

Terms of References (TORs)

1. Title of the project for which Consultancy Services are requested

Azure Cloud based Backup and Disaster Recovery Services

2. Company requesting procurement

aBi Development Ltd & aBi Finance Ltd

3. About aBi

aBi comprises of two companies limited by guarantee: aBi Development Ltd and aBi Finance Ltd. aBi Development provides development finance as matching grants and Business Development Services to agricultural producers and agribusinesses targeted at 6 value chains: Coffee, Oilseeds, Pulses, Cereals, Horticulture and Dairy.

aBi Finance supports strengthening of financial institutions by providing matching grants for Financial Service Development (FSD), Lines of Credit (LoCs) to Financial Institutions for on lending to agribusinesses, and an Agriculture Loan Guarantee (ALG) scheme. The primary objective of aBi is to improve profitability, income and employment by Ugandan farmers and agribusinesses.

4. Summary of the Procurement

aBi is improving the disaster preparedness for its critical Information Technology infrastructure, applications, and services. The purpose of this ToR is to solicit proposals from vendors qualified to perform an implementation of Azure Cloud based Backup and Disaster Recovery services. For a 12 month contract from March 2023 to March 2024.

5. Specific Goals and Objectives

aBi is planning to continue its current backup system and IT Disaster Recovery plan using the Microsoft Azure platform, with a fully functional cloud storage, backup, and recovery solution.

The goals include:

1. Understand the current on-premise and cloud environment applications for both aBi organizations [aBi Finance and aBi Development].
2. MS Azure solution should be in line with aBi's DR Plan, and meet the disaster recovery needs of the organization.

3. Provides DR capabilities for on-premises systems, services, and data, with the ability to restore to a data point (RPO) up to 96 hours, back from the time of a DR incident.
4. Provide DR capabilities for a Restore Time Objective (RTO) of no longer than 24 hours after the time of the recorded data loss incident.
5. Scheduled, continuous, or ad hoc backup and restore processes for scalable cloud or on-premises data across multiple types of media.
6. Provide key data restoration services in-line with the overall Business Continuity Plan (BCP).
7. Improve DR service provision by the aBi ICT Department, by being able to avail restored data to users via the MS Azure platform, without the need to visit a physical data center.
8. Increase on the Vfm, efficiency, and efficacy of our existing service.
9. Back up of aBi's entire Server environment.
10. Provide remote access to the aBi server environment, using the safest and most secure methods available.
11. Be entirely compatible with aBi's MS365 user interface platform.
12. Provide 2 X DR Drills within the 12 month contract.
13. Provide onsite Technical Support to aBi for any DR event, and all DR Drills, for the duration of the contract.
14. Provide training and capacity building of the existing IT Officer for sufficient monitoring, oversight and use of all DR tools and dashboard provided by the Azure platform.

6. Scope of work

The service requires the following but shouldn't be limited to:

15. Work with aBi IT team to review current network infrastructure and stored data to provide detailed requirements for a successful Azure implementation. This includes any changes that should be made to the internal network.
16. Review the proposed backup and recovery plan developed by the ICT team and recommend any possible changes.
17. Renew the existing MS Azure Enterprise License for the organisation.
18. Recommend, install, and configure all required hardware and software for the plan.
19. Take on and maintain all required infrastructure on Microsoft Azure for successful backup and full recovery processes.
20. Provide administrator training for the IT staff during regular business hours to ensure that the IT staff are able to manage daily processes and file restore functionality on their own.
21. Configure, schedule, and provide encrypted backup management of all the data including, but not limited to: files, folders, images, system state, databases, and enterprise applications.
22. Optimize the backup process in terms of time, space, and minimal disruption to the production environment.
23. Develop Backup and Disaster Recovery documentation/guideline, including fully annotated diagrams to use for daily operations and during an emergency. The guidelines should include processes for different types of emergencies.

24. Implement and test Azure Site Recovery and backup for all resources on premise.
25. Set up and roll out monthly DR Health reports for the ICT Department.
26. Framework contract for 12 Months to cater for any support related issues.
27. Review existing DR Plan and policies on behalf of both aBi companies.

7. Outputs and Capabilities

The following deliverables are to be provided by the vendor. Additional deliverables may be identified during the initial meetings between the vendor and aBi.

- Easy/intuitive interface and management.
- Ability to restore a deleted file/folder or restore an older version of a file, with a retention period as far back as 96 hrs from a DR incident.
- Ability to quickly restore a virtual server, up to within 96 hours back from a DR incident.
- Ability to restore a physical server to a replacement physical server.
- Ability to recover from Ransomware.
- Ability to backup machines with different operating systems (Windows and Linux).
- continued functionality in the event of a disaster that limits access to the building for a short or extended time period.
- Flexible, Hardware-Agnostic replication.
- aBi Policy is states Recovery Time Objectives (24 hrs) and Recovery Point Objective (8 hrs). Proposed SLA will be evaluated on best performance against these parameters, and current best practises for the sector.
- Geodiversity of replication hardware.
- Strong security.
- Ability to perform failover testing, every 6 months, as part of a DR Drill using MS Azure.
- Detailed documentation of required steps for proper backup and recovery.
- Application integration with MS Active Directory, VMware/Hyper V/SAN/NAS/Security management.
- MS365 platform is fully backed up and available for restore at any given point.
- Knowledge transfer to the aBi IT personnel of technical configurations and skills required to execute future migrations.
- Documentation of the deployed Azure production and development environments. This should include but is not limited to, Visio diagrams of the architecture as well as documentation of any relevant security and configuration information.
- 12 X Monthly Azure DR Service Health check submitted to the aBi IT Officer, throughout the contract.
- Final Report at the end of the 12 month contract, detailing health status and any recommendations for the continued safe keeping of aBi's IT environment.

8. aBi Server Environment Specifications

The following is a description of aBi's network and data storage.

The entire specifications of the aBi server required for back up and DR services will be presented during the Pre-Bid Meeting. At which point the aBi IT Department can take any questions from interested parties.

9. Time Frame

It is anticipated that the consultant should be able to assess, advise and complete the installation within a 15 working day timeframe. This would require the Azure DR services being fully implemented and functional within working 15 days of contract signing.

Followed by 5 Days of Monitoring.

Followed by 12 months of maintenance.

10. Technical Requirements

To support the above-mentioned solutions, it is essential that supplier(s) have the right mix of business and technical capabilities to support the required design, development and implementation of solutions as listed below;

- Demonstrated ability to assist in articulating and implementing a robust and accurate Information Architecture across relevant solutions.
- Indicate if you have a partnership with Microsoft, HP, VMware and Sophos and describe the level of your partnership.
- Proven expertise in undertaking similar projects.
- Provide a minimum of three (3) references for customers with similar technology being proposed.
- Proven expertise to carry out adoption and change management for Microsoft related workloads.
- The implementing team should have certified personnel in Microsoft, Sophos, VMware certified engineers and Networking technologies.
- Expertise and accreditations in Storage Administration and Networks.
- Compliance documents such as registration certificates and tax compliance documents e.g. VAT, WHT, registration certificates etc.

11. Evaluation Criteria

All proposals shall be evaluated using the same criteria, by an evaluation committee during a single session. The conclusion of the evaluation, detailing the results and comments for each proposal, will be drafted in an evaluation report to be presented to the Procurement Committee for approval.

Each proposal shall be scored using the following criteria:

Criterion	Points (%)
Technical approach and methodology	20
Firm or consultants experience	40
Firm or consultants qualifications and professional accreditations	25
Value for Money as per the Financial Proposal	15
Total	100

12. Timelines for Procurement and Award of Contract

Milestone	Date
Release of the ToR	22 nd November 2022
Submission deadline for Request for Clarifications	29 th November 2022
Pre-bid meeting at aBi or online	02nd Dec. 2022 from 10am
Deadline for submitting tenders	15th Dec. 2022 before 5pm
Completion date for evaluating technical offers	December 2022
Presentations from those eligible (if any)	January 2023
Notification of award (planned)	February 2023
Contract signature (planned)	March 2023
Start date (planned)	<u>April 2023</u>

Completion date (planned)	April 2024
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13. Instructions for the Preparation and Submission of the Technical and Financial Proposal

Technical Proposal	<p>Technical Proposal (what to submit)</p> <ul style="list-style-type: none"> • Technical Approach /Methodology • Understanding of TORs • Institutional profile • At least 3 References – previous similar assignment • Capacity/staff –CV • Work Plan • Language in which the tender is written shall be English. • Detailed Work Plan – expected from the consultant with clear milestones / deliverables
Financial Proposal	<p>Financial Proposal</p> <ul style="list-style-type: none"> • Consultancy days • Consultancy rates • All required software and licenses • Detailed Budget • All costs involved shall be inclusive of all applicable taxes. • Schedule of stage payments – indicate what percentages of the value of the contract are to be paid against which milestones. First payment not to exceed 20% of the total value of the contract. • All renewal and subsequent costs clearly laid out.
Format	<p>Each bid should be submitted via email, with the 'Subject' titled with the name of the company, followed by:</p> <p><i>Proposal for MS Azure Cloud based Backup and Disaster Recovery Services</i></p> <p>Written to 'The aBi Procurement and Disposal Unit'.</p> <p>The bid should be emailed before 5.00 pm on Thursday the 15th December 2022 as the submission deadline, to the following email address:</p> <p style="text-align: center;">procurement@abi.co.ug</p> <p>To participate in the pre-bid meeting to be held virtually on 02nd December 2022 at 10am, please register by sending an email to procurement@abi.co.ug to receive the meeting link before the meeting date.</p>

	<p>Any request for clarification to the submission of proposals can be sent through the procurement email only ; procurement@abi.co.ug</p>
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14. Contract Management

<p>Throughout the assignment, the aBi IT Officer shall coordinate and make the necessary arrangements in support of the consultant or firm, to ensure all resources, time and personnel are made available in order to complete the task in the prescribed timeframes. During the assignment, all communication, feedback and draft reports should be submitted to aBi via the IT Officer and the Technical Manager.</p>
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