

Terms of Reference for the Vendor for ASEANstats VPS Windows Hosting Server

1. Background

Statistics Division of the ASEAN Secretariat (ASEANstats) has been attempting to keep improving the capacity and reliability (security & stability) of the existing statistical databases for facilitating the data needs in supports for the ASEAN Secretariat. Since 2017, ASEANstats subscribed a VPS Windows hosting server with specification as mentioned in the point number 2. The subscription of the VPS Windows hosting server will be expired in March 2023.

Provided the fact that the improvements in the capacity and reliability of ASEANstats statistical databases are quite noticeable and acknowledged by stakeholders in ASEAN Secretariat and ASEAN Community Statistical System (ACSS), ASEANstats is planning to maintain continuing the use of the VPS Windows hosting server. It is therefore extremely important for incorporating the cost of the VPS Windows hosting server into the ASEAN regular budget.

During the discussion on the ASEAN Operational Budget (AOB) FY (Financial Year) 2023, ASEANstats proposed the cost for the renewal of this hosting server to be covered by AOB for FY 2023, and this was already approved by Country Permanent Representative (CPR).

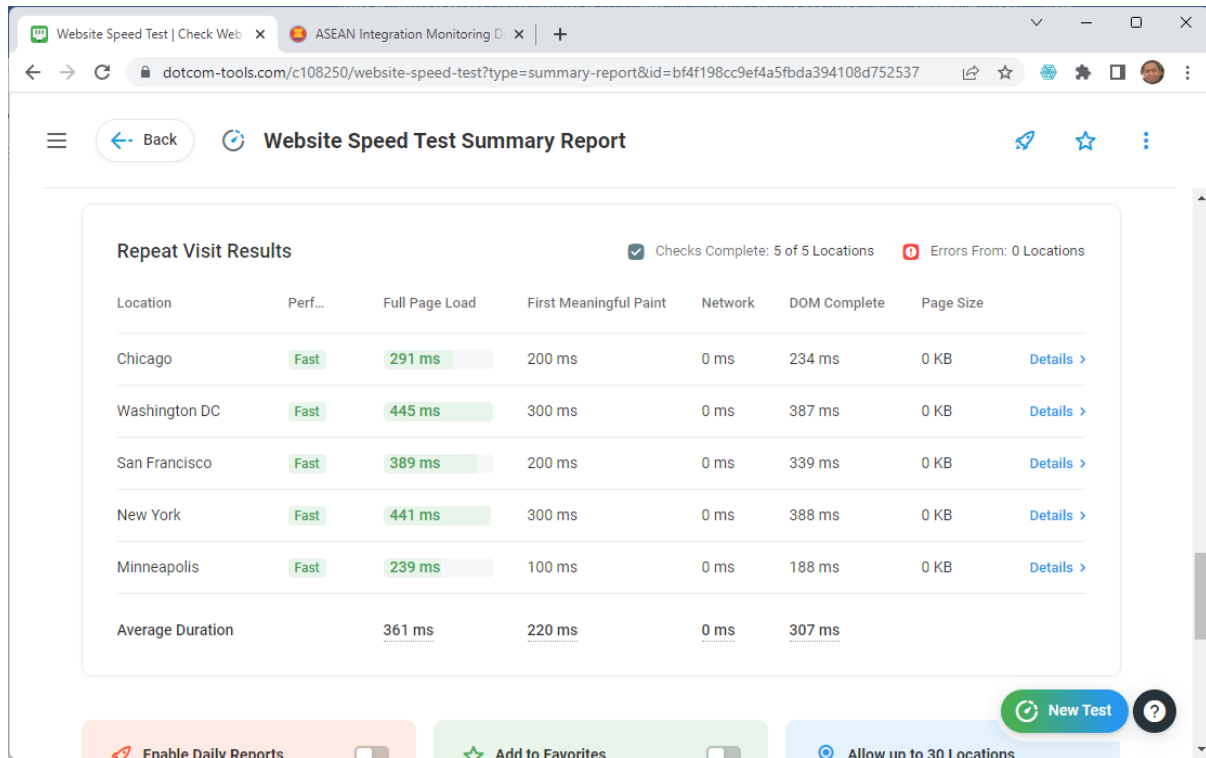
The server is currently running following websites/applications/services:

- SQL Server 2016 web edition 6 cores for main database server (to store and process hundreds of million records – the total database size is hundreds of gigabytes)
- SSRS (SQL Server Reporting Services) 2016 web edition 6 cores
- Trade API - Custom web application (.Net SQL Server)
- Compliance Monitoring Database - Custom web application (.Net SQL Server)
- Integration Monitoring Database - Custom web application (.NET SQL Server)
- IM Content Management System – Custom web application (.NET SQL Server)
- AIMD Homepage - Custom web application (.NET)
- There could be more applications hosted on this server

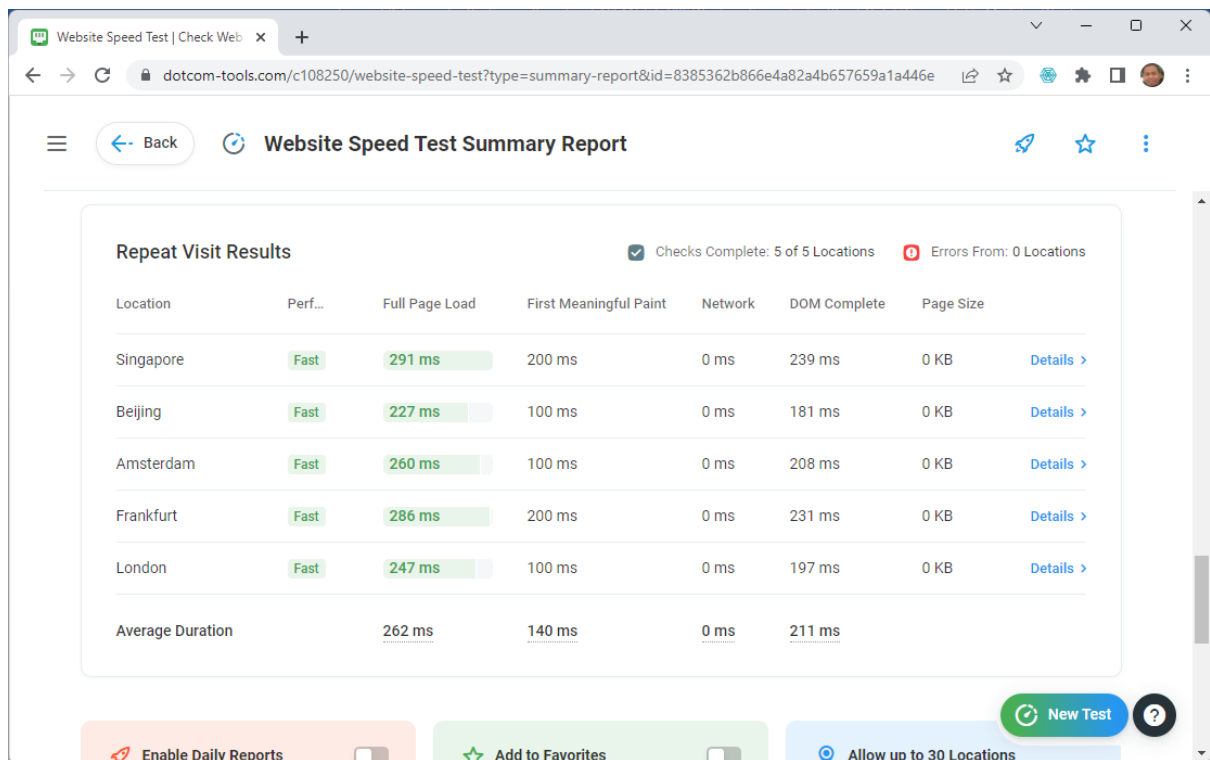
Websites and statistical database services are for worldwide public use, hence the websites require high speed for easy accessible by users from any locations.

Below are the screenshots of the some of current websites test speed:

North America Region



Asia and Europe Region



2. Specification of Server and Expected Services Deliverables

The vendor is required to provide the following minimum specification for the server:

Item	Specification
OS	Windows Server 2016 Standard
Type	Dedicated VPS
Storage	SSD 325GB (RAID 10)
Backup	Auto backup using R1soft w/ 425GB Backup Space
Support Type	Fully managed
Server Management	Plesk Web App (5 domains) and remote desktop
Data Center Location	Singapore
RAM	16 GB
Processor	Intel(R) Xeon(R) CPU E5-2650 v3 @ 2.30GHZ, 2300 Mhz, 2300 Mhz, 6 Core(s), 6 Logical Processor(s)
Bandwidth / Data Transfer	Dedicated 800GB/month
Database (installation and license)	SQL Server 2016 Web Edition 6 cores, including SSRS (SQL Server Reporting Services)
Support Respond	24/7, in English language, fast respond
Uptime Guarantee	99,99%
Network Connection Speed	10 GB
SSL certificate (include installation)	Comodo PositiveSSL Certificate
Security	MalwareBytes Endpoint Protection (Anti Malware + Anti Ransomware + Anti Exploit)

Beside above specification, the vendor also need to regularly monitor and maintain the server on a daily basis (24/7). Below are the details of the expected tasks for managing the Windows hosting server, including:

- To monitor the services and performance on daily basis (24 hours/7 days), ensuring the server to perform correctly.
- To install any security patches or critical updates immediately as they become available.
- To update the Operating System packages.
- To check for Firewall rules and security leaks
- To change RDP port if using old one.
- To regularly check that the off-site backups are complete and ready for disaster recovery.

3. Duration of Services

The duration of services is 1 (one) year with the possibility of renewal, subject to satisfactory performance. A review and evaluation of services rendered will be performed prior to the end of service duration.

4. Schedule of Deliverables

The tentative schedule of the work is as follows:

In March 2023, the services is renewed and the Application/Services/Websites running properly

5. Qualifications

The Vendor should have the following qualifications:

- a) Advanced professional experience in hosting VPS (Windows 2016), SQL Server 2016, IIS, etc. with multinational clients with large SQL Server database i.e. millions of records for public access.
- b) Advanced professional experience in server and website security including counter-intrusion skills
- c) Providing 24x7x365 on a daily basis support with fast response over any technical issues with the server.

6. Payment of Fees

The payment will be processed after vendor renewed the services and ensure all Application, Services, Websites running properly and the performance must be at least same as before renewed.
