AOS
Transforming ICT in Africa

Letter of Invitation to bid.

AOS Ltd is inviting you to submit your best proposal for fulfilling the duty of a consulting work for web and mail hosting platform design and implementation.

More details on the tender are provided in the Terms of Reference.

Interested consulting firms should send their technical together with financial proposals on the email below not later than 1st December 2023 at 4pm, local time. Late proposals will not be considered.

The firm will be selected based on Quality and Cost Based selection criteria (QCBS) and procedures described in this Request for proposals. (RFP).

For further information regarding this tender please contact us in writing via email: brice.kayihura@aos.rw, cc procurement@aos.rw within 15 days of before bid submission deadline.

Yours sincerely,

AOS AOS AOS AOS Ltd

Seong Woo KIM

Chief Executive Officer

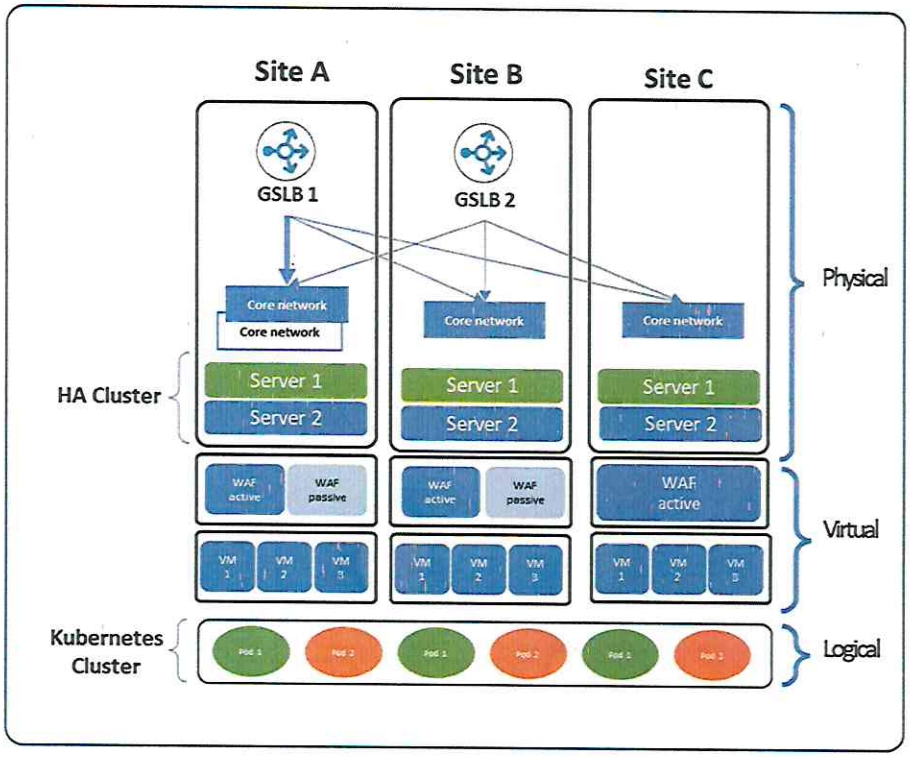
AOS Ltd

[Request for proposal]: **Developing and implementing a highly available web and email hosting platform.**

I. Background

In order to fulfil its duty as a web and mail hosting, AOS needs to develop and deploy a robust and resilient web and email system.
The system should be fault-tolerant, multi-region capable and highly available.
We are seeking for consulting services to be able to achieve the goal mentioned above.

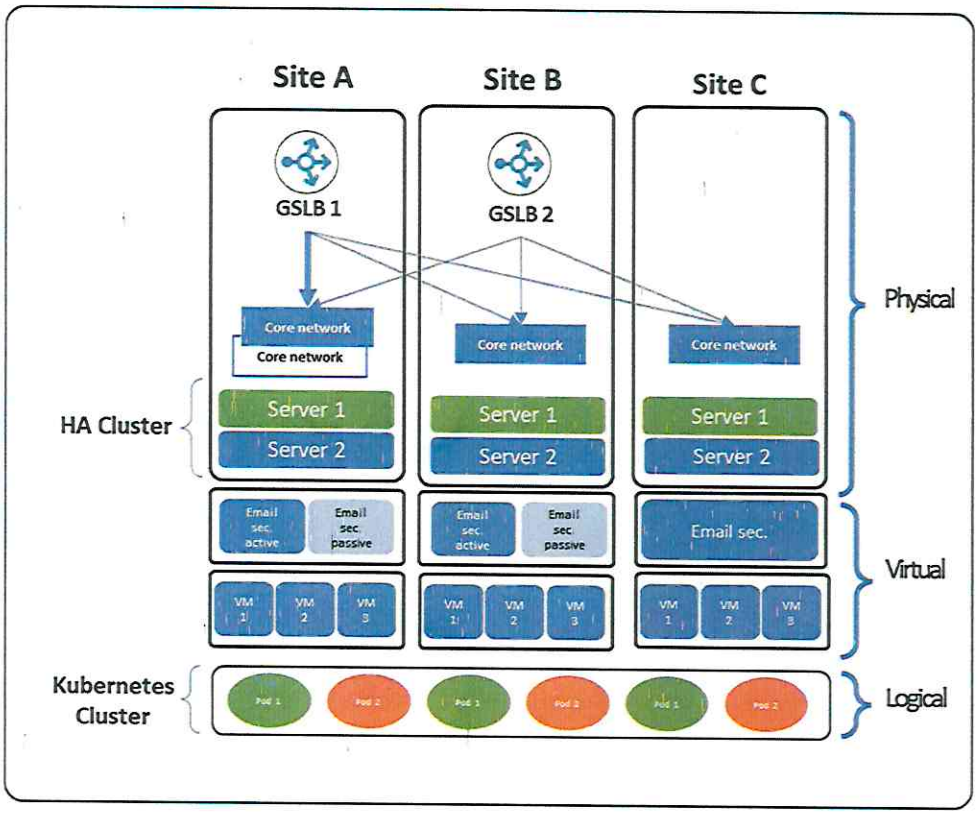
II. Proposed architecture and requirements: web hosting



- The setup should run on 3 geographic locations.
- Site A is the primary and default site for application.
- There should be a global load-balancer to achieve multisite high-availability for applications. Secondary sites **B and C** should be triggered only when primary site (**Site A**) is unavailable. This should be achieved automatically, in seconds.
- There should redundancy at all levels of the site (except on the network layer of **sites B and C**).
- Application should run on a Kubernetes cluster spanned across sites; data and services should be seamless regardless of the site.
- Replication of data should be ensured between sites.
- The system shall be a multi-tenant system with quota based on user storage, bandwidth, CPU and memory usage/time.
- It should have a charging module as per the metrics of storage and bandwidth usage.
- It should a ticketing module to support customer.

- In case of an outage affecting one site, service interruption should be less than 1 minute.

III. Proposed architecture and requirements: email hosting



- The setup should run on 3 geographic locations.
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- There should be a global load-balancer to achieve multisite high-availability for applications. Secondary sites **B and C** should be triggered only when primary site (**Site A**) is unavailable. This should be achieved automatically, in seconds.
- There should redundancy at all levels of the site (except on the network layer of **sites B and C**).
- Application should run on a Kubernetes cluster spanned across sites; data and services should be seamless regardless of the site.
- Replication of data should be ensured between sites.
- There should be a tracker on the web interface showing how far an email has reached.
- A failure of email delivery should be sent as fast as possible to the sender.
- The system shall be a multi-tenant system with quota based on user storage, bandwidth, CPU and memory usage/time.
- It should have a charging module based on the number of mailboxes and/or their size per tenant.
- It should a ticketing module to support customer.
- In case of an outage affecting one site, service interruption should be less than 1 minute.

IV. Scope

The consulting firm:

- shall ensure validation and improvement of the proposed architecture.
- shall do skill assessment on the team on board and provide recommendations.
- shall do project management from start to finish.
- shall do knowledge transfer in case a new concept emerges in the implementation.
- Shall ensure a successful user acceptance test.

V. Requirements

The consulting firm:

1. Shall possess extensive knowledge and experience in the field of:
   - *Web server applications*
   - *Linux*
   - *Kubernetes*
   - *Web application firewall*
   - *Global load balancing*
   - *Cyber security*
2. Shall have worked on more than 2 similar projects or related.
3. Shall hold relevant professional certificates.
4. Shall display completion certificates for similar projects.
5. The company profile.
6. Company registration.
7. Tax clearance certificate.
8. List of all human resources that shall work on the project and their bio data. A proof of relevant education and professional certificates related to the project shall be required.
9. Project completion certificates or referrals, with a proof of experience: at least 2 projects over a time span of at least 5 years.

VI. Deliverables

The consulting firm should submit:

1. Project plan.
2. Detailed quotation for the project (***in RWF for Rwandan registered company***).
3. Signed document of a successful UAT (user acceptance test).

VII. Evaluation grid

The evaluation shall be done on the criteria mentioned below and the weight each criterion is as follows:

Criterion	Weight
Administrative	30%
Technical	50%
Financial	30%