

Issue Date: 9th July 2012

RFP Closing Date: 9th August 2012

RFP Closing Time: 12 Noon, Geneva Time

Subject: Request for Proposal (RFP) - TGF-12-031

Managed IT Infrastructure and Operations Services

The Global Fund is seeking proposals from qualified organizations that are interested in providing Managed IT Infrastructure and Operations Services.

This RFP consists of the following sections and appendices:

Section A: Terms of Reference -Description of the Services required

Section B: Evaluation Criteria

Section C: Instructions to Offerors

Section D: Past Performance Information

Section E: Appendices (attached separately)

Appendix 1: List of Business Applications

Appendix 2: Details of Physical and Virtual Machines

Appendix 3: Data Centre Layout

Appendix 4: Details of Active Directory – Exchange Topology

Appendix 5: List of Desktop Applications

Appendix 6: Network Diagram

Appendix 7: List of WiFi Access Points

Appendix 8: Current Operations Model

Note that the information contained in the appendices listed above is confidential and is available upon request. Please send an email to the following address solicitation@theglobalfund.org should you wish to receive the documents.

The Global Fund Standard Terms and Conditions form an integral part of this RFP and will be included in any contract resulting from this solicitation. Submitting a proposal in response to this RFP constitutes acceptance of these terms and conditions, found at this link on the Global Fund website:

<http://www.theglobalfund.org/documents/business/TheGlobalFundTermsConditions.pdf>

To be eligible as a supplier with the Global Fund, any organization or individual must comply with the Policy on Ethics and Conflicts of Interest for Global Fund Institutions and the Supplier Code of Conduct. Both are located on the Global Fund website at the following link: <http://www.theglobalfund.org/en/governance>

Proposals must be received no later than 12 noon Geneva time on the closing date. Unless otherwise indicated, proposals shall be submitted by email and formatted in Microsoft Word, .pdf and/or Excel to: solicitation@theglobalfund.org. Please submit two separate emails, one containing your cost proposal and one containing your technical proposal. Both the subject line of your email and the attached document must be labelled as follows:

Your organization name – technical proposal – TGF-12-031

Your organization name – cost proposal – TGF-12-031

Any questions or clarifications regarding this RFP should be submitted in writing via email to solicitation@theglobalfund.org by no later than 20 July 2012. Any contact regarding this RFP which is not channelled directly and only to the above mentioned email address, will be ignored and, depending on the nature of the communication, may lead to disqualification of a proposal.

SECTION A

TERMS OF REFERENCE

Title: Managed IT Infrastructure and Operations Services

Introduction:

Following its recent reorganization, the Global Fund has decided to completely outsource the management of its entire IT infrastructure and associated operations to a third-party IT services provider. The Global Fund IT team is already using an outsourced model for its IT service desk (off-site call taking/on-site services such as desktop and office application support) however, when it comes to its backend infrastructure and supporting connectivity, it has retained a high degree of ownership. As an example, it still operates its own in-house data center facilities, LAN/WAN network and manages/deploys IT infrastructure upgrade and enhancement projects. The Global Fund IT team intends to take outsourcing to the next level as it needs to continue to deliver the same services respecting the same SLAs with a team reduced to only two internal staff. Simply put, in the new model, the Global Fund IT team retains ownership of governance aspects of the services delivered while entrusting a third-party provider with all technical and delivery aspects.

Background:

The IT infrastructure at the Global Fund comprises IT systems, products, and technologies necessary to deliver IT services to the organization and its clients. This includes all the hardware, software, connectivity, and physical facilities to develop, test, deliver, operate, and support IT services. The vast majority of the current Global Fund IT infrastructure is delivered in-house with a few exceptions (e.g. hosting facilities for IT services continuity, managed hosting for Oracle ERP system and Human Concepts Org Plus).

The service provider has all latitude to propose a creative approach to deliver the required services (e.g. shut down the in-house data center favoring a private or hybrid cloud to host the Global Fund's VMs) as long as it can be demonstrated that the technical approach is sound and secure, the model viable, hosting and storage of "at rest" data may be designated in the Global Fund's preferred locations, and that it will benefit the Global Fund.

The goal is to transform the current IT infrastructure into a more dynamic and flexible setup that can, for instance, allow on demand and speedy provisioning of supplemental IT infrastructure to support additional services (e.g. commissioning of a new business application or computing power/storage to support a new software development project) at predictable costs. Conversely, it should also allow on-demand & speedy de-provisioning of no longer required infrastructure (computing power/storage) and result in corresponding reduction in costs.

Scope/Objective:

The Global Fund information systems can be separated into two main categories:

1. Information systems and services provided to the Global Fund users by Infrastructure and Operations team:
 - a. Active Directory services;

- b. Email services (MS Exchange 2010);
- c. Collaboration services (MS Lync 2010);
- d. File and Print services;
- e. Backup services (DPM 2010);
- f. Mail Archiving (Symantec EV9)
- g. Monitoring services (SCOM 2007 R2);
- h. SCCM 2007 Services (Client OS/ Application deployment)
- i. Anti-virus services (Trend Micro);
- j. DNS services (internal & public);
- k. DHCP services;
- l. KMS Server (licensing services)
- m. FIM Server (user account management)
- n. (S)FTP Server
- o. BES Server
- p. Certificate Servers
- q. TMG Servers
- r. VPN/Radius Server
- s. Terminal Server (Remote Desktop services)
- t. Wifi-WCS Server
- u. Network services

2. Business applications (exhaustive list of business apps can be found in the appendix 1).

The scope of this RFP is:

1. Migration of the Global Fund “as-is” information systems and services to the target managed information systems and services provided by Infrastructure and Operations team (as listed under 1 above and according to deliverables).
2. Provision, support and administration of underlying infrastructure (including all the hardware and/or virtual machines and operating systems) supporting business applications. Activities related to the migration and/or reinstallation of business applications are out of scope.
3. Operate, monitor, maintain, troubleshoot, update, backup & provide 3rd level support for the entire GF target infrastructure/systems to GF defined SLAs.

1. The Global Fund IT Infrastructure “as-is”

The Global Fund IT Infrastructure is currently located & managed in-house. The majority of the systems are housed in a secure in-house data center along with a smaller off-site data center intended for IT services continuity.

- In-house data center is located at the BIBC building – Chemin de Blandonnet 8, 1214 Vernier, Geneva.
- The IT services continuity data center is located at Safehost building - Chemin du Pré-Fleuri 20, 1228 Plan-les-Ouates, Geneva.

The on-site data-center infrastructure includes following:

- 12 x APC Racks with UPS & in-row cooling & 2 x KVM
- 40 x Dell Servers (mostly PE R710)
- 4 x Cisco SAN Switches (MDS9000)
- 3PAR SAN Storage (108 TB)
- 2 x Data Domain VTLs (50TB)
- Pair of Cisco ASA 5520 Firewall
- 100MB redundant connection to Internet (Provider Swisscom)
- Alcatel PABX

The on-site data-center network infrastructure consists of:

- 8 RPS devices
- 2* 5508 Wi-Fi Controllers (CISCO)

Campus network consists of:

- 45 Cisco 3560 switches
- 37 Cisco PoE voice switches
- 33 Cisco 1142 Light Weight Access Points

The 40 physical servers include:

- 20 x Hyper-v clustered hosts
- 4 x SQL clustered servers
- 2 x DPM Backup servers
- 3 x Domain Controllers
- 6 x Management servers

Details of the physical and virtual machines can be found in the appendix 2.

Data center layout can be found in the appendix 3.

The off-site data-center includes:

- 3 Racks
- 14 x Dell Servers (PE-R710)
- 4 x Cisco Network Switches (Catalyst 3750)
- 2 * RPS for switches
- 2 x Cisco SAN Switches (MDS9000)
- 3PAR SAN Storage (34 TB)

The Hyper-V hosts run Windows Server 2008 R2 Data Centre Edition and they host around 100 Production Virtual Servers and around 60 Development & Test Servers. Out of the 160 Virtual Servers the Global Fund has:

- 5 x Windows 2003
- 30 x Windows Server 2008
- 125 x Windows Server 2008 R2

The Global Fund Active Directory consists of 3 forests:

- Production (spread across the two sites)
- Development
- DMZ

The core access/account management infrastructure consists of:

- 6 x Domain Controllers
- KMS, DHCP, DNS (internal & public)
- 4 x MS Certificate Servers
- TMG 2010, VPN, Radius Server
- FIM 2010

Details of the Active Directory services are provided in the appendix 4.

The core Microsoft Servers Applications used by the Global Fund includes:

SQL infrastructure

- 7 x SQL 2008 R2 instances installed on a 4-Node High Availability Cluster
- 53 databases supporting core business apps and other 3rd party software products & applications
- Combined data size is around 3TB of which SharePoint is 2TB

- SQL 2008 R2 Reporting services
- SQL 2008 R2 integration services

Web Infrastructure:

- 5 sets of Windows Server 2008 R2 IIS Servers each with 2 nodes in an NLB cluster for Intranet applications
- 2 sets of Windows Server 2008 R2 IIS Servers each with 2 nodes in an NLB cluster for Extranet applications
- Custom web services bases on .Net 2.0 & .Net 4.0 frameworks
- Microsoft Dynamics CRM 4.0 & CRM Portal services
- SharePoint portal services
- Entity services
- EktronWeb content management

SharePoint 2007 hosting Intranet, Extranet, Team Sites, My Sites

Microsoft CRM 4.0

TFS 2007

File Server Cluster (12 TB of user data)

Print Server

Messaging Infrastructure:

- 6 x MS Exchange 2010 Servers
- 5 x MS Lync 2010 Servers
- 2 x Symantec Enterprise Vault 9.0 Servers
- 1 x Blackberry Enterprise Server
- Microsoft FOPE (Anti-Virus, Anti-Spam)

The Exchange Server hosts 1050 mailboxes (4 TB in total) which include:

- 600 staff mailboxes at an average of 6 GB each
- 150 consultant mailboxes at an average of 1.5 GB each
- 200 Shared mailboxes at an average of 1 GB each
- 70 Room mailboxes

The Symantec EV Servers include:

- Email Archives of 660 users (Total size of around 4 TB)

- Journal Mail of all email (Total size of around 2 TB)

Systems Management:

- SCVMM 2010
- SCCM 2007
- SCOM 2007 R2
- Trend Micro Anti-Virus Client/Server

3rd party / In-house Custom built Server Applications can be found in the appendix.

The Global Fund user landscape consists of:

- 600 Staff (including 200 staff frequently traveling all over the world)
- 300 Consultants (both on-site & off-site)
- 450 Desktops
- 600 Laptops
- 450 Blackberries
- 60 iPhones/iPads
- 50 Meeting/ Conference rooms equipped with Beamers/ Spider Phones
- 6 Polycom on-site video conferencing equipment.

The users are spread across 3 buildings in the Blandonnet Campus & across 10 Floors. In the building they connect using fixed LAN connections or Wi-Fi. From home or when travelling they have access to the GF LAN using VPN, Terminal Services, OWA or direct Web access to the Intranet/Extranet and to certain web applications.

The Desktops/Laptops run Windows 7 Enterprise Edition, MS Office 2010 Professional, Adobe Acrobat 10 along with several other 3rd party/custom applications some of which part of a standard core Global Fund client image & the rest are deployed on-demand via SCCM.

List of desktop applications is provided in the appendix 5.

The GF network is comprised of campus, Data center, WAN, voice and WiFi network.

Table below summarizes the equipment used in the GF network:

Network in GF	Equipment manufacturer	Equipment type
Campus network /voice network	Cisco	3560/3560G/ 3560 PoE
Distribution/aggregation network	Cisco	3750G

Server Farm network	Cisco	3750G
	Brocade	VDX 6720 BR-VDX6720-40-R
Firewall	Cisco	ASA 5520
Wi-Fi network Cisco controller and LWAP Lightweight Access points	Cisco	AIR-CT5508-K9 AIR-LAP1142N-E-K9
Storage area network Storage Fabric	Cisco	DS-C9148-K9 DS-C9134 DS-C9124
WAN network	Managed service	Cisco switches and routers managed by Swisscom
Network monitoring	NEDI/ SCOM/EMC Smarts	

Network Diagram is provided in appendix 6

List of WiFi Access Points is given in appendix 7

2. The Global Fund IT operations status “as-is”:

Currently the Global Fund operates its IT Infrastructure using a combination of Global Fund IT Staff and various external vendors. The Global Fund owns all of its equipment and has the following underpinning contracts for ongoing support and maintenance:

- APC – support and maintenance of data center racks and cooling units.
- Cofely – support and maintenance of air conditioning in the building
- Walter Maier – support and maintenance of external AC units in the data center
- IBM – support and maintenance of the CISCO network/WiFi equipment
- Dell – support and maintenance of the servers
- Antemeta – support and maintenance of HP 3PAR storage area network
- Nextira One – support and maintenance of the Global Fund telephone PBX and desk phones.
- Arkadin – provision of voice conferencing.
- Symantec – support and maintenance of the enterprise vault archiving and journaling system.

- Microsoft – support and maintenance of the servers and desktop/laptop operating systems and Microsoft products as per Enterprise Agreement/ Premier Support.
- Oracle on-demand – support and maintenance of the Oracle ERP system (not hosted in-house, hosted with the Oracle on-demand).
- BEDAG Informatik – service desk, operations, support and maintenance of all servers.
- SIG – provider of connections between the Global Fund data center in Blandonnet and the data center at Safehost.
- Swisscom – provider of all mobile phone/blackberry services (excluding BES) and voice connection (2 xE1)
- Safehost – provider of a 12m2 of hosting space for the Global Fund IT services continuity site.
- Blue Infinity – one full time consultant providing DBA services.
- Elan – one full time consultant providing web applications and SharePoint administration and support.

2.1. Current operations services provided by external support company

Operations services comprise all activities and measures necessary to enable and/or maintain the intended use of ICT services and infrastructure in order to meet Service Levels and business targets (see Appendix 8).

3. Target managed information systems and services

The purpose of the target managed information systems and services under the managed infrastructure approach is to no longer rely on in-house IT infrastructure hardware/ system redundancy to achieve high availability, to cut costs/work effort related to the maintenance of the data center facilities (power, a/c) and of the infrastructure layer (racks, server, storage, network) as well as to increase resilience (rapid and automatic recovery from failures or disasters).

To achieve the target managed information systems and services, the Contractor must be able to deliver the following services hereafter itemized. The Contractor shall respond with a clear Yes/No answer or a value when applicable. Comments can be entered in the value section however should only be entered as a matter of exception. Values entered will form the basis of the service level agreement (SLA) to be agreed between the contractor and the Global Fund.

3.1. Managed Domain Services

SOW Ref.	Description	Yes or No	Value

IT1-1-1	Can Contractor provide dedicated, highly available Active Directory/Domain/DNS services (minimum version Windows Server 2008 R2) which contains all internal GF objects with customized DNS/ OU/ group policy structure?		
IT1-1-2	Can Contractor provide in a separate forest, highly available Active Directory/Domain/DNS services which contains all external facing GF objects with customized DNS/ OU/ group policy structure and following best practice security measures?		
IT1-1-3	Can Contractor provide customized services for automated provisioning & management of users, groups & mailboxes for both internal and external Active Directory?		
IT1-1-4	Can Contractor provide DHCP services – client IP address management for both LAN and WiFi networks and KMS services for client license management		
IT1-1-5	Can Contractor provide remote monitoring and management of AD servers, regardless of location and real time monitoring of KPIs for Active Directory including LDAP response times, replication assurance, DNS availability and accuracy, DC health and security, Global Catalog distribution, forest/trust management?		
IT1-1-6	Can Contractor provide 24x7x365 proactive management including regular & timely service pack, hotfix & patch deployment?		
IT1-1-7	Can Contractor provide fully secure, logged and auditable transaction records of all Administrator activity?		
IT1-1-8	Can Contractor provide ADFS 2.0: Capacity and Namespace Planning and possible Office365 Integration?		

The Contractor shall additionally respond with a brief narrative describing the Architecture, Design, Deployment and Migration Services for moving from the Global Fund “as-is” Active Directory to Managed Active Directory Services as outlined in the scope.

3.2. Managed Messaging Services (Exchange and Lync)

As mentioned in the introduction of this RFP, following its recent reorganization, the Global Fund has decided to completely outsource the management of its entire IT infrastructure and associated operations to a third-party IT services provider.

As an organization, the Global Fund can be defined as document and email centric with a special emphasis on collaboration, thus making messaging services (MS Exchange and MS Lync integrated with MS SharePoint) extremely important.

Details of current in-house hosted Exchange 2010 can be found in the Chapter 1 of this RFP.

The Contractor shall provide a cost effective messaging services solution for either Microsoft Office 365 or managed/hosted Exchange/Lync services (or both options with a recommended solution based on a cost benefit analysis for GF).

The Contractor shall additionally provide a brief narrative describing the Architecture, Design, Deployment and Migration Services for moving from the Global Fund “as-is” Messaging Infrastructure to Managed Messaging Services as outlined in the scope.

Considerations for a Microsoft Office 365 based solution:

SOW Ref.	Description	Yes or No	Value
IT1-2-1	Can Contractor provide Office 365 solution to host all GF user mailboxes, shared mailboxes, resource mailboxes, and contacts with capabilities for Hub Transport rules, Journaling with both internal & external access to OWA, Outlook Anywhere & Active Sync exchange and Lync with secure access to email accounts, calendars, tasks and contacts irrespective of location?		
IT1-2-2	Can Contractor provide a fault tolerant instant messaging services as part of Office 365 package (minimum version Lync Server 2010) with capabilities for Audio/Video conferencing, Desktop/Application sharing and PSTN dial-out in Switzerland. Can the contractor offer the option to replace Desk phones with the Lync client/ Lync phones?		
IT1-2-3	Can Contractor provide anti-spam and anti-virus services for both inbound and outbound email traffic?		
IT1-2-4	Can Contractor provide integration of the Office 365 with other Infrastructure services of the Global Fund hosted by Contractor?		

Note:

The Global Fund has the possibility to cover the cost of the licenses for Microsoft E2 plan midsize businesses and enterprises (Exchange and Lync only) based on its current Enterprise Agreement with Microsoft. The Global Fund also has the possibility to cover the cost of the Premier and Cloud Vantage support for Office 365 solution. In such case, the price of the proposed solution would only need to cover user administration and support as well as server administration and support for Exchange and Lync.

If Contractor does not directly offer an Office 365 solution, it should be able to support a Microsoft assisted migration to the Office 365 and take over the subsequent operation of the Office 365 solution on behalf of the Global Fund.

At this point in time SharePoint migration is out of scope, however the Global Fund may consider using SharePoint online at a later stage.

Considerations for a Managed (Hosted) Exchange/Lync solution:

SOW Ref.	Description	Yes or No	Value
IT1-2-5	Can Contractor provide hosted , fault tolerant Email Services (minimum version Exchange 2010, SP2) to host all GF user mailboxes, shared mailboxes, resource mailboxes, and contacts with capabilities for Hub Transport rules, Journaling, internal & external access to OWA, Outlook Anywhere, Active Sync and Lync with secure access to email accounts, calendars, tasks and contacts irrespective of location?		
IT1-2-6	Can Contractor provide a dedicated, fault tolerant instant messaging services (minimum version Lync Server 2010) with capabilities for Audio/Video conferencing, Desktop/Application sharing and PSTN dial-out in Switzerland. Can the contractor offer the option to replace Desk phones with the Lync client/ Lync phones?		
IT1-2-7	Can Contractor provide anti-spam and anti-virus services for both inbound and outbound email traffic?		
IT1-2-8	Can Contractor provide similar mailbox/archive capacity as Office 365?		

3.3. Managed File/Print Services

SOW Ref.	Description	Yes or No	Value
IT1-3-1	Can Contractor provide dedicated, fault tolerant & highly available file servers to host user documents, roaming profiles & shared file storage space with capabilities for DFS, quota management & file type filtering?		
IT1-3-2	Can Contractor provide highly available Print Server to host print queues with for Windows 7 (32-bit & 64-bit) printer drivers & capabilities for logging/auditing?		
IT1-3-3	Can Contractor provide secure FTP Server for exchanging larger amounts of data with external partners with customizable access permissions for internal v/s external access?		

3.4. Managed Systems Management Services

SOW Ref.	Description	Yes or No	Value
IT1-4-1	Can Contractor provide information systems monitoring services (such as SCOM 2007 R2 or equivalent) with ability to monitor availability and performance server operating systems, Messaging (Office 365, Managed Exchange and Lync 2010), SharePoint, SQL, Web services with capability for base-lining, threshold adjustments, alerting & customizable for 3 rd party & business applications?		
IT1-4-2	Can Customer provide client management services (SCCM 2007 or equivalent) with ability to deploy client operating systems, user applications and maintain client hardware and software inventory?		
IT1-4-3	Can Contractor provide centrally managed Anti-virus, Anti-malware services for both client machines and servers where necessary?		

3.5. Managed Remote Access Services

SOW Ref.	Description	Yes or No	Value
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IT1-5-1	Can Contractor provision highly available remote desktop & remote application access for teleworkers and remote users?		
IT1-5-2	Does the Contractor offer secure VPN services with Radius authentication for Home users, travelling users & business partners?		
IT1-5-3	Can Contractor provide authenticated wireless access within the Global Fund campus for GF users and limited access for guests?		

3.6. Managed Backup Services

SOW Ref.	Description	Yes or No	Value
IT1-6-1	Can Contractor provide backup of all GF Servers, Applications, Documents, Databases, and all other systems under the control of the Contractor according to GF defined schedule & retention periods with ability to do one-off backups on-demand?		
IT1-6-2	Can Contractor do single-file restores on all Global Fund servers and provide the capability for self-service restores for users?		
IT1-6-3	Can Contractor perform restore of data, emails, AD objects, disk drives, applications or servers on-demand along with snapshots, roll-back and disaster recovery capabilities?		

3.7. Infrastructure as a Service

SOW Ref.	Description	Yes or No	Value
IT1-7-1	Can Contractor provide on-demand provisioning/de-provisioning of standardized Virtual Servers with following capabilities: flexibility to choose the initial number of CPUs, amount of RAM & Storage space and the possibility to scale up or down as & when needed?		

IT1-7-2	Are all server management tools (such as monitoring agents, anti-virus, backup agents) standardized & automatically deployed on each Virtual Server?		
IT1-7-3	Will GF have the ability to start up, shutdown, park, remove Virtual Servers as & when required & will this result in corresponding adjustments in costs?		

The Contractor shall provide a cost effective virtualized hosting solution based on industry standards and best practices. The virtualized hosting solution will provide the best value while at the same time allowing the GF the flexibility to meet future requirements. The virtualized hosting solution shall meet all requirements set forth in this section.

3.7.1. General requirements

The Proposer shall provide a Cloud Computing solution that aligns to the following “Essential Characteristics” as described below:

SOW Ref.	Description	Yes or No	Value
IT2-1-1	a) Can VMs be provisioned in a self-service fashion? b) Is it possible to scale up or down VMs? If yes in what period increments? c) Will the hosting Contractor upon request from the GF provide access to the hosting facility for inspection? d) What is the minimum internet bandwidth provided (in Mbps)? e) Service the GF solution 24 x 7 x number of days in base period to include help desk support / service center functions. f) Is the proposed hosted solution compliant with the NIST industry standards SP 800-53/FIPS 200 and NIST SP800-146? g) Can Contractor affirm the GF retains ownership of all virtual machines, templates, clones and scripts / applications created with this Statement of Work? h) Can the Contractor affirm that the GF		

	has the right to request full copies of these virtual machines at any time? i) Can the Contractor affirm that the GF retains ownership of all software installed (except where the software is provided by the contractor to manage operations) on VMs and any application or product that is developed under the Task Order? j) Is a mechanism for GF bulk retrieval of all data, scripts, software, virtual machine images, and so forth such as mirroring or copying to GF supplied industry standard hard drives provided?		
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3.7.2. Virtualization Requirements

The Contractor shall provide a cost effective solution that utilizes proven and stable virtualization technologies, which encompass the following criteria:

SOW Ref.	Description	Yes or No	Value
IT2-1-2	<i>Virtual Infrastructure:</i> a) Centralized, web-based management of virtual resources. b) Machine-to-machine interfaces (e.g., API or command line) to manage virtual resources. c) Capability to report real-time usage metrics to include CPU, memory, disk, and network. d) Support for virtual machines running Microsoft Windows with full root access. e) Capability to dynamically reallocate virtual machines based on load, with no service interruption. f) Capability to create virtual machine templates (the GF can define its own virtual machine images and upload them to be used).		

SOW Ref.	Description	Yes or No	Value
	g) Capability to copy or clone virtual machines for archiving, troubleshooting, and testing. h) Multiple virtual hosts to allow for hardware fault tolerance. i) Multiple network switches to allow for network fault tolerance. j) Ability to project capacity growth based on forecasting and trending. k) Support for VMs running Microsoft Cluster services. <i>Virtualization Hypervisor:</i> a) Virtualization capabilities based on the x86-64 processor architecture. b) Virtual host processors shall be a minimum of 2.4GHz. c) Virtual host processors shall be of the same manufacturer, model, and stepping. d) Support for VMs with memory requirements up to and including 32GB (optional). e) Support for multiple processor (up to 4) VMs. <i>Virtualization Storage:</i> a) High availability centralized network accessible storage. b) Manage data isolation in a multi-tenant environment. c) Manage data in dedicated environment(s). d) Ability to snapshot virtual machines on demand. e) Adequate flexibility for adding additional capacity.		

SOW Ref.	Description	Yes or No	Value
	f) Ability to scale across multiple physical sites within the Global Fund's preferred locations. g) Transfer data back in-house either on demand or in case of contract or order termination for any reason within a timeframe and in a form agreed to by the Global Fund. h) Security mechanisms for handling data at rest and in transit.		

3.7.3. Availability Requirements

The Contractor shall provide a cost effective solution that utilizes industry standards and best practices that meets or exceeds the following availability criteria:

SOW Ref.	Description	Yes or No	Value
IT2-2-1	a) Robust, fault tolerant infrastructure that allows for high availability of at least 99.7%. b) Upon request from the hosting Contractor and agreed upon by the GF, a periodic window for system maintenance will be provided (the provided maintenance window will not count against availability metrics). c) Application level monitoring and alerting.		

3.7.4. Capacity Requirements

The hosting Contractor shall provide a cost effective, virtualized solution that meets or exceeds the following minimum virtualized capacity of the hosting environment Servers:

SOW Ref.	Description	Yes or No	Value
IT2-3-1	a) Required Minimum Aggregate CPU Capacity: 12GHz b) Required Minimum Aggregate Memory		

	Capacity: 24GB c) Required Minimum Aggregate Fiber or Gigabit Storage Access: 400GB d) Required Minimum Aggregate Backup Storage Capacity : 800GB e) Memory demand of VMs does not exceed that of host. f) Sustained host CPU usage is less than 90%.		
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3.7.5. Backup requirements

All systems in the virtual environment shall be backed up with an industry standard solution. The Contractor shall provide its different backup policy options.

3.7.6. Network Requirements

The Contractor shall provide a cost effective solution that utilizes industry standards and best practices that meets or exceeds the following criteria:

SOW Ref.	Description	Yes or No	Value
IT2-4-1	a) Implement a firewall policy that allows the GF to inspect the firewall configuration when necessary. b) Provide IP address assignment, and if capable, include Dynamic Host Configuration Protocol (DHCP). c) Provide IP address and IP port assignment on external network interfaces. d) Allow mapping IP addresses to domains owned by the GF, allowing <u>public facing</u> websites or other applications operating in the cloud to be viewed externally as GF URLs and services. e) Provide the Continuous Monitoring Strategy. f) Provide hardware load balancing services Upon request from the GF, the hosting Contractor shall provide the following network		

	security information and documentation for review and audit purposes: a) Intrusion Detection Systems (IDS) configuration. b) Server and network device patching schedules and compliance. c) Server, network device, and security logs. d) Detailed hardware inventory including servers, network devices, and storage.		
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3.7.7. Technology Refresh Requirements

SOW Ref.	Description	Yes or No	Value
IT2-5-1	a) Is a detailed description of any internal technology refresh cycle applicable to the Contractor and any associated responsibilities or costs to the GF available? b) Perform patch management appropriate to the scope of the Contractor's control.		

3.7.8. Remote Access Requirements

SOW Ref.	Description	Yes or No	Value
IT2-6-1	a) Can a secure, dual factor method of remote access to allow GF designated personnel the ability to perform duties on the hosted infrastructure be provided? (this access should allow for clientless web-based access) b) Can a dedicated site to site virtual private network (VPN) connectivity between customer and the vendor be set up?		

3.7.9. Administration Requirements

SOW Ref.	Description	Yes or No	Value
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IT2-7-1	a) Order Management is available via customizable online portal/interface (tools). b) Order Management is available via Application Programming Interface (API). c) Trouble Ticketing via customizable online portal/interface (tools). d) Trouble Ticketing via API. e) Visibility into service usage via dashboard or similar electronic means. f) Automatic monitoring of resource utilization and other events such as failure of service, degraded service, etc. via service dashboard or other electronic means. g) On-line billing capability that will allow customers to see the status of their bills (updated weekly). h) Ability for the GF to track the status of their invoices. i) Paper invoices in order to comply with GF purchasing regulations. j) Management reports described in Section 5 accessible via online interface (these reports shall be available for one year after being created).		
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3.8. Facilities

The Contractor shall respond with a brief narrative description to EACH and ALL of the following 16 items.

1. Describe the levels of managed services provided, covering as many aspects of hosting as possible. Examples of managed services include physical hardware, virtual infrastructure, operating systems, databases, and applications.

Describe OS and software support lifecycle.

2. Describe hosting Contractor's service level agreement response and escalation processes.

- 3.** Describe hosting Contractor's monitoring capabilities and methods.
- 4.** Describe the company's geographically diverse locations. Include each location's interconnections to each other and the Internet. Indicate the proposed geographic location of data at rest and the Global Fund's ability to designate geographic locations.
- 5.** Describe the facilities remote access and administration solutions.
- 6.** Describe the proposed facility's Continuity Plans and Activities.

Include backup and recovery processes and all processes related to storing and maintaining backups.

Include recovery processes for restoring virtual machines to an alternate facility should a localized disaster render the primary hosting facility unavailable.

Include high level details of the facility's continuity of operations such as site recovery plans, estimated time frames for a recovery, etc.

Include details about the alternate facility options within the Global Fund's preferred geographic locations.
- 7.** Describe the facility's power management architecture.

Include power diversity into the facility, power diversity to the racks, UPS systems, backup power sources, etc.
- 8.** Describe the environmental components of the facility such as air handling systems.
- 9.** Describe hosting Contractor's reporting capabilities and methods:

Include capability for providing daily, weekly, monthly, and yearly reports.

Include sample reports.
- 10.** Describe the fire protection/suppression systems.
- 11.** Describe hosting Contractor's backup systems.

Include software, software agents, rotation schedule, backup media, offsite storage, recovery mechanisms, etc.
- 12.** Describe the bandwidth/data capacity.

Include the facility's attachment to the Internet, ISP presence (and diversity), internal data communications infrastructure, etc.
- 13.** Describe the facility's security architecture, including details of any independent security certifications.
- 14.** Describe the system security.

Include firewall/VPN, IDS/IPS systems, vulnerability assessments plans, antivirus management, etc.

15. Describe the facilities' physical security.

Include access controls (internal and visitors), access lists, etc.

16. Demonstrate with historical data the reliability of your proposed solution.

Include historical availability of proposed solution, including the duration and definition of any maintenance or other period excluded from the measure of availability.

Include historical incident response times.

3.9. Compliance and Governance

The Contractor shall respond with a brief narrative description to EACH and ALL of the following seven items.

1. Describe full corporate details of Contractor's organization structure.

Include the name, place of principal business operations, and place of legal incorporation or registration of all parent and subsidiary entities, or entities that share the same parent entity.

2. Describe full details of any hosting or storage services to be provided through sub-contractors or other agents of Contractor.

Include a list of the name, place of principal business operations, and location of data hosting and storage services of sub-contractors to be used to deliver the proposed services.

Describe Contractor's sub-contracting terms and conditions or policies.

3. Submit the proposed terms and conditions under which the proposed services will be offered to the Global Fund.

4. Describe the laws and regulations, including those related to data protection or disclosure, that Contractor shall be subject to for providing the proposed services.

Include details of any compliance procedures and policies under these laws and regulations to be followed by Contractor.

5. Describe the procedures and policies for responding to a request for data or information disclosure from government and non-governmental parties.

Explain what procedures and policies may exist to notify the Global Fund of disclosure requests involving its hosted or stored data.

Explain whether the Global Fund will have a right to respond before Contractor answers the request for data disclosure.

6. Describe whether data to be hosted and stored (in transit or at rest) under the proposed service arrangements is subject to the United States of America's Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (the "USA PATRIOT Act").

Include specific details about the applicable procedures and policies when a request under the USA PATRIOT Act request is received.

Include whether the Global Fund will receive notification and an opportunity to respond before Contractor answers a request under the USA PATRIOT Act

7. If the proposed services include data to be hosted or stored (in transit and at rest) in the United States, then provide proof that the Contractor is on the United States Department of Commerce's US-Swiss Safe Harbor List in relation to the export of data outside of Switzerland.

Include Contractor's Department of Commerce Certification.

Describe Contractor's policies and procedures on adherence to the US-Swiss Safe Harbor requirements.

3.10. Managed network services

The Contractor shall provide a cost effective solution for monitoring/supporting and managing network equipment as per following scope:

SOW Ref.	Description	Yes or No	Value
IT3-1-1	a) Manage, maintain and monitor all campus, data center, voice, WiFi, WAN. b) Provide end to end monitoring of network services including uptime, downtime reports, latency, and packet losses. c) Keep network infrastructure up to date with latest IOS or software releases. d) Regular backup redundancy tests on network services e) Manage network capacity and carry out operational activities within expected timeline f) Maintain network documentation up to date g) Follow Change Management procedures in order to implement non-operational/emergency changes in GF network		

4. Target operations services

- The Contractor shall provide details of the SLAs that they are able to provide for the operations of the following target infrastructure services
 - Active Directory services (provisioning/de-provisioning users & computers);
 - Messaging services (provisioning/de-provisioning of mailboxes, sip clients);
 - File and Print services (provisioning/de-provisioning of shares, printers);
 - Backup services (restore of files, servers);
 - Monitoring services (reaction, resolution times);
 - Anti-virus services;
 - Network services (provisioning/de-provisioning of switch/port, reaction, resolution time)
- The Contractor shall provide details of the process and the SLAs for Server/Services provisioning
 - Server (provisioning/de-provisioning of virtual servers)
 - Network (provisioning Server/client ports)
 - SAN (Storage space provisioning)
 - Server Management Tools (Monitoring, Anti-Virus, Backup clients)
- The Contractor shall provide details of their own processes for the following:
 - Change management
 - Release management
 - Configuration management
 - Capacity management
 - Performance management

5. Cost proposal structure

5.1. One-time migration cost:

One time fixed price (by service) to migrate information systems and services as described in the Chapter 3 of this RFP.

Contractor should consider buyback of the hardware currently owned by the Global Fund. Purchasing cost of the hardware should be listed in the cost proposal.

5.2. Infrastructure service cost:

Price for on-demand server provisioning and delivery as per SLA's defined in the Global Fund target operations services chapter:

Virtual Server
Network
Storage

5.3. Onsite network service cost:

Price for provisioning and delivery of on-demand campus network and WiFi.

5.4. Target operations service cost:

The Contractor must provide detailed cost of managed operations services as per SLA's defined in the Global Fund target operations services chapter.

Any underpinning contract required by vendor must be covered by vendor.

Deliverables:

	Deliverable:	Key Performance Indicators
1.	The Contractor shall respond with a clear Yes/No answer or a value when applicable in section 3. Comments can be entered in the value section however should only be entered as a matter of exception.	All questions answered
2.	Facilities - The Contractor shall respond with a brief narrative description to EACH and ALL of the listed 16 items under Facilities section above.	Each and all of the listed 16 items described.
3.	Compliance and Governance - The Contractor shall respond with a brief narrative description to EACH and ALL of the listed seven items under the Compliance and Governance section above.	Each and all of the listed seven items described.

4.	Migration from “as-is” to managed target infrastructure and operations services	The contractor must provide detailed plan for migration from infrastructure and operations services “as-is” to managed target IT infrastructure and operations services for the following systems: • Active Directory services; • Email services (MS Exchange 2010); • Collaboration services (MS Lync 2010); • File and Print services; • Backup services (DPM 2010 or equivalent); • Mail Archiving (Symantec EV9 or equivalent) • Monitoring services (SCOM 2007 R2 or equivalent); • SCCM 2007 Services (Client OS/ Application deployment or equivalent) • Anti-virus services (Trend Micro or equivalent); • DNS services (internal & public); • DHCP services; • KMS Server (licensing services) • FIM Server (user account management) • (S)FTP Server • BES Server • Certificate Servers • TMG Servers • VPN/Radius Server • Terminal Server (Remote Desktop services) or equivalent • Wifi-WCS Server • Network services
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		• (Business application migration is out of scope) • Brief narrative describing the Architecture, Design, Deployment and Migration Services for moving from the Global Fund “as-is” Active Directory to Managed Active Directory Services • Brief narrative describing the Architecture, Design, Deployment and Migration Services for moving from the Global Fund “as-is” Messaging Infrastructure to Managed Messaging Services Detailed plan must demonstrate • A clear understanding of the current Global Fund IT infrastructure and operations services. • A clear understanding of the target Global Fund IT infrastructure and operations services model. and consists of: • Project management plan which includes following: ○ an action plan specifying the series of activities planned towards achieving migration of the Global Fund infrastructure and operations services with work effort required from Contractor, Global Fund employees and support companies currently tied to the Global Fund by underpinning contracts. ○ clear timelines for the initiation, planning, executing and closing of the migration. ○ a project evaluation plan and a procedure for migration quality control.
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		Migration measure of success: • No unscheduled down-time. Scheduled down-time will be approved in advance by the migration Change Management Board. • Similar or better availability of the systems being migrated. • Similar or better performance of the systems being migrated.
5.	Provision of services	The contractor must deliver proposal on how services will be provided (e.g. onsite vs. remote) and how cost of licensing of the systems including underpinning contracts will be covered. The preference is for all hosted services and storage of “at rest” data to be provided either in Switzerland or the United States of America.
6.	Provision of disaster recovery services	The Contractor must provide disaster recovery option for the target Global Fund infrastructure and operations services.
7.	Provision of the cost proposal	Contractor must provide cost proposal which will follow cost proposal structure as listed above.

**Place of
Performance:**

Geneva, Switzerland. **The Global Fund prefers that: 1) all hosted services are provided either in Switzerland or the United States of America; and 2) all “at rest” data is stored either in Switzerland or the United States of America.**

**Period of
Performance:** 24 to 36 months

SECTION B: EVALUATION CRITERIA

A Global Fund Technical Evaluation Panel will assess the extent to which proposals submitted in response to this RFP meet the evaluation criteria below.

The evaluations are divided into technical and cost factors. These factors will be valued relative to each other as described herein.

In assessing each proposal, the Global Fund will allocate greater importance to technical factors than to cost factors. This will be reflected in the weighting that the Global Fund will employ in assigning a total score to each proposal. While the technical score will be significantly more important, cost will be a factor in the evaluation. The closer the technical evaluation scores of the various proposals are to one another, the more important cost considerations will become. Therefore, the cost proposal may become a determinant factor in making award.

The score assigned to each proposal will be of guidance in determining which proposal would provide the greatest value to the Global Fund. However, the Global Fund reserves the right not to employ raw scores in determining best value where it considers, in its sole discretion, that this would not be appropriate.

The proposals will be evaluated based on the following Evaluation Criteria

TECHINICAL EVALUATION CRITERIA

1. Technical approach (80 points)

The extent to which the proposed solution meets the objectives as outlined in the RFP

- Satisfactory answers to all the questions in Section 3 of the RFP, including description of facilities **(25 points)**
- Detailed technical migration that demonstrates a clear understanding of the current & target GF IT infrastructure, including detailed project plan **(25 points)**
- Proposal on provision of services **(20 points)**
- Disaster recovery proposal **(10 points)**

2. Proposed Solution and Institutional Capability (20 Points)

The extent to which the proposed solution is able to deliver

COST EVALUATION CRITERIA

Offerors shall submit their cost proposals in accordance with requirements indicated in Section A (Cost proposal Structure)

A two stage procedure will be utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being considered. A cost evaluation is only undertaken for technical submissions that score within the competitive range.

Cost proposals will be evaluated in terms of best value to the Global Fund, price and other factors. Cost proposals shall be submitted in US Dollars.

SECTION C: INSTRUCTIONS TO SUPPLIERS

C.1 General Instructions

The Global Fund invites qualified suppliers to submit proposals for the services as fully described in this RFP. Faxed proposals are not acceptable. Suppliers are requested to submit their proposal by e-mail attachment formatted in Microsoft Word and/or Excel. Electronic copies should be addressed as follows: Solicitation@TheGlobalFund.org

The technical component of your proposal should be concisely presented and structured according to the instruction provided below, and should explain in detail your ability, capacity and resources to provide the requested services.

The cost component must cover all the services described above and must be clear and complete. The cost tables and accompanying notes must show the composition of all cost elements. Cost information must be submitted using cost template provided in appendix D which is attached separately to this RFP.

All proposals must be submitted in English. The RFP number and your company name must be clearly indicated in the subject line of your e-mail.

Proposals which are incomplete or non-responsive may not be considered in the review process. The Global Fund may, at its discretion, change the closing date, close the RFP, or revise the terms of reference, by issuing an amendment to this solicitation.

The Global Fund reserves the right to organize pre-proposal conference(s) before the closing date of this RFP. Should this option be exercised, all prospective suppliers will be invited to participate. Details of this conference will be provided in due course and as amendment to the solicitation.

In addition to the written proposal, the Global Fund may request suppliers in the competitive range to make oral presentations in English. The date, time, and place for such (if any) will be communicated to all eligible suppliers. Information obtained through oral presentations will be considered in the overall evaluation process.

The Global Fund may award one or more contracts resulting from this RFP to the responsible Suppliers whose proposal(s) conforming to this RFP offers the greatest value in terms of the selection criteria. The Global Fund may (a) reject any or all proposals, (b) accept other than the lowest cost proposal, (c) accept more than one proposal, (d) accept alternate proposals, (e) waive informalities and minor irregularities in proposals received, and (f) cancel this RFP.

The Global Fund may award one or more contracts on the basis of initial proposals received, without discussions or negotiations. Therefore, each initial proposal should contain the Supplier's best terms from a cost and technical standpoint. The Global Fund reserves the right (but is not under obligation to do so) to enter into discussions with one or more Suppliers in order to obtain clarifications or additional detail, to suggest refinements in the technical proposal or other aspects of the proposal, or negotiate the cost proposal.

The Global Fund will be under no obligation to reveal, or discuss with any Supplier, how a proposal was assessed, or to provide any other information relative to the selection process. Suppliers whose proposals are not selected will be notified in writing of this fact, and shall have no claim whatsoever for any kind of compensation.

Suppliers are solely responsible for their own expenses, if any, in preparing and submitting an offer to this Request for Proposal. This would include any costs incurred during functional demonstrations and subsequent meetings and negotiations.

Any questions concerning this RFP must be submitted in writing via email to: Solicitation@TheGlobalFund.org

All Amendments to this RFP will be posted on the Global Fund website: http://www.theglobalfund.org/en/business_opportunities/. It is the Supplier's responsibility to consult The Global Fund website to ensure that they are aware of amendments to this RFP.

This RFP shall not be construed as a contract or a commitment of any kind. This request for proposals in no way obligates the Global Fund to award a contract, nor does it commit the Global Fund to pay any cost incurred in the preparation of the proposal.

SECTION D: PAST PERFORMANCE INFORMATION

As part of the Technical Proposal, Offerors are required to complete the following table for three (3) recent contracts executed within the last five years which are similar in nature to the technical requirements of this solicitation. References with the closest match to the Global Fund's applications landscape and/or operating model are required.

The Global Fund reserves the right to contact any persons listed here in order to gain a better understanding of the Offeror's past performance in delivering similar services to former clients.

Past performance information shall be included for both the Prime and Key Subcontractor(s). Please use the form for each contract information.

PAST PERFORMANCE INFORMATION FORM

OFFEROR: *(Please provide your organization's name here)*

Information provided in response to RFP No:TGF-12-031	
1. Contract Title:	
2. Total Contract Value:	
3. Period of Performance <i>(must be within the last five years)</i> :	
4. Place of Performance/Location of Service Delivery: (Regions and/or specific countries)	
5. Client or Source of Funding:	
6. Client Reference: <i>(Name, Position, Phone Number, Email Address) and relationship to the Activity</i>	
7. Brief Description of Services:	
8. Relevance of Activity/Assignment to the services Required under this Request for Proposals.	