (viii) Should be able to manage the quota of mailboxes by deleting old and large mails from those mailboxes (ix) Should have the ability to restore individual mailboxes from the backed up databases.

		(x)	Should have the ability to restore emails for a specific mailboxes depending on different parameters such as date, subject, sender etc.