



خدمات مطار البحرين
BAHRAIN AIRPORT
SERVICES

Request for Proposal (RFP)
Veeam Backup for SAP

09/11/2022

1. BACKGROUND

As a key player in the aviation sector in the Kingdom of Bahrain, Bahrain Airport Services (BAS) aims to contribute to the development of the sector and the economy of Bahrain through leveraging the strategic location of the Kingdom, and to strengthen its competitiveness as an aviation hub in the region.

1.1. BAS PROFILE AND BACKGROUND

BAS was founded in 1977 to provide fully integrated airport services at Bahrain International Airport with the highest levels of safety and security. Supported by a human capital of approximately 3,000 staff and labourers. BAS is an ISAGO accredited ground service provider and it owns and operates five distinct business units.

Airport & Ground Operations: Our Operations division has a handling capacity of 9 million passengers annually. It currently serves 35 different airlines providing a comprehensive range of ground handling services including passenger and ramp handling, dispatch and aircraft load control, special services, baggage handling, etc. A comprehensive fleet of more than 600 Ground Support Equipment (GSE) includes push-back tugs, self-propelled air conditioning units, ground power units, air start units, passenger-steps, various high lift devices and cargo loaders, loading belts, etc.

BAS is committed to continuous improvement in service quality, operational efficiency and customer satisfaction while maintaining an uncompromising stance in the implementation of the highest safety and security standards in the industry.

Cargo Services: Our Cargo division handles 280,000 tons of freight annually including import, export and trans-shipment. The Cargo Terminal encompasses an area of 19,000 square meters with a multi-bay storage racking warehouse and a range of special facilities for perishables, valuables, dangerous goods and livestock. Modern, state of the art computing and communication systems are used for managing its multi-faceted operations to ensure optimum efficiency and unparalleled customer service.

Catering Services: The modern In-Flight Catering infrastructure covers an area of approximately 11,000 square meters and has a maximum production capacity of 35,000 meals daily. An average of 500,000 meals per month is currently produced to satisfy 125 different menus and provide seamless transport “from-production-to-aircraft” with a modern fleet of 32 refrigerated high loaders.

A Hazard Analysis Critical Control Point (HACCP) system is in place with stringent international hygiene regulations and standards. Our Catering Services department has won many prestigious international awards in recognition of its innovations and food quality.

Aircraft Engineering Services: Provides line maintenance, technical certification and troubleshooting under EASA Part-145 Maintenance Organization Approval. It handles a total of 8,000 aircraft maintenance movements annually. The experienced engineering staff are supported by an array of ground equipment to provide high servicing standards to 17 customer airlines. Our Part-145 organization is also approved by the Civil Aviation Authorities of Bahrain, UAE, Egypt, Oman, Qatar, and others.

BAS Aircraft Engineering Training Centre (BAETC): Is the first such organization in the region and the second in the world to receive an EASA Part-147 Training Organization Approval outside the European Union. BAETC provides basic aircraft engineering training, specialized aircraft Type rating courses, as well as ground operations training. The 1,500 square meters technologically advanced facilities and accompanying equipment aim towards motivating and training aircraft engineers to be fully equipped with the required theoretical and practical knowledge.

An additional 1,000 square meters workshop facility is located at the airport providing students with valuable hands-on engineering experience in a safe operational environment.

1.2. BAS DEVELOPMENT COMPANY (BDC)

BAS leveraged its experience of more than 43 years to establish BDC to lead, on behalf of BAS, non-airport related business and provide the necessary support and services to BAS. BDC focuses on the following areas:

- Security Services: Provide guarding services, money transfer services, CCTV monitoring, etc.;
- Cleaning Services: Provide cleaning services in various forms, whether periodic or emergency;
- Catering Services: Provide catering to local corporate clients;

- Cargo Services: Provide full cargo and customs clearance services, offering worldwide coverage 24 hours; and

2. SCOPE OF WORK (SOW)

Below is a detailed explanation of the expected SOW to be covered in the proposal. The participating bidders, with their mandatory experience in handling similar projects, are expected to advise on any further scope elements which are not stated below and deemed essential for the successful completion of this project.

When needed, the participating bidders will be requested to meet with various stakeholders, and department managers and representatives to ensure the comprehensive understanding of the tasks and the needed outputs.

For benchmarking exercises, the participating bidders are expected to consider the following regions: GCC, MENA and Levant and beyond MENA and Levant.

The objective of this RFP is to solicit proposals from interested responders, who are capable to propose Veeam Backup Licenses to back-up the SAP HANA Server having 15 Virtual machines along with additional storage and Red Hat Enterprise Linux 7x Licenses.

3. DELIVERABLES

The solution should have the following items:

1. The Veeam server licenses required to backup SAP HANA including the Virtual Machines (15 Numbers).
2. Red Hat Enterprise Linux 7x Licenses (6 Numbers) to install the Veeam server solution for SAP.
3. Additional storage of 6 Hard disks with the following specification:
 - A. Item Code: P20838-001
 - B. Description: SPS-DRV SSD 800GB SAS SFF MU SC

4. PROPOSAL SUBMISSION

You are requested to submit a proposal for the above-mentioned project no later than 25/09/2022, any requests for clarifications need to be sent before the 18/09/2022 BAS's response to clarifications requested will be shared no later than 20/09/2022.

4.1. TECHNICAL PROPOSAL

- 4.1.1. Previous experience of similar projects in companies of similar nature and size (ground handling services providers).
- 4.1.2. Project organisational chart (showing names and roles of personnel assigned to the project).
- 4.1.3. Assigned team CVs (highlighting their experience in the role assigned as per the project organisational chart and experience in similar ground handling companies if applicable).
- 4.1.4. Detailed work methodology intended to be used in order to achieve the deliverables.

This is to include but is not limited to:

- 4.1.4.1. Detailed approach covering all deliverables. Consultant to provide their own approach and implementation phases including durations.
- 4.1.4.2. Number of workshops, presentations, conference calls, data gathering exercises, etc.)
- 4.1.4.3. Implementation program (showing duration, tasks and dependencies).

4.2. FINANCIAL PROPOSAL

The financial proposal should list the costs associated with the assignment in the format provided below – the consultant is required to advise if a number of deliverables are to be clubbed together for whatsoever reason.

4.2.1. Fee Breakdown

Project cost is to be broken down based on the scope elements and the assignment deliverables as described below:

No.	Scope Element	Amount	Durations (days)
1	To be filled by the supplier		

No.	Deliverable	Amount	Durations (days)
1	To be filled by the supplier		

4.2.2. Payment Schedule

No.	Payment Milestone/ Deliverable	Amount	Percentage of Total
1	To be filled by the supplier		

4.3. STRUCTURE OF THE RESPONSE

Bidders should follow the instructions set below in the submission of their proposal to BAS:

- Participating bidders are required to submit their technical and financial proposals signed and approved by an authorised signatory
- Proposals must clearly state their validity duration
- Submit your technical and financial proposals in separate PDF files to the email address (mtender@bas.com.bh) only. No other emails must be included, otherwise it will be disqualified.
- Participating bidders are required to acknowledge the receipt of the request within 48 hours, and indicate whether or not they will be participating in the tender process by e-mailing: (To be completed by LGS).
- Proposals must only contain the tender reference number (ENT-AZ-0004) and the company's name in the subject heading, which will allow us to identify which suppliers have submitted quotations without having to open the contents of the e-mails, otherwise it will be disqualified.

4.4. Contact Person for Clarifications and Discussions of the Technical Aspect of the Project:

- Name: Shajir Pulikkal
- Job Title: System Controller
- Email Address: shajir@bas.com.bh
- Office Number: +973 17321749
- Phone Number: +973 17321749

5. EVALUATION CRITERIA

Proposals will be evaluated based on the following:

Criteria	Percentage
Technical	25%
Financial	50%
Delivery Duration	25%

6. CONFIDENTIALITY

In the submission of the Proposal, the Bidder and/or the Bidder's staff may be exposed to information and secrets relating to the trade affairs, confidential information, methods of conducting business of BAS or any other matter which becomes known to the Bidder and/or any of the Bidder's staff as part of the process for submitting the Proposal. Therefore, the Bidder shall not reveal, and shall ensure that the Bidder's staff shall not reveal, neither during the process for submitting the Proposal nor after submission, any of the information which becomes known to the Bidder and/or any of the Bidder's staff during the submission of the Proposal or thereafter.

7. AWARD OF CONTRACT

The contract shall be awarded after deliberate evaluation of proposals and successful negotiations with the qualified bidders. The awarded bidder is expected to meet the agreed deadlines upon the approval of their proposal.