# REQUEST FOR INFORMATION (RFI)

Posting date: 26/09/2022

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| Title | **Replacement of WHO Backup and Recovery System** | | |
| Reference Number | **2022\_069\_BOS\_WHO\_Backup\_&\_Recovery\_System\_Replacement** | | |
| Description | WHO is looking to gather information to replace its current Backup and Recovery System with a new system that is based on the latest in Backup and Recovery technologies | | |
| Published Date | 26/09/2022 | | |
| Closing Date | 21/10/2022 | at: | 14:00 hrs. CET |
| Contact Address for RFI response | imtprocurement@who.int | | |

1. Description of Requirements

**In this RFI, the World Health Organization (WHO) intends to identify potential suppliers, to gather ideas from the industry for the Replacement of the WHO Backup and Recovery System****.**

**This RFI will serve to conduct market research to identify firms capable of providing solutions for the above stated requirement. This market research shall be conducted at NO COST TO WHO. Vendors may be requested, as part of this RFI, to present to WHO their product or service.**

*This announcement is a Request for Information (RFI), not a solicitation for offers, and accordingly, no contract will be awarded from this announcement. Vendors responses, as a result of this announcement, shall focus on providing recommendations for the requirements as detailed below and/or in the attached Specific Requirements Document. Information provided in the RFI may be used by WHO in solicitation documents.*

*The information received in response to an RFI is not used for the purpose of qualifying vendors. Primarily, it helps identify generic descriptions of available or potential alternatives for fulfilling a defined requirement or outcome, as well as the possible costs and delivery time.*

*The RFI is oriented toward seeking a technical alternative, option, solution, or cost estimate, rather than a direct response in the form of an offer from the market or industry. An RFI shall help WHO identify a possible solution for a specific requirement and to gauge the commercial environment for the requirement.*

WHO appreciates your assistance with this market research and emphasizes that **this effort is for planning purposes only. Responses will not be treated as proposals but may be used to create any subsequent Request for Proposal (RFP) / Invitation to Bid (ITB).**

1. Specific Requirements / Information

The purpose of this RFI is to gain a better understanding of what (Backup and Recovery technologies are available in the marketplace.

**Requirements:**

1. Be informed of new backup and recovery strategies and/or migration paths for Networker
2. Replace the WHO Backup system with the latest software and technologies.
3. Be able to retain offsite backup on the Azure Cloud

Below are table and image, describing the technical information of WHO Backup and Recovery system.

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| --- | --- | --- | --- | --- | --- |
| **Software** | Networker 19.6.1.1 Build 94 | | | | |
| **Type of Server** | Virtual Edition | | | | |
| **Hypervisor** | VMware 7.03 build 19482537 | | | | |
| **Backup Devices connected** | **Data Domain DD6300** **(On Prem)**  OS 7.5.0.10-680584  96 TB (current usage: compressed and deduped **80 TB**)  Data retention: 6 months  **Data Domain Virtual Edition 6.0 (Azure Cloud)**  OS 7.5.0.011-684644  192 TB (current usage : compressed and deduped **87 TB**)  Data retention: 1 year | | | | |
| **Types of Backups** | Full VM (block level) using VADP (can restore specific files on the VM)  Traditional File Level  Database Level for MSSQL and Postgres  Exchange Database Level backup | | | | |
| **Type of Servers** | 4 Physical servers on Prem  500 Virtual machines on Prem | | | | |
| **Server Operating Systems** | Windows 2016 to 2022  Redhat 7, 8, 9  VM Appliances (various OS) | | | | |
| **Backup** | Schedule | Type | Frequency | Retention | Location |
| Mon-Thur | Incremental | Daily | 2 weeks | On Prem |
| Fri – Sun | Full | Weekly | 2 weeks | On Prem |
| 1st Friday of Month | Full | Monthly | 6 months | On Prem |
| 1st Friday of Month | Clone of Monthly | Monthly | 1 year | On Cloud |

Graphical user interface, diagram

Description automatically generated

1. Minimum criteria for vendors

* Must be comfortable in communicating mainly in English
* Must have experience in implementing Backup and Recovery systems similar to WHO’s
* Customer installation references are a plus
* Must be able to demonstrate the advantages of proposed backup and recovery system compared to other brands in the market

As part of the response to this RFI, vendors interested in fulfilling the requirements are requested to respond with technical proposal (no commercial aspects at this stage) that details how bidder intend to successfully deliver the replacement service soon, aligning with the latest market trends/ technologies

The Applicant is requested to provide the information requested above and all additional information e.g. specifications, delivery time, cost, etc. in pdf format.

1. Request for Information Instructions

Vendors interested in participating in this Request for Information are requested to submit their documents to the Contact Address (as stated above) not later than the Closing Date (as stated above).

Any information considered by interested entities as confidential must be clearly marked "confidential".

Responses submitted after the Closing Date will, in principle, be disregarded, unless WHO decides otherwise, in its sole discretion.

Companies can only participate in solicitations of WHO after completing their basic registration (free of charge) at the United Nations Global Marketplace. The United Nations Global marketplace is a database of active and potential suppliers available to all UN and World Bank procurement personnel and is the main supplier database of more than 20 UN organizations.

To register go to [www.ungm.org](http://www.ungm.org), click on “REGISTER NOW” or on Registration drop down and select “Register as Supplier”. Please make sure that your company is registered with WHO (under Dashboard > My Agency Submissions).

1. Disclaimer

This Request for Information is not a solicitation and replying to it does not guarantee that a vendor will be invited to any solicitation by WHO. No further details of the planned solicitation will be made available to vendors prior to the issuance of solicitation documents. In the event of a solicitation for the subject matter described herein, any Invitation to Bid / Request for Proposal and any subsequent purchase order or contract will be issued in accordance with WHO’s rules and procedures.

Any and all costs and expenses incurred in relation to, or ensuing from, the submission of Information will exclusively be borne by the applicant. The application and selection process set forth in this document will not be subject to claims for financial compensation of any kind whatsoever.

WHO is acting in good faith by issuing this Request for Information, however, this Request for Information does not entail any commitment on the part of WHO, either financial or otherwise. WHO reserves the right to send solicitation documents to vendors identified by WHO through means other than this Request for Information; reject any or all Informtion, without incurring any obligation to inform the affected applicant(s) of that decision or the grounds thereof; and/or change or cancel the procurement process at any time, including during the Request for Information or formal solicitation processes.

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