



TENDER NO 01/2025: SERVER INFRASTRUCTURE UPGRADE AND HYBRID CLOUD BACKUP

Tertiary Scholarships and Loans Service (TSLS) invites tender from reputable organizations with suitably qualified and experienced individuals for the replacement of outdated servers with new infrastructure, including hybrid cloud backup solutions. The selected organization will be expected to provide, customize, and implement a modern server infrastructure solution that meets TSLS's specific requirements and budget considerations.

About the Organization

TSLS is a Fijian Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement all the Fijian Government funded Scholarships, Study Loans and Grants.

In its 2020-2024 revised Strategic Plan, ICT Transformation is a strategic focus area to provide excellent end-to-end user experience. TSLS is focused on upgrading its server infrastructure to enhance reliability, scalability, and disaster recovery capabilities. This includes the implementation of hybrid cloud backup solutions to ensure data integrity and availability.

Scope of Work

- **Provision and Replacement of Servers:**
 - Supply and install new production servers based on the network architecture we provide. Ensure compatibility with existing IT infrastructure and integration with current systems.
- **Backup and Storage Solutions:**
 - Implement immutable backup storage.
 - Design the solution to allow backups on cloud network, with hybrid capabilities and on-demand restore functionality (Optional).
- **Disaster Recovery:**
 - Configure disaster recovery setup with existing hosts at the ITC DR Site.
- **Partnership and Outsourcing Considerations:**
 - For each aspect of the scope mentioned above, the vendor should clarify whether they will be handling the work in-house or will be partnering with external service providers or outsourcing any part of the project. This transparency will allow us to assess the long-term potential for partnership, ensuring continuity and quality in project execution.
- **Data Migration:**
 - Safely migrate all existing data from the old servers to the new infrastructure with minimal disruption to ongoing operations.
 - Verify the integrity of the data after migration to ensure that no information is lost or corrupted during the transfer process and perform comprehensive testing post-migration to confirm that all systems are functioning correctly.

Timeline:

- Three (3) months or earlier from the time of official engagement.
- The full scope of work with key requirements is available on TSLS website www.tsls.com.fj
- All tenders to be submitted through TSLS tender portal available on website <https://tender.tsls.com.fj>
- For any clarifications on the tender specifications, contact Mr. Kaushal Prasad at KPrasad@tsls.com.fj
- All tenders must reach TSLS by **NO LATER THAN 4.00 pm on 31st January 2025.**

SCOPE OF WORK FOR SERVER INFRASTRUCTURE UPGRADE AND HYBRID CLOUD BACKUP

1.0 Background

Tertiary Scholarships & Loans Service (TSLs) is a Fiji Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement Government's tertiary education Scholarships, Study Loans and Grant schemes.

As part of its 2020-2024 revised Strategic Plan, TSLs has identified ICT Transformation as a critical area for providing excellent end-to-end user experiences. A key component of this transformation is upgrading the existing server infrastructure to ensure enhanced reliability, scalability, and disaster recovery capabilities. This initiative is driven by the need to support the organization's expanding operations, including the management of student data, financial transactions, and other critical information systems.

Due to ongoing IT service expansion and cyber risk mitigation, TSLs is seeking expressions of interest from reputable organizations with qualified and experienced professionals to upgrade network infrastructure with modern, high-performance servers and implement a robust hybrid cloud backup solution.

Specific Scope of Work

The server infrastructure upgrade project should encompass the following functionalities:

3.1 Server Infrastructure Replacement

Assessment and Planning:

- Conduct a thorough assessment of the existing server infrastructure and develop a detailed implementation plan for replacing the servers.

Provision and Installation:

- Supply and install new production servers based on the selected options we provide.

Compatibility and Integration:

- Ensure that the new server infrastructure is fully compatible with TSLs's existing IT systems and integrate it seamlessly into the current environment.

Reuse of Existing Hardware:

- Reuse one of the existing hosts (Host-1, Host-2, or Host-3) for additional DC2 and Jump Box on a physical server as required.

3.2 Backup and Storage Solutions

Immutable Backup Storage:

- Implement an immutable backup storage solution to protect against data tampering and ransomware attacks.

Hybrid Cloud Backup (Optional):

- Integrate Cloud Backup for hybrid cloud storage and on-demand restore capabilities, ensuring a secure and scalable backup solution.

3.3 Disaster Recovery

Disaster Recovery setup:

- Configure disaster recovery using our existing servers at the ITC DR Site, ensuring a robust and responsive DR plan.

Testing and Validation:

- Conduct comprehensive testing and validation of the disaster recovery setup to ensure it meets TSLS's operational requirements.

3.4 Customization and Support

Customization:

- Tailor the new server infrastructure and backup solutions to meet the specific needs of TSLS, including any required visual and technical adjustments.

Training and Documentation:

- Provide training to staff on managing and maintaining the new infrastructure and backup systems. Supply detailed documentation for all implemented solutions.

Ongoing Support:

- Offer ongoing technical support and maintenance services to ensure the continued optimal performance of the server infrastructure and backup systems.

3.5 Security Enhancements

Security Hardening:

- Implement security hardening measures on the new servers, including intrusion detection systems, and regular security patching to protect against cyber threats.

Data Encryption:

- Ensure that all data stored and transmitted through the backup solutions is encrypted to comply with industry standards and protect sensitive information.

Access Controls:

- Set up and enforce strict access controls to limit server and backup system access to authorized personnel only, reducing the risk of unauthorized access.

3.6 Migration and Data Transfer

Data Migration:

- Safely migrate all existing data from the old servers to the new infrastructure with minimal disruption to ongoing operations.

Data Integrity Verification:

- Verify the integrity of the data after migration to ensure that no information is lost or corrupted during the transfer process.

Testing Post-Migration:

- Perform comprehensive testing post-migration to confirm that all systems are functioning correctly, and that data access is seamless.

Server Infrastructure Monitoring:

- Implement continuous monitoring of the server infrastructure to ensure optimal performance, detect potential issues early, and maintain the stability of the migrated environment.

3.6 Duration

Three (3) months or earlier from the time of official engagement.