



American International School of Zagreb

Request for procurement of IT equipment & services

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1. SCOPE OF THE TENDER AND OBJECTIVE

The American International School of Zagreb (AISZ) is seeking proposals for an IT services support and Equipment purchasing provision.

AISZ is located at Damira Tomljanovića Gavrana 3, 10020 Zagreb.

The current enrollment of the school is 345 students, ranging from Pre-Kindergarten (age 3) to Grade 12th (age 19), and we employ 90 faculty and staff. Our school community is made up of different nationalities representing more than thirty countries.

Information Technology is of great importance to the faculty and administration of AISZ, and we expect high-quality service.

We are looking for a supplier for a minimum of three years starting from July 2024, with first delivery of ordered equipment in August 2024.

Apart from the price of equipment the quality of service will also impact the decision process.

2. MINIMUM ELIGIBILITY OF THE BIDDERS

Bidders should meet the following criteria:

- (I) Be a company registered in Croatia, engaged in supplying IT equipment & services and having its service office in Zagreb.
- (II) Have authorization from the manufacturer against this tender valid throughout the period of the contract in terms of sale and service for the full lifetime of the purchased equipment.
- (III) have personnel certified for support and service of the AISZ equipment – existing and new.
- (IV) Have a minimum of five years of experience in supplying IT services to companies in Zagreb.

The tender document can be downloaded from the website of the American International School of Zagreb at www.aisz.hr. Bidders are requested to go through the instructions, terms, and conditions contained in the bid document. There is no tender fee, and no fee is required to be paid at the time of submission of the bids.

The tender, complete in all respects, should be submitted in a prescribed form along with supporting documents in sealed envelopes addressed to the ICT Director of AISZ, Damira T. Gavrana 3, 10020 Zagreb and must reach on or before May 21, 2024, by 1500 hrs. Tenders may be (i) hand-delivered at the aforementioned address, or (ii) sent by Registered Post/Speed Post to reach the aforementioned address on or before the said date. If sent by post, AISZ will not be responsible for loss or delay in transit.

AISZ reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all tenders in whole or in part without giving any notice or assigning any reason. Further Addendum/Corrigendum, if any, will be uploaded onto the AISZ website only. The decision of AISZ shall be final and binding on all.

3. CLARIFICATION ON BID DOCUMENTS

A prospective bidder requiring any clarification on the Bid Documents may notify the AISZ ICT Manager, in writing or by e-mail at the mailing address ictmanager@aisz.hr. Such requests for clarifications should be sent not later than seven days before the original or extended deadline for submission of the bids. An explanation of the query without identifying the source of the inquiry will be uploaded to the AISZ website at www.aisz.hr for the benefit of all prospective bidders.

4. AMENDMENT OF BID DOCUMENTS

At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, modify the Bid Documents by amendment. The amendment will be uploaded to the AISZ website at www.aisz.hr for the benefit of all prospective bidders. To provide prospective bidders reasonable time to consider the amendment(s), AISZ might extend the deadline for the submission of bids.

5. AISZ CURRENT STATUS

At AISZ, we are currently working with IT equipment specified in Table 1. That is already installed in AISZ. Bidders must show the knowledge in offering, installing and maintaining such equipment in a form of reference list with specifications for each type of it.

6. REQUESTED SERVICES

- All equipment in need of service must be picked up and delivered back to AISZ location.
- All newly ordered equipment and supplies (toners, keyboards, mouses, other small technology) must be delivered to AISZ location no matter of value
- In Table 1. And Table 2. is a list of current equipment used in AISZ that needs support in maintenance, replacement in case of failure, support in management. This is included in service hours stated in Table 3.

Table 1: Existing IT system equipment at AISZ	
	AISZ IT infrastructure Technical Specifications
1	HPE Aruba 3810M 24G – 2 pieces, core switches with routing
2	HPE Aruba 2540-48G PoE – 6 pieces, distributed switches
3	HPE OC 1910s-8G PoE – 4 pieces, distributed switches
4	HPE Aruba 305 IAP – 64 pieces, indoor WiFi
5	HPE Aruba 275 Outdoor AP – 14 pieces, outdoor WiFi
6	HPE Proliant DL380 Gen8 server – 1 piece . HyperV services, Domain controller, . AD & print services PaperCut, file service . Library server . Zabbix server
7	HPE Proliant DL360 Gen 10 server – 1 piece . HyperV services, Domain controller . Ubuntu18 server virtual machine . PantheonSQL server

	. VEEAM backup services & proxy
8	AirTame WiFi HDMI classroom presenter – 46 pieces
9	Sophos XG210 firewall – 2 pieces in cluster mode, . Internet connections FO & Satellite (BGP)
10	Eaton 3 kVA On-line UPS – 4 pieces
	Support for the above must be on-site 24x7 with 2 hour response

Table 2: Existing IT user equipment at AISZ	
	Technical Specifications
1	Student chromebook, 11.6” – 200 pieces
2	Teacher chromebook – 140 pieces
3	User notebook – 90 pieces
4	User desktop – 1 pieces
5	User workstation – 2 pieces
6	LCD monitor 24” – 20 pieces
7	LCD monitor 27” – 10 pieces
	Response Time to on-site Service Request (first contact with service or service desk by phone or email) - 8 working hours

Table 3: Support price

In quarterly (3 months) price min. of 12 on-site working hours are included per quarter

All remote support services are included as unlimited per quarter

(cost of parts for equipment without warranty to be negotiated before service is finished).

Number:	Type of equipment	Unit price per type excluding VAT in Euros	Total price in Euros for 12 months
1	IT system equipment		
2	IT user equipment		
Price excluding VAT:			
Price excluding VAT:			

1	cost per additional system-engineer work hour (standard and overnight/weekend)		
2	cost per additional service technician work hour (standar and overnight/weekend)		

7. REQUESTED EQUIPMENT

- In Table 4. is a list of required equipment that AISZ is looking to purchase in the school year 2024-2025. Please provide the cost for supplying, delivering, and supporting in installing the requested equipment.
- In future years, any equipment mentioned in Table 1. that reaches the end of its life will be requested from the contracted company as needed.
- Table 5. shows the list of user equipment that is purchased on an annual basis.

Table 4: System equipment	
	AISZ IT infrastructure Technical Specifications
1	<p>Rackmount server</p> <ul style="list-style-type: none"> . Intel Xeon 16 core, min. 2.0 GHz, 30 MB cache . 256 GB ECC RAM . 8x 1.8 TB SATA SSD, RAID 0/1/5/10 . 4-port 10G LAN, separate LAN management port . Redundant PS min.1000W each . advanced management license <p>3 year warranty on HW & SW on-site</p> <p>Qty: 1 piece</p>
2	<p>Microsoft Windows Server 2022 Datacenter Edition Educational</p> <p>Qty: 1 piece</p>
3	<p>Microsoft Windows 2022 User CAL Educational</p> <p>Qty: 95 pieces</p>
4	<p>Replacement of Sophos XG210 firewall with appropriate licensing for 3 years</p>

	Qty: 1 piece
5	65" Smart interactive TV with a motorized stand Qty: 5 piece

Table 5: User equipment	
AISZ user equipment Technical Specifications	
1	Student Chromebook – High Grade Durability for student use, Made for education use, All Day battery life, Touch screen 11”, 4 GB RAM, eMMC 64GB Minimum 3 year warranty Qty: 40 piece
2	Teacher Chromebook – High end business level Chromebook with 14” Touch screen, All day battery, Spill resistant Keyboard, CPU i5, 8 GB RAM, 256GB NVMe SSD, Minimum 3 year warranty Qty: 8 piece
3	Administrative user Notebook, Highest end quality build, Metal casing, Windows Pro OS, Minimum i5 CPU, 32gb RAM, 512 SSD, Spill resistant with backlit Keyboard, USB-C Docking station capability Minimum 3 year warranty Qty: 10 pieces

Number:	Type of equipment	Unit price per type excluding VAT in Euros	Total price in Euros
1	IT system equipment		
2	IT user equipment		
Price excluding VAT:			
Price including VAT:			

8. FINANCIAL TERMS

All invoicing for support will be paid on a monthly basis, and invoicing for equipment will be invoiced after delivery and paid within 30 days.

9. REQUIRED DOCUMENTS

- Print extract from the Court registry
- Latest financial statements given to FINA
- vendor statements of partnership for the offered equipment
- vendor certificates for technical staff supporting equipment and SW in Table 1

10. RFP SCHEDULE

- From April 24, 2024: Advertisements will be published on the AISZ web page, and a number of suppliers will be contacted.
- April 26 – May 7, 2024: Service Providers could visit AISZ upon request to ictmanager@aisz.hr.
- May 21, 2024 by 15:00h: Proposals will be sent to AISZ in closed envelopes by service providers.
- May 29, 2024: AISZ Committee will discuss received proposals and choose a service provider.
- By June 5, 2024: Results of the tender informed to Service providers.

11. RFP RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

All questions, clarifications, and submissions related to this RFP should be directed to:

Neven Soric
ICT Manager
Email address: ictmanager@aisz.hr

12. CONTENT OF THE PROPOSAL

Service providers are expected to submit their proposal covering the following outline:

Section 1: Company Profile

Section 2: Contact Details of the bidder: Tel Number, E-mail, Website

Section 3: References, Proof of experience in supplying offered equipment, Proof of experience in supporting IT systems similar to AISZ (supporting same type of equipment) over the last three years.

Section 4: Pricing for support and equipment - Examples in Article 6 & 7 - Table 3

Section 5: Documents stated in Article 9.

Section 6: Signed confidentiality and non-disclosure agreement

13. CONFIDENTIALITY

Confidentiality and non-disclosure agreement at the attachment of this RFP should be signed by the service provider

Proposals should be sent on English to:

American International School of Zagreb
"IT support and equipment"
ICT Director of AISZ, Damira T. Gavrana 3, 10020 Zagreb