PART II. LIST OF GOODS OR SERVICES

John Snow, Inc. in South Africa (JSI) currently has services spread between its incumbent service providers; our own ICT team and a number of third parties. John Snow, Inc. vision is to evolve the operating model to enable strategic control over our ICT services and the identification of the right partner to support the delivery of integrated, modern, secure and scalable ICT services that support our business operations and strategy.

This EOI process relates to the provision of the design, build, migration and ongoing managed services for the following:

- Network Infrastructure and Support Services
- Microsoft Application Support Services
- Linux Application Support Services
- Backup Support Services
- GSuite Support Services
- Sourcing and Management of Hosting / Cloud Services
- Communication and Telecoms Infrastructure Services
- Technical and Help Desk Support Services
- Short Term Training Services
- Identity and Access Management Services
- Security
- ICT Hardware, Software and Sundry Supply Services
- Cross-Functional ICT Service Management Services (e.g., Reporting)

LOCAL SERVICES

NETWORK INFRASTRUCTURE AND SUPPORT SERVICES

JSI information technology infrastructure includes the hardware, software, systems and services used by the company to support its operations. High availability, responsiveness and reliability of the ICT infrastructure are important to meet the dynamic needs of our business. Support service options should cover the following:

- Network Administration - Servers (Windows and Linux)
  - 24/7 server monitoring
- Server updating and hardening
- Security monitoring and audit
- Performance optimization
- Backup management
- Emergency patching
- Disaster recovery
- Human response to alerts

### Network and security
- Failover network design, policy, implementation and configuration
- Internet access and remote access configuration
- WAN, LAN and VPN integration, maintenance and support
- Network discovery, monitoring and performance analysis
- Bandwidth management
- IDS/IPS and firewall integration, configuration, maintenance and support
- Monitoring and IT security (infrastructure monitoring, antivirus systems, firewalls, vulnerability checks)

### Cloud Services
- Private and hybrid cloud infrastructure design and integration
- Private, public and hybrid cloud infrastructure administration, maintenance, security audit and support.
- We work with Google Cloud, which includes the Google Cloud Platform public cloud infrastructure, as well as G Suite.

### Enterprise systems
- Data centers integration, maintenance, support and migration
- Directory services integration, monitoring, upgrade and support
- E-mail and VoIP systems integration, monitoring and update
- Intranet and collaboration solutions integration, migration, maintenance and support
- CRM systems integration, migration, maintenance and support

### Network Management Services
- Failover Network Configuration
- Failover Internet Access Configuration
- Failover Remote Access Configuration
- Unauthorized Network Access protection
- Failover Network Solutions design, development and implementation

### Network wiring Services
- Wiring/Re-Wiring of components and patching
- Labelling and organizing of cables
- Design and maintenance of server room

**MICROSOFT APPLICATION SUPPORT SERVICES**

Support services for Microsoft Applications owned and managed by JSI ICT section. Support options should cover the following:

- All Available Microsoft Server Applications
  - Includes initial compliance configuration/hardening as well as on-going continuous monitoring, privileged user management, remote access management, patch and vulnerability management.
  - Microsoft Exchange: Exchange administration service includes basic exchange messaging platform setup, security compliance configuration, and ongoing management including periodic patches.

**Linux Application Support Services**

Support services for Red Hat Enterprise, Ubuntu, Debian, SUSE, Slackware, and CentOS Applications owned and managed by JSI ICT section. Support options should cover the following:

- All Available Red Hat and Ubuntu Server Applications
  - Maintenance, monitoring, updates, configuration, backups, security, virtualization, uptime

**BACKUP SUPPORT SERVICES**

Support services for Backup Solutions owned and managed by JSI ICT section. JSI requires several essential aspects of a comprehensive and dependable backup and restore solution/strategy. Support options should cover the following:

- Flexible types of backup
  - full backup, differential backups where only additions/changes are copied,
  - and incremental backups where delta changes since the most recent incremental backup are copied

- Where the data is backed up
  - Physical/Local backup where the data is backed up on-site using an external hard drive, USB drive or the like
  - Cloud/Remote backup, where data is backed up off-site in a cloud storage environment
• Required features
  o Ease of Backup: Automated and/or on-demand options
  o Restore Flexibility: Cross-user, search-based, point-in-time
  o Scalability: License and user management
  o Ease of Use: Intuitive user interface and self-service recovery
  o Post-purchase Experience: Free support and unlimited storage
  o Strong Credentials: Superior customer ratings, security & compliance certifications
• Business Continuity Management
  o Determine and provide the maturity of controls for Information Security & Business Continuity

GSUITE SUPPORT SERVICES
Support services for all GSuite components managed by the JSI ICT section. Support options should cover the following:

• GSuite web-based services
  o Google Drive
  o Google Docs
  o Google Sheets
  o Google Slides
  o Google Sites
  o Google Forms
  o Google Drawings
  o GMail

SOURCING AND MANAGEMENT OF HOSTING / CLOUD SERVICES
Provider should arrange with third-parties cloud hosting providers to deliver and support IT services. Support services for all cloud services owned and managed by the JSI ICT section. Support options should cover the following:

• Reliable web hosting that include:
  o Storage/Disk Space
  o Bandwidth/Data Transfer
  o Control Panel Features
- managing domains, subdomains, FTP accounts, creating parked domains, add-on domains, protecting directories, redirecting visitors to another location, website statistics, back up data, virus protection and spam filters
  - 99.9% Uptime
  - Dedicated hosting
  - Virtualisation Services
  - Cloud computing should provide
    - On-demand self-service
    - Broad network access
    - Multi-tenancy and resource pooling
    - Rapid elasticity and scalability
    - Measured service

**COMMUNICATION AND TELECOMS INFRASTRUCTURE SERVICES**

Support services for communication and telecoms infrastructure owned and managed by JSI ICT section. Support options should cover the following:

- The backbone of the communications system
  - Cable, fiber, or wireless technologies
  - Core component that connects upstream production, such as voice, data and audiovisual services, with downstream
  - Reliable enterprise internet access
    - Fibre connect that provide superior performance, quality and dedicated bandwidth
    - Failover options that will provide 99.9% uptime
  - Telecoms infrastructure
    - Layer 2 Access
    - Voice Channels/Trunks
    - Access Services
    - Voice Minutes
    - Cloud PBX
    - Unified Comms
    - Monitoring
    - Reporting

**TECHNICAL AND HELP DESK SUPPORT SERVICES**
Support services for Technical and Help Desk managed by JSI ICT section. Support options should cover the following:

- Efficient help desk with the following characteristics
  - A strong focus on customer service
  - A robust support process in place
  - Excellent team technical skills
  - Helpdesk software & tools in operation
    - this should include a Customer Relationship Management (CRM) / Issue Tracking Systems to allow tracking of the progress of incidents
  - Smart SLAs
  - Application of best practices & accreditations applied (e.g., ISO accreditation such as quality management, environmental management systems, IT service management and information security)
  - Request for feedback process
  - Analytics proactively assessing
- Troubleshoot problems or provide guidance about software products
- Provide support through various channels such as toll-free numbers, know, instant messaging, or email
- Should be ITIL compliant with a minimum of the following teams/services
  - Desk side team
    - Issues related to desktops, laptops, and peripherals - set up and configure computers for new users and are typically responsible for any physical work relating to the computers, such as repairing software or computer hardware issues and moving workstations to another location
  - Network team
    - Responsible for the network software, hardware and infrastructure, such as servers, switches, backup systems, and firewalls
  - Server team
    - Issues include network authentication, network shares, network resources, email accounts, and all aspects of server software
  - Other teams
    - Telecom team that is responsible for telephone infrastructure such as PBX, VOIP, telephone sets, modems, fax machines, printers

SHORT TERM TRAINING SERVICES

Support services for users managed by JSI ICT section. Support options should cover the following:
- Training for all Microsoft Office Applications
- Training for general PC/Laptop hardware usage
- Training of applications according to a syllabus detailed by the JSI ICT section

IDENTITY AND ACCESS MANAGEMENT (IAM) SERVICES

Support services for identity and access management for infrastructure and users managed by JSI ICT section. Support options should cover the following:

- Expertise to implement and tackle IAM challenges
  - Identity and access strategy and assessment
  - Operate and deliver continuous improvements and optimization to our IAM program
  - Insider threat protection services
  - Managed identity services
  - Identity and access management design and deploy services
  - Identity governance and administration services

SECURITY SERVICES

Support services for infrastructure owned and managed by JSI ICT section. Support options should cover the following:

- Security Operations Center
  - Stay in control 24/7
- Security Monitoring and Security Information and Event Management
  - To effectively monitor the security of ICT environments to identify, analyze and respond to potential security threats in time
- Vulnerability Tracking and Management
  - Verify the security status of the ICT environment with routine vulnerability scans
- Patch Management
  - Compile patch, and vulnerability related information from various sources, including vendor sites, security newsletters and vulnerability databases
- Compliance Management
  - Improve compliance with assistance and identify and deploy best security practices and regulatory requirements
- IT risk management
  - Pro-actively manage open threats by controls, corrective actions and other measures to mitigate risks
- Business Continuity Management
  - Determine the maturity of controls for Information Security & Business Continuity

**ICT HARDWARE, SOFTWARE AND SUNDRY SUPPLY SERVICES**

Hardware and software supply, procurement and installation of any ICT related item on request, even in some cases where it is not actively imported to South Africa per se. Some of the hardware and software types and brands to be supplied:

- Servers - Dell, HP, Super Micro etc.
- Notebooks, Desktops and Tablets - Acer, Apple, Asus, Dell, HP, Lenovo, Proline etc.
- Printers, copiers and scanners - Canon, HP, Samsung etc.
- Upgrade parts - all internationally available brands.
- Microsoft Software - Desktop, Server, Office etc.
- Open Source Software - Debian, Ubuntu, Zimbra etc.
- Adobe software - Creative Suite, PDF Professional etc.
- Antivirus software - ESET, Kaspersky, Trend Micro etc.
- Networking devices such as switches, routers etc. - Cisco, D-Link, Netgear, Ubiquiti etc.
- Backup and storage devices. - Seagate, Western Digital etc.
- Uninterruptible Power Supplies - various brands.
- LCD and LED TV's - LG, Proline, Samsung etc.
- Media centre solutions
- Sundries – Printer toners, Cables etc.

**CROSS-FUNCTIONAL ICT SERVICE MANAGEMENT SERVICES**

Support services for general and ICT Service managed by JSI ICT section. Support options should cover the following:

- ICT reporting that is useful to management and aid effective decision-making
- Assurance that comprises evaluations of ICT systems, processes, operations, projects, and services
- Determining the validity and reliability of information and helps improve ICT effectiveness and accountability