

## REQUEST FOR PROPOSALS

### SERVER CLOUD MIGRATION AND BACKUP SERVICES

#### INTRODUCTION

The African Guarantee Fund - for Small and Medium-Sized Enterprises Ltd (AGF) is a Pan-African non-bank financial institution founded by the Ministry of Foreign Affairs on behalf of the Government of Denmark, through the Danish International Development Agency (DANIDA), Ministry of Foreign Affairs and Cooperation on behalf of the Government of Spain through the Spanish Agency for International Development Cooperation (AECID) and the African Development Bank (AfDB) in 2011. AGF has since been joined by the Agence Française de Développement (AFD), the Nordic Development Fund (NDF), Investment Fund for Developing Countries (IFU) and KfW.

AGF's primary mandate is to assist financial institutions (FIs) in Africa to scale up their SME financing through the provision of partial loan guarantees and capacity development assistance. AGF seeks to bridge the financing gap across the continent for SMEs. Our products and services provide FIs with the means, which they can leverage in bringing their SME financing interventions to the required scale.

African Guarantee Fund contributes to the promotion of economic development, vital for prosperity, stability and poverty reduction in Africa through two lines of activity:

- a. Provision of a mix of financial guarantees and other products, which reduce the risks sustained by FIs when lending to SMEs that have insufficient collateral. These guarantees contribute to reducing the inability of SMEs to provide acceptable guarantees required by FIs prior to lending.
- b. Support for capacity development of the partner FIs to enhance their capacity to appropriately assess loan requests from SMEs and to mitigate risks associated with the guarantee.

AGF operates according to market principles and is a commercially viable venture with operations in 40 countries in Africa and is gradually expanding to other countries to cover the whole of Africa.

**AGF is rated 'AA-' by the globally renowned Fitch Ratings Agency.**

## **OBJECTIVE OF THE ASSIGNMENT**

The purpose of these terms of reference is to solicit proposals from qualified bidders to provide services for migrating AGF's on-premises servers to a cloud-based environment and to ensure that backup and recovery services are implemented. The solution must support high availability, scalability and agility with simplified deployment and operational management of the infrastructure. The virtual server infrastructure must be accessible remotely, with 2-Factor Authentication (2FA) as a mandatory requirement for log-ins. The infrastructure must also support the highest security encryption standards. AGF seeks a qualified vendor to perform the necessary upgrades and enhancements to the company's server infrastructure.

## **DURATION OF THE ASSIGNMENT**

One year with possibility of extension/renewal depending on the agreement made between the parties.

## **SCOPE OF WORK**

### **A. Description**

The successful vendor will be expected to migrate our on-premises server to a secure cloud environment that has backup and disaster recovery functionality.

This project scope includes:

- Consulting services for planning the project tasks, deliverables, and timeline for migrating AGFs server to a cloud tenant.
- Services to perform installation, configuration, data migration, testing, technical documentation, and go-live support to move our on-premises server instance to a cloud tenant with minimal disruption to our users.

### **B. Responsibilities**

The key business requirements of the project are as shown below:

- The seamless migration of AGF servers to a cloud platform simulates a hybrid set-up where the virtual servers are a replication of the on-site servers.
- The proposed cloud solution must provide resiliency options to allow the running of servers and workloads with minimal downtime and data loss.

- Upgrade the current Windows Server OS to the latest release.
- 2FA must be mandatory for accessing the virtual server infrastructure.
- The cloud platform must provide a suitable solution for periodic backups (full, incremental and differential) of the servers and laptops.
- Configure, schedule, and provide encrypted backup management of all the data including, but not limited to files, folders, images, system state, databases, and enterprise applications on the company's servers and laptops.
- Optimize the backup process in terms of time, space, and minimal disruption to the production environment.
- Develop a Backup and Disaster Recovery documentation/guideline, including fully annotated diagrams to use for daily operations and during an emergency. The guidelines should include processes for different types of emergencies.
- Perform failover testing and ensure that the Recovery Time Objective (RTO) is within agreed limits.
- The cloud platform must provide the facility to monitor servers hosted in the Cloud using enterprise level monitoring tools. The requirement includes infrastructure monitoring to provide visibility of resources and server availability.
- The cloud platform must provide a facility to do maintenance and upgrades with minimal downtime and ensure that the Recovery Point Objective (RPO) is negligible.
- The cloud platform must include a role-based administration interface.
- The cloud platform must support industry security standards and ensure data, resources and users are protected across the provided environment. Environment and data must include encryption of data, secured data transfer, firewalls and gateways protecting any connected endpoints on both the public cloud and the private datacenters.
- During the infrastructure migration, bidder shall provide knowledge transfer of the data migration process and tools, operational aspect of the cloud environment.
- Training should be provided to the AGF IT personnel for the new administration and cloud features.

## REPORTING REQUIREMENTS/DELIVERABLES

The Cloud Migration and Backup Service Providers will need the following reporting requirements/deliverables, but not limited to:

1. Inception report. The inception report should mainly include how the firm understands/interprets the TOR; any additions/clarifications to the TOR; a refined methodology to be adopted; action plan; expectations from AGF; and the preferred payment schedule.
2. Work plan of the project.
3. Progress reports.
4. Any other report, as required.
5. Administrator and user manual documentation

## COMPETENCIES

- **Analysis:** Identify and understand issues, problems, and opportunities; compare data from different sources to draw conclusions.
- **Communication:** Clearly convey information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Exercising Judgment and Decision Making:** Use effective approaches for choosing a course of action or developing appropriate solutions; recommend or take action that is consistent with available facts, constraints, and probable consequences.
- **Technical and Professional Knowledge:** Demonstrate a satisfactory level of technical and professional skill or knowledge in position-related areas; remain current with developments and trends in areas of expertise.
- **Building Effective Relationships:** Develop and use collaborative relationships to facilitate the accomplishment of work goals.
- **Client Focus:** Make internal and external clients and their needs a primary focus of actions; develop and sustain productive client relationships.
- Demonstrated ability to describe non-functional requirements and translate into architecture constraints.

## WORK EXPERIENCE

- Vendors must be a Commercial Cloud Service Provider (CSP), a third-party licensed reseller of a CSP, and/or a provider of services for utilizing a CSP (e.g.; consulting, migration services, managed services, FinOps, etc.).
- Minimum ten (10) years of experience working with cloud migration and back-up technology.
- Demonstrated success in planning, managing, and supporting at least five (5) successful infrastructure migration projects to cloud.
- Must be pro-active and a self-starter as this position requires a lot of independent work.
- Experience with undertaking similar projects with recognized banking and financial institutions.

## CONFIDENTIALITY

By accepting to take part in the invitation, you agree to keep in confidence all information provided to you, whether written or oral, in relation to the invitation and/or in relation to the organization's business generally which is not already in the public domain, to use it only for the purposes of this bid and for no other reason and not to disclose any of the said information to any third party.

## APPLICATIONS

Please submit your technical proposals (including CVs of proposed staff), financial proposal (including proposed payment schedules) through the email below, on or before **January 31<sup>st</sup>, 2023**. In case of any clarification, please channel them through the same email address.

**Email Subject:** Server Cloud Migration and Backup Services

**Email:** [reception@africanguaranteefund.com](mailto:reception@africanguaranteefund.com)