

**[COUNCIL FOR DEVELOPMENT AND RECONSTRUCTION]**

**Request for Quotations**

**Procurement of:**  
**“Infrastructure, Network and Security Support Services for one year”**

**Table of Contents**

**Request for Quotations..... 2**  
**ANNEX 1: Purchaser’s Requirements..... 7**  
**ANNEX 2: Supplier Quotation Forms..... 14**

1. The COUNCIL FOR DEVELOPMENT AND RECONSTRUCTION (CDR), as executing agency acting for and on behalf of the GOVERNMENT OF LEBANON, hereby invites quotations from IT Firms for the procurement of **“Infrastructure, Network and Security Support Services for one year”** for CDR IT Department. More details on the Services are provided in Annex 1- Purchasers’ Requirements, attached to the Request for Quotations (RFQ). You may collect the Request for Quotation (RFQ) from the Council for Development and Reconstruction (CDR) – Legal Affairs Division – Tenders Department – Tallet El Serail – Beirut – Lebanon, free of charge, and during normal working hours, upon presentation in person of one of your representatives of a copy of this facsimile message to the employee in charge at the Tenders Department.

### **Manufacturer’s Authorization**

2. A Bidder that does not manufacture or produce the Goods it offers to supply shall submit a Manufacturer’s Authorization using the form included to this RFQ to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Purchaser’s Country.

### **Validity of Quotations**

3. The validity of quotations shall not be less than 126 days from the date of submission of the quotation/offer.

### **Quoted Price**

4. The Bidder shall quote its total price using the forms provided in the Bidders’ Quotation Form in Annex 2.
5. The Financial offer shall not be adjusted for foreign and/or local inflation during the execution of the contract.
6. You shall quote your price in United States Dollars. The approved currency for this contract is the United States Dollar.
7. Applicable taxes for this contract are:
  - a- A stamp duty of 8 per 1000 of the value of the contract including the value of income taxes as indicated in the Request for Quotations (RFQ), applicable on Local Consultants and Foreign Consultants,

The tax liability for the suppliers is as follows:

- For the stamp duty of 8 per 1000 of the value of the contract; 4 per 1000 to be paid by the Consultant within 5 working days after the notification day. The remaining 4 per 1000 will be deducted by CDR from each invoice.
- VAT is not applicable according to Law 379/2001.
- The Bidder will make his own arrangements to pay his annual income tax and stamp duty on this contract to the Lebanese Ministry of Finance (MOF).

“Information on the Supplier’s tax obligations in the Client’s country can be found [www.finance.gov.lb](http://www.finance.gov.lb)

## Clarifications

8. Any clarification request regarding this RFQ may be sent in writing as follows:

For any questions or clarifications, please contact:  
Council for Development and Reconstruction (CDR)  
Tenders Department  
Tallet el Serail – Beirut – Lebanon  
Contact Name: Ghinwa Haddad (Head of Tenders Department)  
Email Address: [ghinwah@cdr.gov.lb](mailto:ghinwah@cdr.gov.lb)  
Phone Number: +961-1-970452  
Facsimile Number: +961-1-981255

The Purchaser will forward copies of its response to all Bidders including a description of the inquiry but without identifying its source.

## Submission of Quotations

9. Quotations shall be submitted in the form attached at Annex 2.
10. The deadline for submission of Quotations is at 12 o'clock noon Beirut local time on Wednesday, June 11<sup>th</sup>, 2025.
11. The submission of Quotations is as follows:

Format: Quotations should be submitted in hard copy format placed in a sealed envelope, bearing the following information:

Council for Development and Reconstruction  
Tenders Department  
Tallet el Serail – Beirut – Lebanon  
Quotation for the Procurement of Infrastructure, Network and Security Support Services for one year  
Do Not Open before 12 o'clock noon Beirut local time on ----- (*insert the date of the deadline for submission of Quotations*)

Method of submission of quotations will be in person and by hand at the Council for Development and Reconstruction, at the Tenders Department office designated for this purpose.

## Evaluation of Quotations

12. Quotations will be evaluated to ensure compliance with the Technical Specifications, Delivery and Completion Schedules and any other requirements of the RFQ.
13. The evaluation of prices shall not take into account taxes levied in connection with the sale or delivery of goods (if any).
14. The lowest evaluated price will be determined after correcting any arithmetic errors and other specified adjustments, if any.
15. Quotation will be evaluated for the whole packages under this RFQ. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. An item not listed in the Price Schedule shall be assumed not included in the Quotation, and provided that the Quotation is substantially responsive, the average of the item price as quoted by substantially responsive Bidders will be added to the Quoted Price and the equivalent total price of the Quotation so determined will be used for price comparison.

## Contract Award

16. The Contract will be awarded to the Bidder who:
  - (a) is eligible and offers eligible Goods;
  - (b) offers the lowest evaluated price/s,
  - (c) technically compliant quotation, and
  - (d) guarantees delivery, in accordance with the delivery period/s.
17. The Purchaser shall invite the successful Supplier/s for any discussion/ that may be needed to conclude the contract or otherwise for contract signature.
18. The Purchaser shall publish a contract award notice on its website with free access and on the PPA website, within 15 days after award of contract. The information shall include the name of the successful Supplier, the Contract Price, the Contract duration, summary of its scope and the names of the Suppliers and their quoted and evaluated prices.

## Submission of Offers

19. Please submit your Offer to the address stated in bullet (11) above not later than the deadline for submission of Quotations as stated in bullet (10) above, using the forms attached in Annex 2.

## Terms and Conditions

20. **Non-Disclosure and Confidentiality:** All information shared during the proposal process must remain confidential. Vendors are required to sign a non-disclosure agreement.
21. **Compliance Requirements:** Proposals must adhere to all relevant data protection regulations.
22. **Contract Duration:** The Supply agreement is intended for a duration of **Twelve months**.

CDR looks forward to your proposal and thanks you for your interest in partnering with us to enhance our network security and IT infrastructure.

Yours sincerely,

Council for Development and Reconstruction  
President

Nabil A. El Jisr

## Attachments:

**Annex 1: Purchaser's Requirements.**

**Annex 2: Quotation Form.**

# ANNEX 1: Purchaser's Requirements

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## Purpose of the RFQ

CDR invites qualified bidders to submit proposals for providing comprehensive IT infrastructure and network security services. This RFQ aims to identify a solution provider capable of delivering high-quality services that meet the organization's current and future requirements. The selected vendor will demonstrate expertise in the following areas:

1. Reviewing, monitoring and overseeing network security.
  2. Performing configuration changes.
  3. Implementing security enhancements.
  4. Delivering end-to-end implementation services.
- 

## Scope of Work

The scope of work includes but is not limited to the following services:

### 1. Reviewing, Monitoring and Overseeing Network Security:

- Assessment of the existing network infrastructure security and provide a report of findings and recommendations.
- Real-time monitoring of network infrastructure for vulnerabilities or threats.
- Incident detection, response, and reporting.
- Maintenance of firewall policies and intrusion detection/prevention systems.

### 2. Configuration Changes:

- Applying updates and modifications to network hardware and software configurations.
- Ensuring compliance with organizational IT policies and regulatory requirements.
- Documentation of all configuration changes.

### 3. Security Enhancements:

- Conducting security assessments (network security, data protection, access control, incident response...) and penetration testing.
- Providing a report of findings and recommendations.
- Proposing and implementing advanced security measures.
- Regular updates and patch management for IT systems.

### 4. Implementation Services:

- Installation and configuration of new network security solutions.
- Migration from legacy systems with minimal disruption.
- Training and knowledge transfer to internal IT staff.

### 5. Maintenance and Support:

- Proactive preventive maintenance visits.
- On-call and email support for issue resolution.
- Detailed reporting after every maintenance visit, including recommended improvements.
- Compliance with agreed response and resolution times for incidents.

## 6. Support services:

Provide on-site technical support team in the areas of hardware & software maintenance consisting of two full-time engineers with a minimum of five years of related experience that are qualified to deliver the service as onsite support for eight hours per day based on a two-day work schedule per month to perform the following tasks:

### ➤ **Hardware:**

1. Check Hardware Component Health.
2. Check Disk Space.
3. Check IML Logs.
4. Update Required Firmware & Drivers.

### ➤ **Active Directory**

1. Check DNS Service & NS Look UP.
2. Check DNS Zones.
3. Clear DNS Cache.
4. DNS Records Replication.
5. Active Directory Replication Status, to make sure all DCs have same data.
6. Domain Controller Communication, if all DCs able to communicate with each other.
7. Trust Relationships in Active Directory Forst.
8. Backup Active Directory System State (Using Backup Solution).
9. Check Logs.
10. Check Event Logs.
11. Manage User Privileges.
12. Delete inactive and unwanted users.
13. Check Application Logs.
14. Check System Logs.

### ➤ **Exchange**

1. Check Disk Space.
2. Queued Messages (if any)
3. Check Event Logs.
4. Check IIS & Performance Logs
5. Check DAG Health State.
6. Check Security Logs
7. Check Certificates Status
8. Check Exchange Services
9. Check External Connectivity
10. Check Application Logs
11. Check System Logs.

### ➤ **SQL**

1. Check Disk Space
2. Check SQL Services if running
3. Check Latest Backup (a FULL Backup should be configured & scheduled).
4. Check All Databases Health (Run DBCC CHECKDB query).
5. Check SQL Cluster Nodes.
6. Check Cluster Instance if Available.
7. Check Performance Monitor (to find & kill deadlocks if any)
8. Check DB Log File Size (If any, we need to run truncate command)
9. Check Hardware Performance (CPU, Memory & Network Usage)
10. Check SQL Server Logs (From SQL Mgt Studio)

11. Check System Logs
12. Check Application Logs

➤ **File Server**

1. Check Disk Space.
2. Check Sharing Settings
3. Check System Logs
4. Check Application Logs
5. Check Backup

➤ **Backup**

1. Check Storage Availability (Connectivity)
2. Check Disk Space
3. Expire & Delete Expired or Non-Deleted Expired Jobs
4. Check if Required TAPE Loaded
5. Eject Previous TAPE if still Loaded
6. Confirm Backup Job Selection
7. Check Last Job Status
8. Take Action for Failed Jobs
9. Schedule & Test Restore Process.
10. Make agents updated on all connected servers.
11. Check Application Logs
12. Check System Logs

➤ **VMWare**

1. Check vCenter Connectivity
2. Check Nodes Availability & Hardware Usage
3. Check Disk Space | Database Usage
4. Check Event Logs
5. Check Triggered Event
6. Check Datastore Usage
7. Check & Remove Old Snapshots
8. Check Hardware Status
9. Check Event Logs
10. Check Active Alarms

➤ **Other VM's:**

1. Check Application Logs
2. Check System Logs
3. Check Disk Space
4. Check Hardware Usage
5. Check VMware Tools if Installed or need upgrades
6. Check Windows Update and install Latest patches

**7. Website Hosting Server Setup Support:**

- Requirement Assessment & Planning:
  1. Define technical requirements for the web hosting server.
  2. Determine hardware, software, security, and network infrastructure needs.
  3. Recommend specifications based on scalability, security, and performance requirements.
- Server Installation & Configuration:
  1. Assist in selecting and procuring the appropriate server hardware and software.
  2. Install and configure the web hosting server, including the operating system and web server software.

3. Implement security measures, including firewalls, SSL certificates, and access control.
- Connectivity & Deployment:
    1. Ensure the server is properly integrated into the CDR network.
    2. Configure public access, domain name settings, and DNS records.
    3. Perform initial testing to confirm website functionality and security.
  - Knowledge Transfer & Documentation:
    1. Provide detailed documentation of the setup, configurations, and best practices.
    2. Conduct training sessions for CDR's IT team on managing and maintaining the web server.



# Proposal Requirements

Proposals should include the following sections:

1. **Executive Summary:** Overview of the proposed solution.
2. **Company Profile:**
  - 10 Years of experience in network security and IT services.
  - Relevant certifications and partnerships (e.g., ISO, Fortinet, Cisco, ...).
  - Client references.
3. **Cost Breakdown:**
  - Detailed pricing for each service in USD.
  - Annual maintenance and support fees in USD.
4. **Service Level Agreements (SLAs):**
  - Response and resolution times.
  - Availability guarantees.
5. **Legal and Compliance:**
  - Adherence to data protection and privacy laws.
  - Non-disclosure agreements.
6. **Partnership Requirements:**
  - Platinum partnership with the vendors who are certified to supply, install and support enterprise systems (servers, mid range storage...) covered in the present RFP.
  - Authorized Partner for Services Delivery
7. **Onsite support Requirements:**

Two Technical Consultants, with 5+ years of relevant experience, are required to provide 2 days onsite support for eight hours per day, on a monthly basis:

  - Network & Infrastructure Engineer: With proven experience in network & infrastructure.
  - Systems Engineer: With proven experience in Systems Administration (Windows, Sys Admin, Server management, Security, VMware, Backup etc.)

Certification in each Domain is a Plus.

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## Appendices

- Appendix A: List of Covered Equipment for Network and Security
- Appendix B: List of Covered Equipment for Infrastructure

Appendix A: List of Covered Equipment for Network and Security

Equipment Type	Brand	Description	Quantity
Switches	Huawei	CE8860-4C-EI Mainframe	1
Switches	Huawei	S5720-28X-PWR-SI Bundle (24*10/100/1000BASE-T	4
Switches	Huawei	S5720-52X-PWR-SI Bundle (48*10/100/1000BASE-T	11
Firewalls	Fortinet	FortiGate FG-100F with UTP Bundle	1
Firewalls	Huawei	USG6350 AC Host (4GE(RJ45) +2GE Combo	1

Incident Submission and Escalation Procedures

Priority	Response Time
Critical	3-4 hours

Preventive Maintenance Schedule

Visit Number	Target Date
Visit 1	End of Q1
Visit 2	End of Q2
Visit 3	End of Q3
Visit 4	End of Q4

## Appendix B: List of Covered Equipment for Infrastructure

Brand	Description	SN	PN	Warty	Parts	Coverage
<b>Server (10)</b>						
<b>HPE</b>	ProLiant DL380 Gen 10 SRVSP, 2xCPUx8corex16 logical, 128 GB, 8 HDD, 2.4 TB x8+2xRaid 1+ 6 Raid, SASDS HDD Type, Windows Server 2019 O.S, Hyper-V, 5 VMs Active Roles, I.P: 10.10.1.52	CZ29390D LZ	PO2462-B21	No	No	NBD
<b>HPE</b>	ProLiant DL380 Gen 10 SRVSP SQL, 2xCPUx8corex16 logical, 128 GB, 8 HDD, 2.4 TBx8+ 2xRaid 1+ 6xRaid 5, SASDS HDD Type, 2019 O.S, Hyper-V, 2 VMs Active Roles, IP: 10.10.1.122	CZ29390D M1	PO2462-B21	No	No	NBD
<b>Huawei</b>	Rh2288hv3, 2 CPU x 12 Corex24 Logical, 64 GB, 8 HDD, 6x1.2TB+2x300 GB, 2016 O.S, Backup Server Active Roles, IP: 10.10.1.246	2102311Ghen0J5000450	BC1M3OH G5A	No	No	NBD
<b>Huawei</b>	Rh2288hv3, 2 CPU x 12 Core x 24 Veritas, 256 GB, 8 HDD, 6x1.2 TB+2 x 300 GB, 2016 O.S, Hyper V, 17 VMs Active Roles, IP:10.10.1.247	2102311heN0J5000453	BC1M3OH G5A	No	No	NBD
<b>Huawei</b>	Rh2288hv3, 2 CPU x 12 Cores x24 Veritas, 256 GB, 8 HDD, 6x1.2 TB+ 2 x 300 GB, 2016 O.S, Hyper V, 13 VMs Active Roles, IP: 10.10.1.248	2102311heN0J5000451	BC1M30H6 5A	No	No	NBD
<b>Dell</b>	PowerEdge R720, SRVPOCSO2, 32 CPU, 24 GB, 5 HDD, 2x2 TB + 2 x 300 GB, SAS HDD Type, 2003 R2/ 32 Bits O.S, Archive Active Roles,10.10.1.10, 10.10.52.1	G118C5J	-	No	No	NBD
<b>Dell</b>	PowerEdge R720, 2CPUx 6 x 12, 48 GB, 8 HDD, 600 GB HDD, SAS HDD Type, 2012 O.S, Hyper-V, 8 VMs Active Role, IP: 10.10.1.150, 10.10.70.225	F17P541	32725132633	No	No	NBD
<b>Dell</b>	PowerEdge R720, 2 CPU x6 x 12, 48 GB, 8 HDD, 600 GB HDD, SAS HDD Type, 2012 R2 O.S, Hyper V, 17 VMs Active Roles, IP: 10.10.70.226	D170P541	28371567961	No	No	NBD
<b>Dell</b>	PowerStorage R720, 2CPUx 6 x 12, 128 GB, 10 HDD, 600 GB, SAS HDD Type, 2012 R2 O.S, Hyper V, 13 VMs Active Role, IP: 10.10.1.227	HT4S541	38766851353	No	No	NBD
<b>HPE</b>	ProLiant DL360 G9, CZJ605000N Archive SP, 2CPU x 6 x 6, 128 GB, 6 HDD, 6 TB, SAS HDD, 2012	CZJ605000N	755258-B21	No	No	NBD

R2 O.S, Hyper V, 7Ms-  
DC Active Roles,  
IP:10.10.2.28,  
10.10.9.17

Tape (1)								
HPE	Tape MSL 2024 Store Ever	DEC82303WU	-	No	No	NBD		
Storage (4)								
Huawei	Ocean store 5500, 24 x 1.8 TB Size	2102351LVK9WJ9800010	-	No	No	NBD		
HPE	Storage Works, 6x6 TB, RAID 5	LA4PR0DT48X0C9	8J940-63002	No	No	NBD		
SeaGate	Black Armor NAS-400, 4x1TB	-	95J5PA500	No	No	NBD		
SeaGate	Black Armor NAS-400, 4x1TB	-	2GG113MD	No	No	NBD		
Software (1)								
Veritas	Backup Exec	-	-	-	-	NBD		

## ANNEX 2: Supplier Quotation Form

<b>From:</b>	<i>[Insert Supplier's name]</i>
<b>Supplier's Representative:</b>	<i>[Insert name of Supplier's Representative]</i>
<b>Title/Position:</b>	<i>[Insert Representatives title or position]</i>
<b>Address:</b>	<i>[Insert Supplier's address]</i>
<b>Email:</b>	<i>[Insert Supplier's email address]</i>

<b>To:</b>	<b>Council for Development and Reconstruction</b>
<b>Purchaser's Representative:</b>	<i>[Insert name of Purchaser's Representative]</i>
<b>Title/Position:</b>	<i>[Insert Representatives title or position]</i>
<b>Address :</b>	<i>[Insert Purchaser's address, <b>including email</b>]</i>
<b>Date of Quotation:</b>	

Dear *[insert name of Purchaser's Representative]*:

### SUBMISSION OF QUOTATION

#### 1. Conformity and no reservations

In response to the above named RFQ we offer to supply the Goods, as per this Quotation and in conformity with the RFQ, Delivery and Completion Schedules and Technical Specifications. We confirm that we have examined and have no reservations to the RFQ, including the Contract.

#### 2. Quotation Price

The total price of our offer: *[insert the total price of the offer in words and figures, indicating the various amounts and the respective currencies]*.

#### 3. Quotation Validity

Our Quotation shall be valid until the date specified in the RFQ, and it shall remain binding upon us and may be accepted at any time before it expires.

The above mentioned total price will not be subject to any increase during the execution of the contract.

#### 4. Commissions, gratuities, fees

We have paid, or will pay the following commissions, gratuities, or fees with respect to this Quotation

*[If none has been paid or is to be paid, indicate "none." ]*

Name of Recipient	Address	Reason	Amount

#### 5. Not Bound to Accept

We understand that you reserve the right to:

- a. accept or reject any Quotation and are not bound to accept the lowest evaluated cost Quotation, or any other Quotation that you may receive, and
- b. annul the RFQ process at any time prior to the award of the Contract without incurring any liability to Suppliers.

## **6. Fraud and Corruption**

We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

On behalf of the Supplier:

Name of the person duly authorized to sign the Quotation on behalf of the Supplier: *[insert complete name of person duly authorized to sign the Quotation]*

Title of the person signing the Quotation: *[insert complete title of the person signing the Quotation]*

Signature of the person named above: *[insert signature of person whose name and capacity are shown above]*

Date signed *[insert date of signing]* day of *[insert month]*, *[insert year]*

**Quotation for Services: Price Schedule**

Quotation for Services: Price Schedule		
	Description	Price (USD)
1	Reviewing, Monitoring and Overseeing Network Security	
2	Configuration Changes	
3	Security Enhancements	
4	Implementation Services	
5	Maintenance and Support	
6	Support services	
7	Website Hosting Server Setup Support	
Total Price (USD)		

Total Price Excluding VAT (USD):	
VAT Charges (11 Percent)	
Grand Total Including VAT	