



ASEAN SECRETARIAT

Request for Proposal

Support and Maintenance of the ASEAN Secretariat's DRP Cloud Infrastructure and Deployment of On- Premises to Cloud Backup Services

**PROPOSAL MUST BE RECEIVED BY
Tuesday, 29 July 2025**

DELIVER/MAIL PROPOSAL TO:

ASEAN Secretariat
Jl. Sisingamangaraja 70A
Jakarta 12110
Indonesia

Prepared by:	Information Technology Systems Division (ITSD)
Date:	14 July 2025

1 EXECUTIVE SUMMARY

The ASEAN Secretariat (ASEC), as the administrative body supporting regional cooperation among ASEAN Member States, continues to modernize its IT infrastructure to ensure operational continuity, data resilience, and security compliance. In alignment with this strategic direction, ASEC has adopted Microsoft Azure as its cloud platform and successfully migrated several critical systems to the cloud.

To strengthen its Disaster Recovery and Business Continuity posture, ASEC seeks to engage a qualified vendor to support and maintain existing ASEC Cloud Platform and to implement a comprehensive backup solution for its remaining on-premises servers. This initiative aims to enable secure backups and rapid recovery in the event service disruptions, such as hardware failure or malicious incidents.

Through this project, the vendor is expected to provide 36 months of ongoing support and maintenance, ensure sustainability of ASEC cloud platform and back up services of on-premise systems to cloud.

2 BACKGROUND AND CURRENT STATUS

The ASEAN Secretariat (ASEC) was established in February 1976 by the Foreign Ministers of ASEAN to coordinate and facilitate collaboration among ASEAN Member States and stakeholders. With approximately 450 personnel, ASEC plays a crucial role in driving ASEAN's initiatives as outlined in the ASEAN Charter.

As part of its technology modernization initiatives, ASEC is migrating its servers to Microsoft Azure cloud so that it enhances ASEC IT and network infrastructure, i.e. operational efficiency, security and agility. The transition offers advanced security, robust disaster recovery and failover capability, and scalable resource management. It also reduces the risk of system failures and service disruptions and ensures seamless operations and institutional continuity.

In alignment with this strategy, ASEC has already established its Azure Cloud Platform and completed the migration of several key servers to the cloud. ASEC is now planning to further expand its cloud adoption by implementing a cloud-based backup for its remaining on-premises servers and setup of recovery and failover infrastructure in its Azure Cloud Platform.

3 SCOPE OF WORK

The vendor shall work closely with ITSD Team and follow the overall direction and guidance provided by the Director of Corporate Affairs and/or ASEC Management.

For details of the scope, please refer to the attached Terms of Reference (TOR) as Annex A.

3.1 PROJECT OVERVIEW

To provide maintenance and support to ASEC's Azure Cloud Platform, but not limited to, configuration and troubleshooting to ensure stability of ASEC Cloud Platform and servers as well as of additional servers to be created or migrated in future into this Platform.

To implement a backup solution for on-premises servers to Azure Cloud Platform, with comprehensive support that includes continuous monitoring, timely troubleshooting, periodic verification of backup integrity and the adoption of best practices for a secure and cost-effective backup.

3.2 PROJECT REQUIREMENTS

The vendor will undertake the following tasks:

1. Managing and maintaining ASEC Azure Platform
 - Manage and maintain the Hub and Main virtual network
 - Ensure seamless tunnel connection between ASEC Azure infrastructure and ASEC on-premises infrastructure
 - Perform configuration needed to support existing servers, new server deployment or to migrate on premise servers to ASEC Azure platform
 - Perform review of existing configuration ensuring optimal configuration
 - Provide automatic email alert and timely troubleshoot for issues related to ASEC Azure platform
2. Deployment and Maintenance of Azure cloud backup solution for ASEC on-premises servers
 - Implement best practice backup strategy in-line with ISO standard (RTO, RPO, backup granularity, retention policies, encryption, etc)
 - Configure immutable backup and ZRS (Zone Redundant Storage) for all backup data
 - Implement backup at image level, configured with daily incremental backup and feature to do granular restore on file-level or folder-level
 - Backup should be implemented with recovery points as follows: daily recovery points for the past 7 days, weekly recovery points for the past 4 weeks and monthly recovery points for the past 6 months

- Perform and document periodic restore testing (2x per year) to ensure backup integrity
 - Perform configuration support and on-demand restore support as and when needed
 - Reviewing and troubleshoot error codes in logs
 - Perform regular update of backup agents
 - Daily monitoring of backup jobs, configure and provide automated email alert and perform timely troubleshooting
 - Produce documentation on all configuration
 - Provide monthly report on backup status and resources usage monitoring
3. Maintenance of all servers in Azure Cloud Platform
- Provide maintenance and support for all the servers
 - Configure immutable backup, Standard SSD for storage, ZRS (Zone Redundant Storage) and ASR (Azure Site Recovery to East Asia Region) for server resources, backup and failover
 - Implement backup at image level, configured with daily incremental backup and feature to do granular restore on file-level or folder-level
 - Backup should be implemented with recovery points as follows: daily recovery points for the past 7 days, weekly recovery points for the past 4 weeks and monthly recovery points for the past 6 months
 - Perform investigation and troubleshoot all server infrastructure related issues
 - Daily monitoring of server backup jobs, configure and provide automated email alert and perform timely troubleshooting
 - Perform and document periodic restore testing and site recovery test failover (2x per year)
 - Provide monthly report on server health (CPU, Memory, Disk usage, Uptime, Backup Status, etc)
4. Migration of on-premises Shared folders to Azure Cloud Platform
- Configure user access permissions to replicate existing user access permission
 - Provide maintenance and support for the shared folder
 - Configure immutable backup, Standard SSD for storage, ZRS (Zone Redundant Storage) and ASR (Azure Site Recovery to East Asia Region) for server resources, backup and failover
 - Implement backup at image level, configured with daily incremental backup and feature to do granular restore on file-level or folder-level
 - Backup should be implemented with recovery points as follows: daily recovery points for the past 7 days, weekly recovery points for the past 4 weeks and monthly recovery points for the past 6 months
 - Perform and document periodic restore testing (2x per year) to ensure backup integrity
 - Perform configuration support and on-demand restore support as and when needed
 - Daily monitoring of backup jobs, configure and provide automated email alert and perform timely troubleshooting
 - Provide monthly report on backup status and resources usage monitoring

5. Leveraging best practices

Prior to carrying out this assignment, the to-be-selected vendor is expected to review and analyze the requirements outlined in this TOR. Based on the expertise and industry's best practices, the vendor is encouraged to propose alternative approaches or solutions, where appropriate, that may offer enhanced performance, reliability, and cost-efficiency. Any proposed alternatives should be accompanied by technical justifications for ASEC's consideration

6. Disaster Recovery

In the event of a major disaster impacting the Azure Southeast Asia region where the ASEC cloud platform is currently hosted, the vendor shall be fully responsible for establishing an equivalent cloud infrastructure in the Azure East Asia region within three (3) working days or an agreed duration with ASEC from the date of the incident.

7. Provide annual support and maintenance service for a contract period of 36 months. The scope of support and maintenance should cover all necessary software license required to perform the service as detailed in Scope of Service and subscription of Azure resources as detailed in Annex. 1 , Annex. 2, Annex. 3 and Annex. 4 including further expansion up to a maximum of 10 servers to be hosted in Azure and up to 25 on-premises servers to be backup to Azure. Any additional Azure resources beyond those specified in the annexes and the stated limits will be subject to separate charges, to be provided separately in the proposal.

8. Project Schedule and Delivery (Please refer to Appendix 2)

The vendor shall ensure that all activities outlined in this Terms of Reference (TOR), including the provisioning, configuration, and implementation of the required services, are fully completed and accepted by The ASEAN Secretariat no later than 31 December 2025.

In the event that the vendor fails to complete the project by the stipulated deadline, a penalty of 0.5% of the annual support and maintenance fee shall be imposed for each calendar day of delay, up to a maximum of 10% of the annual support and maintenance fee. The ASEAN Secretariat reserves the right to deduct the penalty amount from any payments due to the vendor.

3.3 VENDOR'S QUALIFICATION (Please refer to Appendix 1a and Appendix 2)

The vendor should provide a team of qualified consultants that meet the following requirements:

- a. Proven experience in designing, implementing and maintaining Hub and Spoke Architecture in Azure
- b. Proven experience with Azure-native backup tools such as Azure Backup, Recovery Services Vault, Azure Site Recovery, and immutable backup configuration.
- c. At least 3 successful projects involving implementation of Azure cloud Architecture, migration of

- servers to Azure and backup of on premises servers to Azure
- d. At least 5 years of experience working with international organisations, multinational corporations, or regional organisations similar to ASEAN Secretariat;
 - e. Among the Support Team, its core member/s must at least be equipped with the following:
 - A minimum of 5 years of experience working with Microsoft Azure Infrastructure,
 - Certified Azure Administrator Associate,
 - Certified Azure Solutions Architect Expert,
 - Certified Azure Security Engineer Associate,
 - Certified Azure Network Engineer Associate.
 - f. Authorised Letter/Partner and/or support of software solution/platform to be supplied
 - g. All experts assigned for this project shall have good written and verbal English communication skills.
 - h. Leadership; Strong leadership and inter-personal skills including excellent communication, facilitation and training skills are required

4 RFP REQUIREMENTS PROCESS

4.1 PROPOSAL SUBMISSION INSTRUCTION

- 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

4.2. CLOSING DATE AND TIME OF SUBMISSION OF PROPOSALS

All proposals must be submitted not later than **Tuesday, 29 July 2025** by following options:

4.2.1. HARDCOPY (preferable)

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
JI Sisingamangaraja No.70A
Kebayoran Baru
Jakarta 12110
Indonesia

Compliance

In conformance to the ASEAN Secretariat's Financial 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 services to be procured; delivery schedule; manpower requirements; printed hardcopies of 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) **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 – **Price**

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 ***US Dollar for international bidders and IDR for local bidders***.

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

4.2.2. **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

Subject of the Email:

- **Technical Proposal_ Title of Tender_ Name of Vendor**
- **Financial Proposal_ Title of Tender_ Name of Vendor**

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;**

a. **First set**; which shall consist, among others, of the technical specifications of the services to be procured; delivery schedule; manpower requirements; printed hardcopies of 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 – **Price**.

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

3. Do not mention the password in body email.

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

4.3. RFP TERMS & CONDITIONS

4.3.1. Bid Expiration Date

*Received tender proposals shall be valid until **31 October 2025***

4.3.2. Implementation/Delivery Schedule

Refer to Project Schedule and Delivery as stated in Term of Reference

4.3.3 Pre-Bid Meeting.

The Pre-bid meeting is to be held **hybrid** as follows:

Date	: Tuesday, 22 July 2025
Time	: 2pm – Jakarta time
Venue	: ASEAN Secretariat Jl. Sisingamangaraja No.70A Kebayoran Baru Jakarta Selatan
Google Link	: https://meet.google.com/rge-pphp-vcw

Participant's confirmation to the pre-bid meeting and questions can be shared 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
Company General Information
*To be submitted together in the **Technical Proposal***

Company LEGAL Name:			
Division or Subsidiary (if applicable):			
Company Address:			
City:			
Province / State:			
Country:			
Postal Code:			
Telephone:			
Business Name Registration:			
Tax Registration Number:			
Valid Business Permit:			
Company 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.
Customer Reference
*To be submitted together in the **Technical Proposal***

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title and Description	
Implementation Year	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project title and Description	
Implementation Year	

Customer Details	
Company name	
Company address	
Telephone number	
Fax number	
Contact name	
Email address	
Project Title and Description	
Implementation Year	

Note: Please add more as necessary

APPENDIX 2
Technical Requirements
To be submitted in the Technical Proposal

No	Description	ASEC Requirements	Remarks
1	Duration of Implementation	As per section VI of the TOR, project to be completed by 31 Dec 2025	Vendor to present planned activities and timeline to meet the required schedule
2	Project approach / Strategy / Methodology / Implementation	• Provide clear recommendation and approach based on industry best practice • Provide project architecture design • Recommend technology / solution to be implemented for this project Please refer to TOR Section IV 'Scope of Services' No.1,2,3,4,6.	Vendor to provide clear recommendation, design and proposed solution
3	Vendor experience	Please refer to the TOR section VII No. a and b and d.	Vendor to provide similar project experience with regard to a & b and d.
4	Project reference	Experience in implementing similar project as required in section VII in the TOR No.C. Please fill up Appendix 1a.	Please refer to Appendix 1a.
5	Team Qualification	Please refer to Section E of the TOR for Vendor Qualification and Experience	Please submit CV and certificates
6	Authorised Letter/Partner and/or support of software solution/platform	Please refer to Section F of the TOR for Vendor Qualification and Experience	Please submit the required documents
7	Leadership	Strong leadership and inter-personal skills including excellent communication, facilitation and training skills are required	Vendor to comply

APPENDIX 3
Price
To be submitted in the Financial Proposal

No.	Description	Quantity	Price /day (USD for International Vendor or IDR for Local Vendor)	Total (USD for International Vendor or IDR for Local Vendor)
1	Cost of implementation (on-prem server backup to cloud and migration of Shared Folder)			
2	Cost breakdown of the 3 years maintenance and support services: • Annual Azure resource subscription • Annual Professional services • Annual 3rd party software (if any) • Others (if any)			
3	Others/Miscellaneous (please specify: e.g. travel cost, etc) if any			
4	Tax (if any)			
			GRAND TOTAL	
	<u>Payment schedule</u> e.g. Payment schedules will be made in three stages: 1. First Payment of USD ____ (after verification of the signed SSA by ASEC) 2. Second Payment of USD ____ (after the implementation on-prem server backup to cloud and migration of Shared Folder). NOTE:			

	50% of annual maintenance and support services to be paid at the end of 3 rd month and remaining 50% to be paid at the end of 9 th month			
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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 (hardcopy)	
3	The envelope must be sealed and labeled accordingly. i. Technical Proposal ii. Financial Proposal	
4	Proposals are submitted in two different emails protected by different passwords. (softcopy)	
5	Title of the tender shall be put in each email as follows: - Technical Proposal_Title of Tender_Name of Vendor - Financial Proposal_Title of Tender_Name of Vendor	

II. Technical Proposal

No.	Description	Checklist
1	Technical Specifications of the service refer to the proposal	
2	All required information have been addressed accordingly	
3	Schedule of delivery	
4	Manpower/consultant requirement (including CV)	
5	List of vendor's equipment (if any)	
6	Customer Reference (on similar project)	
7	Company profile	
8	Copy Company Legal Documents, i.e. i. Business Name Registration ii. Valid Business Permit iii. Tax Identification Number iv. Authorised Letter/Partner of the proposed solution	
9	Authority of signatory	
10	Latest audited financial statements	
11	One original signed copy	
12	One copy of technical proposal duplicate	

III. Financial Proposal

No.	Description	Checklist
1	Offering is formulated in English	
2	Bid amount	
3	Payment schedule	
4	One original signed copy	
5	One copy of Financial Proposal Duplicate	

APPENDIX 5
Template for the Proposal Envelope
First Envelope – Technical Proposal

**Company 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

**Company 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**