



ASEAN SECRETARIAT

Request for Proposal

Renewal and Maintenance Support of IT Disaster Recovery Plan (DRP) System and Services

PROPOSAL MUST BE RECEIVED BY
Friday, 15 September 2023

DELIVER PROPOSAL TO:
ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110

Prepared by : **Information Technology System Division (ITSD)**
Date : **4 August 2023**

1 EXECUTIVE SUMMARY

1. The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN. Currently staffed with approximately 430 people, the mission of ASEC is to initiate, facilitate and coordinate ASEAN stakeholder collaboration in realizing the purposes and principles of ASEAN as reflected in the ASEAN Charter.
2. In order to effectively fulfil its function in providing greater efficiency in the coordination of ASEAN organs and implementation of ASEAN Programs and Projects, ASEC needs to be equipped with sufficient up-to-date technology and proper disaster recovery plan (DRP).
3. Having DRP in place will ensure recovery of its data/information in the event of a disaster. Therefore, ASEC has established its DRP in 2020 with 37 Client Agents/Licenses. The existing DRP system is set up in two locations.
4. ASEC is seeking a qualified vendor to provide a more better DRP solution or maintain the current one to backup ASEC's corporate data/documents locally and to a secure remote replication off-site. The to-be-appointed vendor may maintain the existing software and site or provide a better/recommended solution whichever solution is the most efficient.
5. The to-be-appointed vendor is expected to deliver all requirements as stated in the attached TOR.

2 SCOPE OF WORK

2.1. OBJECTIVES

The selected vendor shall be tasked to achieve the following objectives:

1. To ensure that any proposed solution is compatible with ASEC's hardware and that all data/documents at ASEC premises are safely replicated to the remote site;
2. To implement a new remote replication solution to enhance data/document protection and disaster recovery;
3. To migrate the existing data/documents, totalling to approximately 30TB, to a new secure replication site;
4. To provide the uplink/downlink bandwidth at least 50Mbps or as per recommendation;
5. Ensure the proposed solution able to cater storage capacity of at least 40TB with expandable options for additional storage capacity in the future.

2.2. IMPLEMENTATION ARRANGEMENTS

The vendor shall work closely with the Information Technology System Division (ITSD) team and follow the overall direction and guidance provided by the Director of Corporate Affairs/or ASEC Management.

2.3. EXPECTED DELIVERABLES

The to-be-appointed vendor shall deliver:

1. Provision of necessary hardware and software which are scalable and compatible with ASEC existing hardware;
2. Maintenance and support of the backup solution with the existing on-premises hardware and software and DRP solution on 24/7 basis during the contract period with ASEC;
3. Preparing reports which include daily/weekly/yearly technical activity, incident report, etc.;
4. Provision of necessary licenses for the proposed backup and replication solution;
5. Provision 25% increase of storage capacity annually during the contract period;
6. 24-hour monitoring of DRP system (hardware and software) for both of on-premises and remote site to prevent downtime;
7. Provision of technical guidelines/manual and other training to ASEC IT, if necessary.

2.4. INDICATIVE WORK SCHEDULE

The selected vendor is requested to provide a clear methodology and approach in carrying out this assignment. This includes demonstrating relevant knowledge and skills warranting that the team will be executed this project within a planned timeframe.

3 COMPLIANCE

3.1. PROPOSAL SUBMISSION INSTRUCTIONS.

- a. All proposals must be submitted in English.
- b. **Vendors should not include any financial/cost data in the Technical Proposal, but only in the separate envelope titled Financial Proposal. Failure to adhere to this will lead to disqualification.**
- c. The proposal should be concisely presented and structured, and should explain in detail the Vendor's availability, experience and resources to provide the requested services.
- d. Proposals must be submitted by the Closing Date and Time, as indicated in the RFP.
- e. Proposals that are incomplete or do not address the required criteria may not be considered in the review process.
- f. All communications with regard to this RFP shall be in writing and send to:

Procurement Unit

Administration and General Affairs Division

ASEAN Secretariat

Email : procurement@asean.org

3.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted not later than **Friday, 15 September 2023** by following options:

3.2.1. HARDCOPY (preferably)

The Technical and Finance Proposals must be submitted separately in two different envelopes, in two sets i.e. original and a copy, to the following address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Compliance

In conformance to the ASEAN Secretariat's Financial Rules and Administrative Rules and Procedures (AFARP), the vendor shall submit Tender Bids in **two** sealed envelopes as follows:

1) First Envelope (Technical Proposal):

a. Technical Proposals (original and copy)

First set; which shall consist, among others, of the technical specifications of the goods/works/services to be procured, production/delivery schedule, after-sales service/parts, manpower requirements, resume, list of hardware/software required, catalogues, specifications, training information, user acceptance test (UAT), demonstration kit, technical support, expected support response and methodology in development of DRP system, duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;

b. Second Set, which shall consist, among others, the company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements.

2) Second Envelope (Financial Proposal):

Financial Proposal (original and copy) which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3– Specifications and Price Breakdown

Any notices with respect to this RFP should also be mailed to the above contact and address.

All documents not submitted in English shall not be considered and quoted price in the hardcopy submission shall be in ***IDR for local bidder and USD for international bidder.***

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

3.2.2. SOFTCOPY

The Technical and Financial proposals shall be sent separately to the following email address:

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
Email: procurement@asean.org

Compliance

The softcopy of Technical and Financial proposals must be sent **separately** protected by a **different password** for each proposal in encrypted format at PDF/ZIP file.

1. Technical Proposals;

First set; which shall consist, among other, of the technical specifications of the goods/works/services to be procured, production/delivery schedule, after-sales service/parts, manpower requirements, resume, list of hardware/software required, catalogues, specifications, training information, user acceptance test (UAT), demonstration kit, technical support, expected support response and methodology in development of DRP system, the duly filled Appendix 1 and 1a - Company General Information and Customer Reference; Appendix 2 – Technical Requirement and completed Compliance Checklist as per Appendix 4;

b. Second Set; which shall consist, among others, the company profile; business name registration issued by appropriate government agency; authority of signatory; valid business permit and other appropriate licenses; taxpayer identification number; latest audited financial statements.

2. Financial Proposal:

Financial Proposal which shall consist of among others the bid amount; payments schedule; etc; duly filled Appendix 3 – Specifications and Price Breakdown

All documents not submitted in English shall not be considered and quoted price in the softcopy submission shall be in ***IDR for local bidder and USD for international bidder.***

3. Do not mention the password in body email.

4. Inform the password only when the Procurement staff contact you to request it.

3.3. RFP TERMS & CONDITIONS

3.3.1. Bid Expiration Date

31 December 2023

3.3.2. Implementation/Delivery Schedule

As stated in Appendix 5 – Term of Reference (TOR)

3.3.3 Pre-Bid Meeting/Site Visit

Date : **Monday, 14 August 2023**

Time : **14:00hrs – 16:00 hrs**

Venue : **ASEAN Secretariat**

Jl Sisingamangaraja No.70A, Kebayoran Baru

Jakarta 12110
Link : <https://meet.google.com/xkg-ezmi-mrf>

The attendance to Preliminary Meeting is strongly recommended. Participant's confirmation to the pre-bid meeting and questions can be share via email to: procurement@asean.org beforehand.

The ASEAN Secretariat may, after the closing date, request additional information or clarification of tenders in writing.

Appendix 1
Consultancy Firm/Individual Consultant General Information
To be submitted together in the Technical Proposal

Name:			
Division or Subsidiary (if applicable):			
Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration: (if applicable)			
Tax Registration Number:			
Valid Business Permit: (if applicable)			
Contact:		Telephone no.:	
Title / Position:		Fax no.:	
E-Mail:			
Indicate number of years involved in similar business			
Are you a subsidiary of a financial institution? *If Yes, Please indicate your Holding Company			

Appendix 1A
List of Clients
To be submitted together in the Technical Proposal

Customer Details	
Company Name	
Company Address	
Telephone Number	
Email Address	
Contact Name	
Project Title and Year Implemented	
Short Description	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Email Address	
Contact Name	
Project Title and Year Implemented	
Short Description	

Customer Details	
Company Name	
Company Address	
Telephone Number	
Email Address	
Contact Name	
Project Title and Year Implemented	
Short Description	

(Please add more list as required)

APPENDIX 2

Technical Requirements

To be submitted together in the Technical Proposal

The Technical Requirements should address the requirements and expectations set out in the table below. The vendor should use the section numbers and corresponding titles shown in this tables in their Technical Proposal Submission to allow the ASEAN Secretariat Sub Committee on Tender to evaluate Technical Submissions accordingly.

No	Description	ASEC Requirements	Remarks/ Methods/ Specific Details
1	Services requirement	Service Requirement as indicated in reference to Section 4 <i>Scope of Services</i> of attached TOR	
2	Duration for Work Delivery	The delivery of services needed (hardware and software, if any) for the DRP system should be completed before November 2023.	
3	Strategy requirement	Able to perform the following strategy 1) Expected Backup and Replication Strategy 2) Expected Recovery Strategy Or provided recommended strategy in accordance to recommended international standards e.g ISO, etc.	
4	Security Assurance Report and Certifications	Provide a clear assessment/test results of the proposed DRP solution's security to demonstrate that the proposed solution is reliable and secure. Please also include certifications e.g. COO, COM, Authorisation, Partnership etc.	
5	Project Approach	Provide track records and experiences in provision of DRP system and services for international/regional organisations fo similar nature to ASEAN and other qualifications indicated in reference to Section 6. <i>Vendor Qualifications, Knowledge and experiences</i> of attached TOR	
6	Expected Deliverables	Provide deliverables as indicated in reference to Section 3 <i>Expected Deliverables</i> of attached TOR	

7	Technical Support and Recurrent Commitment	Provide necessary qualified local technical support team within Greater Jakarta, mandatory, and should be able to deliver within expected response time as indicate in reference to Section 9 Preventive and Corrective maintenance of Attached TOR	
8	Solution/Platform Authorization	Authorised partner and/or supports of software solution/platform to be supplied	

APPENDIX 3
Financial Proposal Requirements
To be submitted together in the Financial Proposal

The Financial Proposal should contain the bid amount with detailed estimates i.e. description and allocation for each item. The total proposed budget should be inclusive of all supplies, services, taxes, and any other costs required to complete the project. The Financial Submission should detail the estimates for each item as set out in the table below:

No.	Description	Unit Cost (USD)	Total Cost (USD)
1.	Cost of Renewal Maintenance Support of IT Disaster Recovery Plan (DRP) System and Services (consultant fees)		
2.	Cost Breakdown of Services (Hardware/Software ,if any) required for running the DRP system. <u>Note:</u> • Please list all hardware and cost associated with them, if any. • Provide the specifications and brand of each hardware, if any		
3.	Cost Breakdown of Software applications required for running the DRP system <u>Note:</u> Please list all software applications and cost associated with them including license fee, if any.		
4.	Others/Miscellaneous (please specify: e.g. travel cost, ...)		
5.	Total Proposed Amount (After tax)		USD
6.	Tax (If Any)		
7.	Total Proposed Amount (After tax)		USD
8.	Payment Schedules	e.g. Payment schedules will be made in three stages (sample): 1. First Payment of USD _____ (..... After verification of the signed SSA by ASEC)	

		2. Second Payment of USD_____ (.... After the design, development and implementation phase). 3. Third Payment of USD_____ (.... After project concluded and complete handover).	
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APPENDIX 4

Checklist for the Completeness of Documents Submitted

The checklist must be used to ensure that you have provided all documentations for the tender. The checklist must be signed and included in both envelopes of your proposals.

I. General Requirements

No.	Description	Checklist
1	Proposals shall be prepared in English	
2	Proposals are submitted in two different envelopes (if hardcopy submission)	
3	The envelope must be sealed and labeled accordingly. i. Technical Proposal ii. Financial Proposal	
4	Title of the tender shall be put on each envelope	

II. Technical Proposal

No.	Description	Checklist
1	Project methodology and approach	
2	Schedule of delivery	
3	Manpower/Engineer requirements (include CV)	
4	List of hardware, software and others, if any	
5	Duly filled Appendix 1, 1a, 2 and 4	
6	Company profile	
7	All required reports and certifications	
8	Copy Company Legal Documents (if applicable), i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number iv. Authorized partner of the proposed software solution	
9	One original signed copy of technical proposal	
10	At least three (3) duplicate copies of technical proposal	

III. Financial Proposal

No.	Description	Checklist
1	Bid amount in US Dollar for international bidder and IDR for local bidder	
2	Payment breakdown and schedule	
3	Annual Licenses, Maintenance and Support Fee for additional 2 Years after the first 3 years contract period.	
4	Latest audited financial statements (if applicable)	
5	Authority of signatory (if applicable)	
6	One original signed copy of financial proposal	
7	At least one (1) duplicated copies of financial proposal	

Appendix 5 - Template for the Proposal Envelope
First Envelope – Technical Proposal

Name & Address

Technical Proposal - *Title of the Tender*

Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Second Envelope – Financial Proposal

Name & Address

Financial Proposal - *Title of the Tender*

**Chairman of Sub-Committee on Tender
Administration and General Affairs Division
The ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia**

Appendix 6

Renewal and Maintenance Support of IT Disaster Recovery Plan (DRP) System and Services