DESCRIPTION OF REQUIREMENTS

The United Nations Joint Staff Pension Fund (UNJSPF) is a defined benefit fund, established by the General Assembly of the United Nations (UN) in 1948. The Fund is charged with providing retirement, death, disability and related benefits to staff of the United Nations and other international intergovernmental organizations admitted to membership in the Fund.

1. The Office of Investment Management (“OIM”) of the United Nations Joint Staff Pension Fund (“UNJSPF”) is seeking services of qualified Infrastructure-as-a-Service (IaaS) providers to support its investment operations. The main areas of service that OIM is looking for include the following:

   • The Operations and Information Systems Section has incorporated cloud computing into its strategy with the aim of increasing agility and lowering costs on new IT related projects that require significant infrastructure resources. OIM’s vision is that these infrastructure resources will be rapidly provisioned and released for OIM on an on demand basis within the predefined thresholds as defined in the SLA and that the solutions developed on top of these services will be able to preserve an adequate level of data portability, cloud interoperability and security.

   • Among the different cloud computing service and deployment models, OIM’s interest focuses specifically on Self-Managed Public Cloud IaaS offerings that will replace traditional data center infrastructure.

2. The following infrastructure services that OIM is looking for are required:

   Virtual Machines: White glove VMware-based IaaS and Disaster-Recovery-as-a-Service (DRaaS) with geographically diverse data centers. Tailored provision, de-provision and cloning of different cloud based virtual machine instances with both Windows and Linux operating systems. Provision and de-provision
development, test and production environments. Allocate standard and custom CPU and RAM. Ensure the continuous monitoring and availability. Licensing and support of operating systems with relevant health, security, hygiene and 24/7 monitoring of performance, availability and capacity management.

Network Infrastructure: Internet Protocol Security Virtual Private Networks (IPSEC VPNs) between in-house and Cloud-hosted Machine instances (hybrid cloud solutions). Traffic management mechanisms to implement both performance and availability based load balancing, and Controlled caching and geographic dispersion of static content to provide CDN services. Provide quality of service (QoS) metrics and bandwidth utilization reports.

Local Area Network: Provide network support to about one hundred (100) users in one (1) building on two (2) floors including a data center and one (1) business continuity site. We standardize Cisco systems as our network equipment. In addition, the solution provider must provide support with DNS, DHCP, NTP, SNMP, etc.

Wide Area Network: Provide network support for connectivity to UN Headquarters (UNHQ) over the UNHQ MPLS and UNJSPF Secretariat.

Dedicated Network: Provide with network support for connectivity to Bloomberg or other potential private cloud including support for the private lease lines.

Internet: Provide support with robust redundant internet connectivity for UNOIM cloud applications, such as Office 365, SharePoint, ServiceNow, Okta, Splunk, etc.

Network Security: Provide support with management/administration of Firewalls (Checkpoint, Cisco), Intrusion Prevention Systems, Identity Service Engine, Cisco Web Security Appliances, Cisco Secure VPN, and Identity Management Service. Provide with security patches distribution tool to ensure that patch levels of all network devices are up-to-date.

Network Monitor: Provide a dashboard for the all network services including utilizations, availabilities, bandwidth usages, etc.

The availability of network must be maintained at 99.99 percent or better.

Storage: Cloud file system with container based organization and object level access management with highly scalable and secure provisioning. Utilization of intelligent compression and eliminate redundant copies of data to reduce storage overhead and costs.

Backup and Restore: Enterprise backup services should be provided on demand with scalable backup, restore and archiving solutions. Backup data is secured using at-rest and in-flight encryption. The solution should use global deduplication algorithm at the source resulting in optimal LAN/WAN network bandwidth utilization as well as backup job time.

Business Continuity and Disaster Recovery Infrastructure: Provide support to OIM's business continuity and disaster recovery processes. The provider must be an ISO 22301:2012 certified operator for provisioning business continuity and disaster recovery readiness. Provider must participate in scheduled BCDR exercises organized by OIM.

Platform Support: Provide platform support as per OIM’s requirements including Azure, Microsoft Windows, UNIX, AWS, Oracle Google and any other private or public clouds as per OIM’s future requirements.

Mobile Office and Virtual Desktop support: The network should be expanded based on international roaming, mobile office and virtual desktop support from home offices or business continuity sites (such as WeWork, Regus, etc.) as per OIM’s requirements.

Security Requirements: The safe, secure and reliable functioning of OIM’s hardware and software is vital.
to the day-to-day conduct of its business. The successful service provider must work with OIM to maintain the security of the servers, storage and network.

- The service provider must follow ISO/IEC 20000 (Service Management), ISO/IEC 27001 (Information Security Management), ISO 22301:2012 (Business Continuity) standards or similar; Evidence of the certifications must be provided
- Comply with SOC2 certification or equivalent: Evidence of the certification must be provided

Response times and escalation procedures
The service provider must provide details related to response times and escalation procedures; must have a 24x7 support; must have self-service capabilities.

Service Transition and Design: The selected service provider is expected to replace UNICC infrastructure services in a staggered transition approach as OIM is expected to provide continuing core services with stability and reliability to its stakeholders. During the transition phase, the selected service provider must be willing to operate in dual supported environments by leveraging support from internal and external stakeholders. The service provider is further expected to mitigate operating risks, security incidents and service disruption or failure by managing the transition process efficiently while providing stable service environment.

Broad network access: Internet and Internal bandwidth utilization must be based on QoS as defined in OIM’s service catalog and must be monitoring and reported at the pre-defined threshold levels when exceeding.

Resource pooling: Ability to place the resources on a specific geographical zone.

Rapid elasticity: Near real-time service provisioning and de-provisioning times.

Service monitoring and measurement: Visibility for the different types of services via dashboard or web based console with predefined SLAs for each of the offerings along with Business Continuity and Disaster recovery capabilities and Data isolation mechanisms.

Service Accounts: Support for multiple users with a customized portal view or each.

Service Management and provisioning: Secure web based management console available for all services. Remote OS level access (RDP, SSH) for the virtual machine instances with ability to provision servers, storage, CPU, RAM, etc., without requiring any vendor interaction. Logging of these actions must be recorded and monitoring as needed.

APIs and other interfaces: REST / Query and SOAP APIs with support and complete documentation for each of the services and integration points as required by OIM.
Information on tendering for the UN Procurement System is available free of charge at the following address: https://www.ungm.org/Public/Notice

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on http://www.ungm.org.

Vendors interested in participating in the planned solicitation process should complete/submit the Vendor Response Form of this EOI either electronically (through the link available on the next page) or send it via fax or e-mail to United Nations Procurement Division (UNPD) before the closing date set forth above.
TO: Filloreta Mengri
Email: mengri@un.org

FROM:


NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its full legal name on the United Nations Global Marketplace (www.ungm.org) and that your application has been submitted to the UN Secretariat.
- We strongly recommend all companies to register at least at Level 1 under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You can express your interest to this REOI by filling out this form manually or electronically (recommended) at: https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIFM316384

To be completed by the Vendor (All fields marked with an ** are mandatory)

<table>
<thead>
<tr>
<th>COMPANY INFORMATION</th>
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<tbody>
<tr>
<td>UNGM Vendor ID Number*:</td>
</tr>
<tr>
<td>Legal Company Name (Not trade name or DBA name) *:</td>
</tr>
<tr>
<td>Company Contact *:</td>
</tr>
<tr>
<td>Address *:</td>
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<td>Email Address *:</td>
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<td>Company Website:</td>
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We declare that our company fully meets the prerequisites A, B, C, D, E and F, for eligibility to register with the United Nations as outlined in the paragraph 1 of the EOI INSTRUCTIONS page.

Signature : ___________________________ Date: ________________
Name and Title : ___________________________
1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at https://www.un.org/Depts/ptd/vendors.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
   II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.

B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);

C. Your company (as well as any parent, subsidiary of affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;

D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company's operations in the foreseeable future;

E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15.

F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (http://www.ungm.org); information on the registration process can be found at https://www.un.org/Depts/ptd/vendors. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to the United Nations Procurement Division (UNPD) by the closing date set forth in this EOI. Due to the high volume of communications, UNPD is not in a position to issue confirmation of receipt of EOIs.

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This EOI is issued subject to the conditions contained in the EOI introductory page available at https://www.un.org/Depts/ptd/eoi.