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SOUTH NYANZA SUGAR CO. LTD.

EXPRESSION OF INTEREST

**Redesigning of the ICT Data Center Architectural and
Infrastructure to achieve an economical and efficient
Enterprise Server Solution**

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SARE-AWENDO.**

TENDER NAME: Expression of Interest for Redesigning of the ICT Data Centre Architectural and Infrastructure to achieve an economical and efficient Enterprise Server Solution

1. Background

SonySugar has made significant investments in the Information and Communication Technology (ICT). Presently, a local primary Data Center, classified as Tier 1 is in place – a facility that lacks redundancy and flexibility. Initially, the facility was installed as a Tier II Data Center but due to wear and tear, breakdowns and lack of replacement, it has been downgraded to Tier 1. The Data Centre operates for 24 hours daily throughout the year without being shut down unless for planned maintenance and/or recovery.

The equipment hosts two mission critical business systems:- SAP - Enterprise Resource Planning (EHP 6 for SAP-ERP 6.0) sitting on a Sybase ASE Database 15.7.0.139 and a core-business solution known as Agriculture Management System (AMS) on an Oracle 11g Database. Other peripheral systems include Sophos UTMS, Microsoft Products and a Legacy System (Willows). Internet and MPLS is supplied through a 50 MBS connectivity. The company has both wired and non-wired internal LAN serving the clients.

ICT Business Continuity has been a major concern to the Company and setting up a remote Disaster Recovery Center (DRC) has been dogged by frequent budgetary constraints. Currently, this has been set aside due to emergence of newer technologies including Cloud/Leasing/IAAS/PASS etc as possible solutions to having physical Secondary Disaster Recovery Center

The Company desires to engage a qualified partner to propose a feasible ICT Architectural and Infrastructural Upgrade of its Data Center factoring in latest technological trends, affordability, reliability, availability and security.

2. Objectives

SonySugar intends to take advantage of the available technologies to redesign and reconfigure its hosting solution with minimal work disruptions, applications redesign and licensing regimes but at the same time ensure business systems Confidentiality, Integrity and Availability.

Other than this goal, we expect to:

1. Implement a rotational plan between the primary and secondary sites to rest the equipment periodically.
2. Effect load balancing to reduce transaction durations.
3. **Where possible**, deploy virtualized infrastructure and reduce physical servers including which attract higher maintenance costs.
4. **Where possible**, have a hybrid of Infrastructure as a Service, Hardware as a Service, Platform as a Service, local hosting etc
5. Where hardware is proposed for the Data Centre, only leasing option shall be considered.
6. **Where possible**, phased implementation and roll-out plan.
7. Secure the information management system.

3. Scope of Works

The scope of work shall include but not be limited to the following:

1. Assessment of the existing systems
2. Recommending a viable proposal that meets the objectives of this exercise.
3. Recommending the technical specs of the servers, storage and related devices complete with operating systems, database, and replication software.
4. Recommending the software and hardware licensing regimes to be adopted and their costs thereof viz a viz the current costs including the transitional and associated costs.
5. Recommending the internet connectivity bandwidth, speeds, and redundancies with related technologies such as VPN.
6. All related technologies and estimated costs to enable replication and/or systems availability.
7. Proposed training for the ICT Technical Staff who shall be managing the solution.

4. Reference Sites

Reference where such similar tasks were undertaken within the last three years. Details must include but not limited to the following:

- a. Names of the contact persons
- b. Physical location, Postal address, Telephone contacts and e-mail address of the organization
- c. Full descriptions of the environment and the nature of the services provided

- d. Any other information deemed necessary e.g. project Completion Certificate.

5. Qualifications and experience of the firm

1. Be firms specializing in providing the services required and have a record of successful implementations.
2. Have proven ability in provision of enterprise server solutions.
3. Bidder has experience in the implementation and support of service provider networks.
4. Vendor accreditation and licenses from relevant bodies' e.g. Communications Authority of Kenya. Documentary evidence is mandatory
5. Prove ownership of the solution or an authorized partner of the products deployed.
6. Partnership certification with the proposed/recommended hardware/software solution

6. Qualifications and experience of the technical team

Provide the qualifications and experience of key personnel proposed for administration and execution of the project. Documentary evidence of the relevant technical certifications must be provided. Key personnel should exhibit below characteristics:

- a. Expert and professional IT infrastructure design, implementation and maintenance certification in the proposed solution.
- b. Demonstrated experience in servers configuration, virtualization and optimization.
- c. Network administration/management/optimization and security
- d. Experience in project management.
- e. Certified Relational Database Engineer
- f. Oracle Hardware and Database Engineers Certification
- g. SAP-ERP Basis Administration Certification

7. TECHNICAL SPECIFICATIONS

The Bidders are requested to present the following with their estimated costs (please note that the Financial Evaluations shall not be done at this stage):

- (i) Detailed Technical proposal of the proposed solution should address the objectives in Section 2 of this document.
- (ii) Detailed Design Drawings of the proposed service
- (iii) Proposed Detailed Service Level Agreement.
- (iv) Proposed Detailed Work plan and Transitional Plan
- (v) Proposed Detailed Leasing agreement

- (vi) Proposed Detailed User Training Plan
- (vii) Certified CVs and certificates of implementation and support team.
- (viii) Proposed Post-Implementation support and maintenance plan

Successful bidders shall be invited for a discussion/demonstration of their proposed solution

8. SCHEDULE OF GOODS AND SERVICES

Bidders are required to make a comprehensive list of all the materials that will be required to carry out both the Data Center upgrade, structured cabling and other installations. Any bid that fails to include critical or sufficient quantities or quality of materials will be rejected. Consequently, all materials necessary for performance of this project shall be deemed to be included in the submitted bid even if they are not explicitly listed.

For additional information, please contact:

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Current SonySugar Data Center Deployment

