

TERMS OF REFERENCE

Provision of Microsoft Azure Cloud Hosting and Managed Support Services

1. Purpose

To appoint a suitable service provider to provision, configure, maintain and support Microsoft Azure infrastructure for Development, User Acceptance Testing (UAT) and Production environments, including Linux Ubuntu virtual machines, Azure Managed Redis, Blob Storage, PostgreSQL databases, backup and Disaster Recovery services for **12 Months**.

2. Scope and Technical Requirements

Environment	Linux Ubuntu VM	Memory	Blob Storage	PostgreSQL
Development	B2ms, 2 vCPU	8 GB	50 GB	B2ms
UAT	B4ms, 4 vCPU	16 GB	100 GB	B2ms
Production	B8ms, 8 vCPU	32 GB	1 TB	D4ds_v5

The service provider shall:

- Provision Azure Managed Redis for application caching.
- Create and maintain separate Development, UAT and Production environments.
- Configure appropriate access control, networking, encryption, logging and monitoring.
- Provide ongoing monitoring and maintenance of the Azure environment for the duration of the contract.
- Perform routine system maintenance, security updates, patching, performance monitoring and capacity management.
- Configure and manage automated backups for applicable Azure workloads, databases and critical data.
- Monitor backup jobs and address backup failures to ensure recoverability.
- Provide Disaster Recovery capabilities for critical Production services and ensure that recovery procedures are documented.
- Conduct periodic backup restoration and Disaster Recovery testing in consultation with QCTO ICT.
- Provide technical support and incident resolution for the Azure environment.

3. Deliverables

- Configured and operational Development, UAT and Production Azure environments.
- Virtual machines, Blob Storage, Azure Managed Redis and PostgreSQL services provisioned according to the approved specifications.
- Configured and operational backup and Disaster Recovery services.
- Ongoing Azure infrastructure maintenance, monitoring, patching and technical support.
- Regular monitoring of infrastructure health, performance, security and backup status.
- Azure architecture, configuration, backup/DR and resource inventory documentation.

- Periodic service reports covering availability, incidents, maintenance, backups, capacity and security-related activities.
- Administrative handover and knowledge transfer to QCTO ICT where required.

4. Backup and Disaster Recovery

The service provider shall ensure that appropriate backup and Disaster Recovery measures are implemented for critical QCTO cloud services.

At a minimum, the service provider shall:

- Configure automated backups for relevant Production workloads, databases and data.
- Monitor and report on backup success and failures daily.
- Maintain appropriate backup retention in accordance with QCTO requirements.
- Provide recovery capability in the event of system failure, data loss or a major service disruption.
- Maintain documented backup restoration and Disaster Recovery procedures.
- Perform periodic restoration and DR tests in consultation with QCTO ICT and provide the results.

5. Evaluation Criteria

Evaluation Criterion	Requirement
Company Experience	Provide a minimum of 3 previous reference letters for similar cloud hosting, implementation, maintenance and/or managed support services. Letters must be dated, signed, on the client's letterhead and include contactable details.
Microsoft Partner Status	Submit an official Microsoft Partner letter/certificate confirming the bidder's Microsoft Partner status.
Technical Compliance and Resources	Demonstrate compliance with the cloud hosting, maintenance, backup and Disaster Recovery requirements. Submit CVs of the proposed technical resources , together with relevant qualifications and certifications , demonstrating their capability to implement, manage and support the required cloud environment.