



REQUEST FOR PROPOSAL (RFP) LETTER

To:	ALL BIDDERS	Date:	01/05/2023
		RFP No.:	ADGM-IT-042-2023
		Proposal Due Date:	02/06/2023 at 13:00 pm (UAE time) Proposals received after Due Date may not be considered
Services:	Azure Managed Service Support and Operations	Deliver Proposal To:	Procurement & Contracts Dept.

You are hereby invited, in competition with other Bidders, to submit a firm proposal on or before the Proposal Due Date shown above covering the Services defined and requested in this present Request for Proposal (RFP).

The following RFP Documents are attached:

1. Instructions to Bidders
2. Proposal Form
3. EXHIBITS A to C
4. Appendix A, B, Proposals to provide the services described in this RFP must include:
 - o The Proposal Form
 - o A technical proposal comprising:
 - a. Your un-priced proposal meeting the requirements specified in *Exhibit A – Scope of Services* and the other requirements of the RFP
 - b. **Only if applicable**, a list of exceptions to or deviations from the requirements of the RFP
 - c. A clear Statement of Compliance with the SCHEDULE including all COMPLETION DATES
 - d. Proposed Form of Engagement Letter / Agreement (leaving the schedule of prices blank) to be entered into between ADGM and the Bidder in the event the Bidder's Proposal is accepted by ADGM. ADGM reserve the right to request changes or amendments to the proposed Engagement Letter / Agreement.
 - e. Power of Attorney for the signatory of the Proposal.
1. A commercial proposal, comprising
 1. *Exhibit B – Schedule of Prices*, with prices inserted (no exceptions or deviations are to be included in the commercial proposal)

The technical proposal and commercial proposal must be submitted in separate, clearly labelled, documents so that they can be considered independently of each other.

Please refer to the Instructions to Bidders documents for guidance on preparing and submitting the proposal. Any queries should be sent by email to safta.catalin@adgm.com.

Noura Al Muhairi
Director- Procurement & Contracts



INSTRUCTIONS TO BIDDERS

1. PREPARATION AND SUBMISSION OF PROPOSALS: Bidder's proposed services are to be in strict conformance with ADGM requirements as set forth the Request for Proposal Documents. Proposals shall be submitted strictly in accordance with the Proposal Form and Request for Proposal (RFP) provided with the RFP Documents. All copies shall be properly executed, all blank spaces shall be filled in, and any interlineations, alterations, or erasures shall be formally explained and initialled by the Bidder. Proposals should be submitted by email to the email address provided under heading 6, and with the subject line "ADGM Azure Managed Services".

This submission shall be done via email to the indicated contact person. Two (2) separate emails shall be sent as follows: One (1) email containing the technical proposal; One (1) email containing the commercial proposal.

Failure to comply with these requirements may be cause for rejection of the Proposal.

Partial or incomplete Proposals will not be considered. Proposals shall be in strict conformity with the RFP Documents and any Exhibits.

It is the responsibility of the Bidder to see that the Proposal Due Date stated in the RFP Letter submits its proposal. Any Proposal received after the stated due date may be rejected.

Each Proposal shall show the full legal name and business address of the Bidder, including its street address if it differs from its mailing address, and shall be signed with the usual signature of the person or persons authorised to bind the Bidder and shall be dated. Proposals by a partnership or joint venture shall list the full names and addresses of all partners or joint ventures. The place of incorporation shall be stated in the Proposal to which a corporation is a party as a Bidder. The name of each signatory shall be typed or otherwise clearly imprinted below each signature. When requested by ADGM, satisfactory evidence of the authority on behalf of the Bidder shall be furnished.

The preparation of the Proposal shall be by and at the expense of the Bidder.

The Proposals and all correspondence concerning this RFP shall be in the English language.

EXAMINATION OF RFP DOCUMENTS AND EXPLANATION TO BIDDER: Any Bidder planning to submit a Proposal is responsible for examining with appropriate care the complete RFP Documents and all Exhibits, and is responsible for informing itself with respect to all conditions, which might in anyway affect the cost of the performance of any services. Failure to do so will be at the sole risk of the Bidder, and no relief can be given for errors or omissions by the Bidder. Should the Bidder find discrepancies in or omissions from the RFP Documents, or should their intent or meaning appear unclear or ambiguous, or should any other questions arise relative to the RFP Documents, the Bidder shall notify ADGM of such finding in writing. The Bidder making such request will be solely responsible for its timely receipt by the ADGM. Replies to such notices may be made in the form of an addendum to the RFP Documents.

2. ALTERNATIVE PROPOSALS: NOT USED.

3. BIDDER MODIFICATION AND WITHDRAWAL OF PROPOSALS: A bidder may not withdraw or modify its Proposal after the Proposal due date.

4. PROPOSAL VALIDITY: Proposals shall remain valid and open for acceptance by ADGM for a period of (90) days from the Proposal due date.

5. AWARD OF CONTRACT/AGREEMENT: After consideration of price and other factors, the Contract/Agreement will be awarded to the Bidder whose Proposal is determined by ADGM to be reasonable and in the best interests of ADGM to accept.

ADGM will enter into a Master Agreement with the selected Agency / Agencies.

The right is reserved, as the interest of ADGM may require, to reject any or all Proposals; exercise partial awards; to waive informality in Proposals received; and to cancel the RFP process in its entirety without disclosing the reasons or incurring any liability whatsoever.

The failure of any Bidder to whom ADGM may award the Agreement to properly execute and return to ADGM the Agreement will entitle ADGM to declare a breach of Contract by such Bidder and to award the Agreement to another Bidder.



6. TIMELINE

RFP issued to selected Suppliers:	01/05/2023
Meeting with Suppliers for Project Briefing	To be Advised if required
RFP Submission Date:	02/06/2023 at 13:00 PM (UAE time)
RFP Administrator:	Safta Catalin
Email:	safta.catalin@adgm.com
Address:	Abu Dhabi Global Market The Financial Building ADGM Square – Maryah Island P.O. Box 111999 Abu Dhabi, United Arab Emirates

Please ensure you send your proposals to the email shown in the box above. Proposals sent to other ADGM members, other than the ADGM member shown above, will be **disqualified**.

7. EVALUATION CRITERIA:

The evaluation process will comprise of Technical Evaluation linked to the responses and mentioned in EXHIBIT C.

8. RFP NEGOTIATIONS

This RFP is being sent to a number of suppliers. It is ADGM's intention to pick the best supplier and recognize the commercial arrangements whilst at the same time best serving the needs of ADGM's businesses. ADGM is intending to use this RFP to create a shortlist of potential suppliers with which it will then enter final negotiations with.

9. GOVERNANCE

The RFP process will be governed by ADGM Procurement. Once the RFP is issued the Supplier should not approach ADGM personnel for further discussions or updates.

All correspondence should be directed through the Procurement team. If it is deemed necessary by Procurement, the internal stakeholder may provide further information or clarity via this channel. Any information relevant to the RFP will be shared with all competing Suppliers.

10. CONFIDENTIALITY

- The RFP Documents and any other documents provided by ADGM are confidential and may only be used for the sole purpose of preparing the Proposal for this Request
- The Supplier shall not seek to obtain knowledge of the RFP price of any other bidder and shall not reveal the RFP price to any other Supplier at any time prior to the acceptance of a RFP response by ADGM. Evidence of collusive tendering may lead to the rejection of any/all RFP responses and action against Suppliers involved
- Documentation must not be accessible via any means, electronic or otherwise to persons other than ADGM's single point of contact, and staff of the provider who need access to prepare or submit the RFP response



- The names, trademarks and logos of ADGM are valuable intellectual property and must not be used in any form or manner whatsoever without the express written permission of ADGM. This includes, without limitation, any use in marketing or advertising

11. OBLIGATION

ADGM reserves the right to select suppliers based on criteria established and shall be under no obligation to award business for all or any part of the requirements set out in this document.

ADGM reserves the right to suspend, terminate or abandon this RFP at any time.

12. CLARIFICATION

If the supplier requires any clarification regarding the contents or objectives of this RFP they should contact immediately:

Safta Catalin – Section Head
Email: Safta.catalin@adgm.com

Once responses have been received, please allow us our time to complete our side of the process before making further contact. ADGM will not accept or respond to verbal enquiries or enquiries sent to alternate contact points. **Suppliers who attempt to contact alternate contact points may at ADGM's absolute discretion be excluded from the RFP process.** ADGM will not be bound by any oral information furnished by any of its officers. ADGM may request an inspection of the Supplier's properties. The Supplier must provide similar details for their nominated single point of contact that will liaise with ADGM's single point of contact throughout the RFP process.

13. Definitions:

Capitalised (wholly or partially) words and / or expressions in this RFP shall have the following meanings unless otherwise stated in the RFP.

Services: means all of the activities and all of the obligations of the Consultant (and to the extent applicable any Sub-Consultant) to be carried out in accordance with and pursuant to the provisions of the Agreement and be completed by the respective Completion Date:

Term / Acronym	Definition
"ADGM" or "Abu Dhabi Global Market"	means the Party who invited the Bidder to submit a Proposal in response to the RFP.
ADGM Clients	Organisations residing in Al Maryah Island that have been granted a commercial license by ADGM.
"Agreement"	means the agreement or engagement letter to be entered into between ADGM and the Successful Bidder.
Bidder / Consultant / Service Provider	Bidder / Consultant / Service Provider as the context may require: during the currency of the RFP process and prior to award of the Agreement means the Party invited by ADGM to submit a Proposal in response to this RFP and "Consultant" means the Successful Bidder to whom the Agreement is awarded.
IaaS	Infrastructure as a Service
PaaS	Platform as a Service
SaaS	Software as a Service
Azure	Public Cloud service from Microsoft
SLA	Service Level Agreement
CMDB	Configuration Management Database
TS	Technology Services Division



RFP	Request for Proposal
CDN	Content Delivery Network
WAF	Web Application Firewall
SOP	Standard Operating procedure
SASE	Secure Access Service Edge
CASB	Cloud Access Security Broker
CSPM	Cloud Security Posture Management
CIEM	Cloud Infrastructure Entitlements Management
NVA	Network Virtual Appliance



PROPOSAL FORM

(To be typed on Bidder's letterhead and submitted with the PROPOSAL)

Abu Dhabi Global Market
Abu Dhabi, UAE
Attention: Head of Procurement & Contracts

Subject: ADGM-IT-042-2023

Azure Managed Services Operation

Dear Sirs,

1. Having examined the RFP Documents as referred to in the subject RFP, including the Instructions to Bidders and EXHIBITS A through C, we offer to perform the SERVICES on the basis set out in this Form of Proposal. We undertake to provide the SERVICES within the times stated in the RFP Documents.
2. We confirm that ***[insert the applicable statement / delete the non-applicable statement]***:
 - (a) "Our Proposal is in exact accordance with the RFP with no exceptions to or deviations from the requirements of the RFP Documents"; or
 - (b) "Our Proposal is submitted in accordance with the requirements of the RFQ but is subject to exceptions to, deviations from or comments upon, the RFQ Documents, such exceptions, deviations or comments having been submitted in accordance with the requirements of this RFQ".
3. We acknowledge ADGM's rights pursuant to the Instructions to Bidders including Paragraph 5 thereof.
4. This Proposal shall remain open for acceptance for a period of ninety (90) days from the Proposal Due Date.
5. This Proposal shall constitute a binding offer open for acceptance by ADGM. We acknowledge that acceptance of our Proposal by ADGM, or any subsequent negotiation and acceptance by ADGM in respect of our Proposal, shall create a binding contract between ADGM and ourselves.
6. We confirm that all information and documentation issued to us in respect of the subject enquiry remains the property of Abu Dhabi Global Market and shall be treated as confidential, in accordance with the relevant provisions included within the RFP.
7. Our Proposal constitutes this Proposal Form and the completed Proposal together with any attachments thereto.

Dated this _____ day of _____ 2023.

Signed by _____ *[Signature]*

_____ *[Print name]*

In the capacity of _____ *[Print Title]*

Duly authorised to sign the Proposal for and on behalf of _____ *[Print Bidder name]*

LIST OF EXHIBITS

EXHIBIT A	SCOPE OF SERVICES
EXHIBIT B	SCHEDULE OF FEES
EXHIBIT C	TECHNICAL EVALUATION REQUIREMENTS

LIST OF APPENDICIES

Appendix A	Expected Service Levels (SLA)
Appendix B	Technology Landscape

EXHIBIT A

SCOPE OF SERVICES

1. About ADGM

Abu Dhabi Global Market (ADGM) is an International Financial Center (IFC), established by law in 2013. A natural next step in Abu Dhabi's role as a dependable and responsible participant in the global financial community and in line with Abu Dhabi's Economic Policy, ADGM, a financial free zone, plays a pivotal role in positioning the city as a global center for business and finance, connecting the economies of the Middle East, Africa and South Asia. Abu Dhabi Global Market is located on Al Maryah Island, a 114 hectare area that will also be used as residential, retail, leisure, hotel and commercial destination.

ADGM's three independent authorities – The Registration Authority, The Financial Services Regulatory Authority and ADGM Courts – will ensure that our business-friendly environment operates in line with international best practice that is recognized by major financial centers across the world.

As an international Financial Center and Financial Regulator, ADGM works closely with multiple relevant government authorities as well as local and global stakeholders to strengthen its regulatory framework and legal jurisdiction to maintain an attractive business environment they need for sustainable business growth. For more details, please visit www.adgm.com.

2. RfP Brief

ADGM Technical Services (TS) requests invitations from bidders for Managed Services Support and Operation of the recently implemented ADMG Microsoft Azure Cloud, including enterprise grade landing zone and all associated native Azure and non-native components, as detailed within this document.

3. Alignment with Corporate Goals

In a drive for IT modernization and efficient operations, and support the corporate objectives of customer service, growth and innovation, ADGM have migrated a number of 'on-premises' application workloads to the UAE Azure cloud. Leveraging Azure IaaS and PaaS services to drive increased service performance, security, IT agility (innovation) and transparency of cost.

In addition, the cloud journey initiative has implemented an Enterprise Landing Zone with Azure Express Route to connect on-premises networks into the Microsoft Azure cloud over a private connection enabling connections to all Microsoft cloud services, including Microsoft data and analytics services. ADGM also uses the Microsoft 365 suite of products.

The Managed Service Support and Operation contract is seen as a critical service for ADGM TS to mature IT operations and provides the foundation of the longer-term strategic technology roadmap. It should also be noted that whilst ADGM currently has several cloud SaaS/PaaS services (Oracle Fusion & Salesforce Cloud) the full operation and governance of the enterprise landing zone is relatively new concept, and it is likely some process and culture support, aligned to Dev-Sec-Ops vision will be needed to fully exploit the opportunity.

4. Outline scope of Work:

The scope of work for this RfP covers the managed services of ADGM's operations, administration, configuration and **24x7 support within its Azure cloud environment**. This includes, but not limited to:

- Account management and delivery
- Regular reporting on Azure usage and performance metrics [FinOps + Observability - Azure Monitor / Azure Advisor](#)
- Azure cost optimization, management, and reporting [FinOps](#)
- Alerting and response to incidents, following ADGM's escalation path for incidents and problems (aligned to SLA targets)
- Scaling of resources to optimize cost and efficiency
- Azure Cloud operations, support, and all preventative maintenance
- Maintaining, operating, managing, monitoring, and reporting all Azure native and non-native network and security resources and configurations
- Monitoring and managing Disaster Recovery for ADGM
- **New Deployments and changes** in ADGM Azure environments. Resources provisioning (VMs, Storage, Network)
- New Solution deployments should adhere to the hub-spoke architecture adopted by ADGM, and follow all governance and InfoSec standards
- Service optimization and automation (performance, security, and cost)
- Proactive assessment (and fix) of vulnerabilities
- Monitoring and management of all Azure services, databases, OS, compute environments
- Management of Azure storage and backup solutions inclusive of test restores (both native and non-native)
- **Patching and patching automation** [Do they have any Patching automation tools](#)
- Continuous service improvement for ADGM Azure environment
- Incident management and root cause analysis
- Service transition and Operation Delivery documents updates
- Producing and Maintaining ADGM Azure Environment documentation, diagrams, traffic flow diagrams, HLD, LLD up to date.
- Participating in all audits related to ADGM Azure Environment.

The contract is planned to run from beginning of September 2023 for a period of three years, plus an option for 2 years extension. Please note that the current Azure Managed services support is being undertaken with the **project 'build' vendor as post project activity**, and all proposals to include the required migration plan, with a view of continued service operation for ADGM.

5. ADGM Azure Cloud Landscape Overview:

ADGM's Landing Zone follows the Azure architectural principles of a hub-spoke topology. The hub is a virtual network in Azure that acts as a central point of connectivity for on-premises locations (1 location at ADGM HQ), and other cloud platforms outside of Azure. The spokes are virtual networks that peer with the hub and are used to isolate workloads.

The hub-spoke topology incorporates shared services into the hub, and allows the spokes to consume these services, such as identity and security, backup, and other shared services without having to deploy additional resources. As an example, ADGM has a Unified Data Platform (UDP) using Microsoft Azure services (Synapse) for data ingestion and warehousing and is setup in a dedicated spoke.

All the traffic going to/ from the solution/ application in a spoke will leverage the connectivity, identity, and security centralized shared services from the hub.

- Centralized Connectivity services: Firewall, WAF, VPN Gateway
- Centralized Identity Connectivity services: ADDS, DNS, NTP
- Centralized Operations and Monitoring services: Logging, Monitoring & Alerting, Azure DevOps build agent VMs

The Landing Zone architecture allow for granular control of traffic filtering with the flexibility to implement third-party firewalls or other security appliances.

ADGM's subscription design is based on the Organization structure, and the awarded service provider is expected to maintain the Azure Subscriptions and make design changes in alignment with EA and InfoSec when required. Resource groups and tagging to be used in the entities as appropriate.

ADGM has adopted two dedicated solutions for **IT Monitoring and Security Monitoring (Azure Monitor and Microsoft Sentinel)** – every component of the deployed application and the future to-be deployed application must be integrated with these two solutions as a mandatory requirement.

ADGM Azure tenant has tier-0 integrations with ADGM e-Courts (separate tenant), and tier-0 integration with Academy.

Further details on the number of VMs, databases, applications, Azure tenants, Office 365, etc., are listed as part of this document (Appendix B: Technology Landscape).

6. Requested Scope of Services (Service Requirements)

The core services as requested are operations and optimization of the Azure infrastructure components as-per the aforementioned ADGM Azure Cloud landscape based on the Azure well architected framework across the five key pillars: security, reliability, performance efficiency, operational excellence, and cost optimization.

In addition, the awarded service provider would be responsible for new Azure infrastructure deployments, either from project requirements (new builds) or driven from technology upgrades.

Instruction for structure of responses: The following table details the specific services and operational processes as expected under the scope of this RfP. In response, the service provider should confirm if the scope 'can' or explicitly 'can-not' be covered (either directly or via a 3rd party) and add supporting detail as required. Where a service can only be partly covered then please provide full additional comments. Additionally, it would be advantageous to provide details of Roles and Responsibilities (ADGM vs Service provider)

It is suggested the bidder creates a technical response spreadsheet and keep the table reference number as per the table to align to the service requirement with this RfP. Clarifications on scope can be provided as required through the bid process, aligned to the reference number.

Ref:	Service	Description
SR001	Azure Day to Day Operations Cloud Practice	<p>ADGM is seeking expertise for 24/7 Azure remote Operations and Support, including automation and ongoing efficiency improvements. To include but not limited to following:</p> <ul style="list-style-type: none"> Service Provider is expected to provide Service Desk Management Service to answer to ADGM calls/emails 24x7x365 for all Infrastructure and Application Services under this agreement. Service Desk is expected to provide case logging, first line support and assist with escalation. To include all preventative maintenance activities as services as detailed within this RfP. To drive cost efficiency targets, it is expected that the service provider gives guidance on cost efficient operations such as cloud sizing, shutdowns, and scaling. Complete documentation of the Azure environments to be maintained. Documentation to be updated as and when changes are performed, or solutions deployed. The documentation to be stored as per ADGM standards in a shared location with the right level of access controls in place. <p>Note: This is detailed in “Annexure A”</p>
SR002	New Solution Deployment and Migrations Cloud Practice	<p>Creation of Virtual Machines, databases, network configurations, and any required PaaS services, for new solution deployments/projects, including liaison with ADGM 3rd parties as required.</p> <p>The service requested is new solution deployment, and Cloud migrations, deployment and configuration, and transition to ongoing operation (SR001).</p> <p>Approximate but not limited to 3-4 applications per year either new build or from migration.</p> <ul style="list-style-type: none"> All changes will be subject to ADGM change and governance process as will be provided through onboarding Deployment and migration activity will align to ADGM PMO stage gates and PMO documentation (can be provided at later stage of bid process). <p>Note: This is detailed in “Annexure B”</p>
SR003	Project Design Guidance Cloud Practice	<p>Provision of Azure cloud design guidance and advice to support projects, new deployments, and migrations (as SR002).</p>
SR004	Maintenance Upgrades Cloud Practice	<p>Proactive proposals and recommendations for service upgrades, patches, Operating System (OS) upgrades, and databases upgrades to maintain a supportable platform and reduce operational and/ or security risks.</p> <p>The Service Provider will provide a detailed report of maintenance activities.</p>
SR005	Landing Zone Administration and Management Cloud Practice	<p>The Service Provider shall provide ongoing management, maintenance, and enhancement of the Azure Landing Zone, in alignment with ADGM security and EA requirements. The Service Provider will be responsible for ensuring that all services are delivered in accordance with industry standards and best practices. To include but not limited to following:</p>

		<ul style="list-style-type: none"> • Monitoring, troubleshooting, and remediation of any issues that may arise. • Ongoing management and maintenance of Microsoft defender for cloud. • Ongoing management and maintenance of network virtual appliance • Implementation of security and compliance controls in accordance with industry standards and best practices. • Management of Azure policies and Azure Policy initiatives. • Management of Azure role-based access control (RBAC) for access management to Azure resources. • Management of Azure resource tagging for resource management and cost optimization. • Management of Azure ExpressRoute. • Management of Azure Active Directory (AAD) and Azure AD domains, including user and group management. • Currently Active Directory Domain Services (ADDS) spans the ADGM HQ (on-premises) and the ADGM Azure tenant. Service provider to ensure the ADDS is available 24 x 7 and continually monitor and resolve any issues • Management of Azure Identity Management, including Azure Multi-Factor Authentication. • Provide detailed and regular reports on the status and usage of the Azure Landing Zone, including recommendations for improvements and optimizations. • Provide detailed and regular security and compliance reports that highlight any issues or concerns and recommend solutions. • Maintain the documentation of the Landing Zone and any other in scope ADGM Azure environment. • To implement required recommendations related to improvement, optimization, and security and audit finding in timely manner. • To raise and present changes to ADGM CAB using the agreed ticketing tool.
SR006	Application Monitoring NOC / SOC	<p>The Service Provider will provide comprehensive Application monitoring services for ADGM, including the setup and configuration of custom monitoring and basic Application monitoring.</p> <p>The Service Provider should have a thorough understanding of Azure monitoring services and be able to provide expert guidance on best practices and industry standards. To include but not limited to following:</p> <ul style="list-style-type: none"> • Setting up custom monitoring for ADGM applications, including the configuration of monitoring rules and thresholds. • Implementing basic Application monitoring, including monitoring of https requests.

Need for Azure AD Admin

		<ul style="list-style-type: none"> Configuring basic Application alerting, including the setup of alert triggers and notifications. Providing ongoing maintenance and support for the monitoring system, including troubleshooting, and resolving any issues that may arise. The Service Provider will work closely with ADGM teams to ensure that the monitoring system is configured and optimized for ADGM specific needs. They will also provide regular updates on the status of the monitoring system and any issues that have been identified.
SR007	<p>Application Security</p> <p>Cloud Practice / Security</p> <p>For Palo Alto or Network Security Appliances - Infra</p>	<p>The Service Provider should proactively play a crucial role in ensuring the security of ADGM's applications and providing guidance to internal application teams and third-party app providers to ensure compliance with best practices and ADGM's security standards.</p> <ul style="list-style-type: none"> Be responsible for all day-to-day operations in Azure: NVA, SASE, CASB, CSPM, CIEM, CDN and provide application security consulting. Responsible for ensuring the security of the Azure environment and applications by conducting regular security monitoring and identifying and addressing any vulnerabilities that may arise. Ensure that best practices and ADGM's security standards are being followed by internal application teams and third-party app providers during the development and maintenance of applications. Work closely with internal application teams and third-party app providers to provide thought leadership and ensure that all applications are secure. Provide recommendations for remediation of vulnerabilities and provide guidance on best practices for secure application development and maintenance. Keep up to date with the latest security trends and technologies and provide this knowledge to internal application teams and third-party app providers. Provide a comprehensive checklist and benchmark based on Global Standards (NIST, CIS, OWASP, etc.) for in-house or third-party developers to follow and adhere to. Provide guidance when adding DevSecOps controls to the development lifecycle. Provide guidance on incident response and disaster recovery plans related to application security.
SR008	<p>Database Administration and Management</p> <p>IMS</p>	<p>The Service Provider shall provide professional and efficient Database Administration and Management services to ADGM to ensure the smooth running and reliability of the organization's databases. The Service Provider will be responsible for the performance, security, and availability of all databases. To include but not limited to following:</p> <ul style="list-style-type: none"> Install, configure, and maintain all databases in the organization.

		<ul style="list-style-type: none"> • As part of maintenance modernize the databases, and where applicable migrate to Azure managed databases. • Perform regular backups and ensure the recoverability of data. • Monitoring database performance and tuning it for optimal efficiency, utilizing Azure native monitoring services or any third-party tools that are approved by ADGM. • Proactively troubleshooting and resolving database issues. • Implement and maintain security measures to protect the integrity of the data. • Monitor and maintain database replication where applicable. • Ensure compliance with industry standards and best practices. • Respond to any database alerts that may arise and taking the necessary actions to resolve them. • Perform restoration as needed and suggest any required enhancements. • Coordinate and schedule regular DB engine patch management and maintenance to ensure the database is up-to-date and functioning optimally. • Compliance with industry standards and best practices.
SR009	Backup and Restore Services TBD	<p>The Service Provider will be responsible for providing support and management services for ADGM's backup solution, either it's native or a third-party solution. To include but not limited to following:</p> <ul style="list-style-type: none"> • The Service Provider will monitor and maintain the backup environment to ensure that it is running optimally and that backups are completing successfully. • The Service Provider responsible for troubleshooting and resolve any issues that may arise with the backup solution. • The Service Provider Manage and configure backup jobs, policies, and settings. • The Service Provider provide regular reports on the health and performance of the backup solution. • The Service Provider keep the backup software updated to the latest version in case it's not native. • The Service Provider is responsible for regular scheduled maintenance windows for the backup environment. • The Service Provider is responsible for maintenance tasks such as, verifying backups, checking for updates, and troubleshooting any issues. • Operation of Backup and Restore, including test restores to be performed periodically as determined by ADGM. • If ADGM decides to implement a non-native backup solution, the "Service Provider" will be responsible for the end-to-end deployment of the new solution and configure/ setup all ADGM's backup policies and requirements. The Service

		provider to demonstrate a successful implementation of the new solution as per ADGM's backup policies and requirements.
SR010	<p>Network Administration and Management</p> <p>(Palo Alto NVA and Prisma Cloud and Prisma Access)</p> <p>IMS + Cloud</p>	<p>The Service Provider will provide a comprehensive managed service for Palo Alto Network Virtual Appliances (NVA's) and other Palo Alto products (Prisma Cloud and Prisma Access), to ensure that the devices are always available, operating at optimal performance, and meet the agreed SLAs. To include but not limited to following:</p> <ul style="list-style-type: none"> • Management of Azure Network and Security services such as Firewall (both Azure native and third-party), Azure ExpressRoute, Load Balancer and Application Gateway, Azure Virtual Network, Subnets, Azure Virtual Gateways, Azure VNet Peering, Azure VPN, Azure Security Center, Network Security Group (NSG) and User Defined Routing (UDR). • Maintaining, managing, configuring, monitoring, and reporting all Azure native network and security resources and configurations. • Firewall (NVA) and other Palo Alto products (such as Prisma) configuration and exceptions management. • Perform configuration, troubleshooting and provide resolution to network flow issues if required and monitor performance. • 24/7 monitoring and management of the devices to ensure they are always available for collection of logs and are operating at their optimal performance. • Firewall administration, troubleshooting, and documentation. • Schedule configuration changes based on priority, create change requests as needed and follow ADGM change management process. • Maintain the agreed Service Level Agreement (SLA) for Palo Alto products with ADGM, which includes implementing and verifying configuration changes, performing incident response and problem management, and applying software patches and minor/major updates. • Review major upgrade releases, validate patches in ADGM's test environment, create upgrade and fallback procedures, and review these procedures with ADGM before implementing changes according to a defined process. • Perform tuning, backup, and other maintenance activities based on OEM Service Provider recommended best practices. • Provide regular reports on the status of the devices to ensure the service is meeting the agreed SLA and working with ADGM to resolve any issues that may arise. • Provide training to ADGM staff on how to use and manage the devices and other products.
SR011	<p>Content Delivery Network Administration and Management</p> <p>(Akamai CDN)</p>	<p>Akamai is a Content Delivery Network (CDN) and cloud service provider. Their solutions allow for faster and more reliable delivery of web content and applications to users around the world. They have a network of servers located in strategic locations around the globe that cache and distribute content, reducing the distance that data must travel and helping to improve load times for users.</p>

	<p>IMS / Network Admin</p>	<p>Akamai also offers a variety of other services such as security, analytics, and media delivery. To include but not limited to following:</p> <ul style="list-style-type: none"> • Providing full administration and management for the Akamai Solution, including the design and implementation of required security controls, such as an automated learning mode. • Policy tuning and optimization, as well as periodic reviews and SOP. • CDN configuration. • Monitoring the WAF and CDN, as well as implementing whitelisting measures. • Monitoring and maintaining the performance of the CDN, troubleshooting, and resolving any issues that may arise, and implementing updates and upgrades as needed. • Working closely with ADGM's IT and development teams to ensure that the Akamai solution is integrated and configured to meet the specific needs of the organization. • Onboarding ADGM future applications to the Akamai edge network and enabling protection on it. • 24/7 monitoring and maintenance of the Akamai solution. • Provide timely resolution of any issues that may arise. • Implementation of updates and upgrades as needed. • Integration and configuration of the Akamai solution to meet ADGM's specific requirements. • Regular reporting on the performance and usage of the solution. • Support and guidance for ADGM's IT and development teams on the use and management of the Akamai solution.
SR012	<p>Identity Management (SailPoint IdentityIQ)</p> <p>IMS / AD</p>	<p>The Service Provider will take care of day-to-day operations and integration for SailPoint. The goal is to ensure that SailPoint operates smoothly and effectively, while also integrating it with other systems as needed. To include but not limited to following:</p> <ul style="list-style-type: none"> • Install/configure and upgrade SailPoint IdentityIQ as needed. • Configure and set up identity workflows and access controls. • Setup user provisioning and deprovisioning processes. • Configure SailPoint to integrate with existing systems (e.g., HRIS, Active Directory, etc.) and any required future integrations. • Monitor the performance of SailPoint on a regular basis. • Generate scheduled report and access review as needed. • Respond to any alerts or errors that arise. • Provide technical support to users as needed. • Review and refine SailPoint policies and workflows as required.

		<ul style="list-style-type: none"> Perform assessment on existing policies and configuration and provide valuable feedback and enhancement.
SR013	Office 365 Administration and Management IMS	<p>The Service Provider is responsible for providing support and management of the Office 365 suite of enterprise-grade email and productivity applications for the client, including MS Exchange, SharePoint, Intune, PowerBI, PowerAutomate and Teams. To include but not limited to following:</p> <ul style="list-style-type: none"> Advanced threat protection support to safeguard the client with real-time cloud-based email filtering service that offers robust zero-day protection from malware and viruses. Device and identity management, including centrally managing single-sign-on across devices and securely managing apps and data on iOS, Android, and Windows. Day-to-day maintenance and administration of the Office 365 environment, including monitoring, troubleshooting and resolution of issues, and implementing and maintaining security and compliance controls. Ensure that the Office 365 environment meets ADGM needs and implement any necessary changes or improvements. Provide regular reports and metrics on the performance and usage of the Microsoft 365 environment. Configure Microsoft 365 accounts for users & manage permissions. Manage and maintain and provide technical support for the complete Office 365 suite of applications and services, such as email and SharePoint. Configure and manage security and compliance settings. Manage and maintain Office 365 backups. Customize and integrate Office 365 with other systems and applications. Assist with migrations to Office 365 from other email or collaboration systems. Manage and monitor Office 365 to ensure it is running smoothly and efficiently.
SR014	Disaster Recovery Cloud Practice	<p>ADGM has adopted Azure Site Recovery (ASR) as the Disaster Recovery solution. To include but not limited to following:</p> <ul style="list-style-type: none"> The vendor shall perform a disaster recovery drill test every 6 months for ADGM systems in Azure environment. The Service Provider should follow the ITSM Change Management process. Verify the ability to recover virtual machines, databases, and other resources from backup. Test the connectivity between the primary and secondary site. Verify the ability to failover to the secondary site. Test the functionality of the application after failover. Verify the ability to failback to the primary site.

		<ul style="list-style-type: none"> Record the time needed to perform this failover. A detailed report that includes the results of the test with screenshots, any issues encountered, and recommended actions to address the issues, for future reference and refined planning. Note: The existing ASR is setup in one of the Availability Zones in the UAE North region (primary region for ADGM). This is as per Microsoft recommendation due to the non-availability of the UAE Central region. <p>When the UAE Central region is available, it is expected of the Service provider to setup/ re-configure the ASR across regions (UAE North and UAE Central).</p>
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7. Excluded Scope of Services

It is ADGM's requirement to attain Managed Services and Operational 24 x 7 Support, without breach in SLAs by the Service Provider. The expectation is that the Service Provider will provide **Managed Services and Operational 24 x 7 Support** for existing as defined in "Appendix B: Technology Landscape", and for any future additions and enhancements to the ADGM Azure Technology Landscape.

Service Provider to provide a comprehensive and clear list of services and activities that are not in scope of this contract (Exclusions). Any services that are not explicitly listed in the out-of-scope section by Service provider will be deemed to be within the scope of the agreement.

Following are the only exclusions from ADGM:

- Application Support will be covered by ADGM application teams and other 3rd party managed services contracts.
- Azure data lake and its associated components. (The core Azure platform is in scope – but detailed architecture to be shared through bid process)
- Security Vulnerability Assessments and VAPT are covered by Managed Security Services Provider (MSSP). The Azure Service Provider only needs to address these findings by implementing the necessary fixes and mitigations.

8. IT Service Management Owner: IMS

To align with ADGM service management processes, the service Provider is asked to comply with standards such as ISO20000 and the ITIL framework as adopted by ADGM.

Through mobilisation, the service provided will need to agree and jointly establish (with ADGM team) cloud specific ITIL processes, including Incident Management, Request Fulfilment, Change Request, Problem Management, Configuration Management, Performance and Capacity Management, Availability Management, and Continuous Service Improvement. [The current policies are available if required at a later stage of the bid process] – **Support will be needed to mature ADGM DevSecOps adoption.**

This section describes ADGM service requirements and bidders should respond to confirm the requirements can be met, using the table reference.

Ref	Process Area	Description
SM001	ITSM Tool	<p>Service Provider shall use ADGM ITSM tools (Manage Engine) for logging and tracking of cases and managing ITIL processes including Change and Problem Management.</p> <p>ADGM ITSM should be sole database for all requests and changes and will be the single version of truth for service trigger and SLAs.</p>
SM002	Incident Management	<p>The remote support team will work closely with the on-site team to ensure smooth operation of ADGM's Azure environment and resolve tickets achieving the Service Level Targets.</p> <p>Service Provider is expected to follow Major Incident Response Procedure and Security Incident Procedure followed by ADGM Service Level Agreements (SLAs) as listed in "Appendix A: Expected Service Levels (SLA)"</p>
SM003	Configuration Management	<p>Record and track Configuration Items in CMDB.</p> <p>Ensure in-scope items are discovered and recorded and that they are maintained, patched, and report on compliance.</p> <p>Provide capacity plans and recommend proactive measures to improve the performance of Services.</p>
SM004	Change Management	<p>Service Provider is expected to comply with ADGM Change Management process and ensure all changes are logged, approved, and documented before getting implemented.</p> <p>Report is expected to be released once the change is implemented successfully or not.</p>
SM005	Problem Management	<p>Service Provider is expected to provide analysis on existing issues and provide advice and guidance on corrective actions and improvements to reduce number of incidents and improve service efficiency.</p>
SM006	Availability Management	<p>Produce and maintain an appropriate Availability plan that reflects the current and future requirements by ADGM.</p>
SM007	Risk Management	<p>Prepare and track a Risk Register, with Service Improvement Plan tracker.</p> <p>Conduct Weekly/Monthly meetings to drive actions forward and report status.</p>
SM008	Quality	<p>Assign a Quality assurance and ITSM resource to ensure the quality of services and ITSM processes are followed and reported on.</p> <p>Third Party and vendor coordination for the Managed Services in scope.</p> <p>Representative from Service Provider is expected to lead Major Incident bridges, CAB meetings and Problem management discussions.</p>
SM009	Audit	<p>Service Provider is expected to provide evidence and walk throughs as required by ADGM to internal and external audits.</p> <p>Audit requirements will be variable specific to the audit scope.</p>

SM010	Service Reporting	<p>Service Provider is expected to report on Service Level targets achievements and breaches and availability/performance measurements of ADGM services within the scope of this agreement.</p> <p>Provide detailed and regular security and compliance reports that highlight any issues or concerns and recommend solutions.</p> <p>Please provide the service Management reporting framework and proposed reporting/service review calendar and share some examples of service reporting that is proposed.</p> <p>At a minimum the following reports are expected:</p> <ul style="list-style-type: none"> • SLA – Service performance and SLA breaches • Service Ticket Analysis • Incidents • Requests • Risks Projection • Change Management Items • Team-hours consumed • Azure Cost • Patching Status • Compliance and Vulnerability Management • DR • Service Improvement Plan <p>Note: The “Service provider” to accommodate additional reporting requirements as and when required by ADGM.</p>
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9. Resources, Escalation and Other Requirements.

The service provider shall include details on all resources, 3rd parties and the high-level organisation (org diagram) that will be assigned to ADGM, clearly showing the accountabilities and the path for escalation. Bidders are requested to respond to each requirement using the table reference, with detail as deemed necessary.

Ref	Business Area	Requirement
OR001	Resources	<p>To deliver the scope of work as described, it is expected that the service provider will offer a mix of onsite resources working ADGM ‘day’ hours (7:30-5:00) and complement with remote resources for specialist support and provision of 24/7 coverage.</p> <p>It is requested that the bidder should provide an organisation chart and clear table showing numbers of resources on site (both technical and non-technical), numbers remote, and how 24 x 7 support will be delivered.</p> <ul style="list-style-type: none"> • It is expected of the Service Provider to always meet the agreed upon SLAs even with the increase in projects/ solutions from ADGM side. It will be the responsibility of the Service Provider to accordingly inject

		<p>additional resources as they see fit to deliver the expected services within the required SLAs.</p> <ul style="list-style-type: none"> Please clearly identify any 3rd party resources required and their scope of work.
OR002	Resources IMS + Cloud	<p>It is expected that all resources be technically competent and certified in the relevant areas.</p> <ul style="list-style-type: none"> Provide summary CVs for members that will be proposed to lead and manage the service, highlighting their engagements, previous roles and should have previous experience in the technologies as stated in this RFP. Provide sample CVs for any other roles as deemed necessary.
OR003	Resources	Please provide a proposed RACI matrix / HL Accountability structure to show alignment with ADGM roles.
OR004	Case Studies Deem, Emaar, FTA, CBI	Bidders are requested to provide at least three supporting case studies. Case studies should show experience within the UAE and GCC. Should show understanding of working with local government entities, demonstrate expertise across the technologies within this tender.
OR005	Governance (Escalation)	<p>To ensure any issues or concerns are addressed in a timely and efficient manner, and with a view to provide uninterrupted service, the Service Provider should provide a clear escalation matrix outlining the levels of escalation and the corresponding contact person, action, and timeframe for resolution at each level.</p> <p>For service onboarding (as part of the contract) it is expected that details of corresponding contact person at each level be provided.</p>
OR006	References	Appropriate client references with similar support arrangements should be provided. Be expected for ADGM to contact the references as required.
OR007	Onboarding	<p>For the onboarding phase, please advise the proposed service onboarding process and requirements for successful service kick-off.</p> <ul style="list-style-type: none"> Provide an outline of the onboarding steps, timeline, and mobilization plan. What additional detail of information is required from ADGM? If not covered in the above, then please be clear on the mobilization lead time from engagement award to full support onboarding. It is expected of the service provider to pick-up the work backlog from the existing projects in ADGM Azure tenant/s. This will be shared at onboarding.
OR008	QA	What quality assurance / quality management processes are proposed and how will quality of overall services be assured?
OR009	Cost Reporting	Please detail how ADGM can monitor Azure spend and manage Azure spend profile to fully understand cost of service and cost of ownership.
OR010	Service Credits	<p>If the Service Provider fails to meet the service level targets as outlined in "Appendix A: Expected Service Levels (SLA)", the Client may be entitled to a service credit as following.</p> <ul style="list-style-type: none"> For every 1 hour of Azure infrastructure and services unavailability, the Client shall be entitled to a 5% service credit.

		<ul style="list-style-type: none"> For every 1 hour of Azure storage and backup solutions unavailability, the Client shall be entitled to a 2% service credit. For every 1 hour of Azure Disaster Recovery Site solution unavailability, the Client shall be entitled to a 2% service credit. <p>The total service credit for any given month shall not exceed 25% of the total monthly fee for Azure management and administration services.</p>
OR011	Termination	<p>ADGM has the right to terminate this agreement with 3 months advance notice, without incurring any penalties for ADGM, if the following issues are repeated by the Service provider:</p> <ul style="list-style-type: none"> Service Provider is not able to meet the agreed SLAs often. More than 5 incidents of change without proper approval from ADGM in the ADGM environments (Azure tenants, O365, etc.,) managed by the Service Provider. Service Provider to provide clauses and conditions for contract termination.
OR012	End of Contract Service Transition	<p>In the event of contract termination, either on early termination or at contract end, the Service provider to perform below activity to transfer to new provider (disentanglement), or to ADGM internal capabilities. To include but not limited to following:</p> <ul style="list-style-type: none"> Provide all documents and SOPs for all the services and provide training for the new team to take it forward. It should be documented and agreed by both parties that all documents required has been delivered. Knowledge transfer and hand over of day-to-day activities to the alternate Service Provider. Provide case history data for the duration of the SOW term. Handover all technical documentation (including source codes where applicable) and relevant service operation guides and procedures to ADGM personnel. Conduct walk-through sessions for each of the managed services to ADGM internal department and the replacement Service Provider. Provide a document identifying existing third-party vendors information and support contracts, detailed business processes and design specifications. Handover of all credentials to all systems in a secure manner.
OR013	Risks	<p>Risks in establishing effective support:</p> <ul style="list-style-type: none"> Please provide initial view of risks (Risk Register) with proposed mitigation plan and identify any required actions needed from ADGM
OR014	Warranty and Guarantee	<p>Please provide warrantee period of cover for any software code or items specifically developed as part of the support scope of work.</p>
OR015	PMO Documentation	<p>Compliance with PMO requirements for projects. PMO process for new deployments will be provided through the bid process as required.</p> <p>This is a critical governance step in our project lifecycle, ensure EA and Info-Sec approvals of key documents such as HLD / LLD / Major Change items.</p>

OR016	Payment Terms	<p>Full payment terms will be agreed and detailed in the supporting SOW; For the response please confirm that you accept the following payment term principles:</p> <ul style="list-style-type: none"> • Provider shall submit the monthly invoice the 1st day of each month. • The invoice shall be submitted to ADGM by way of: “E-invoice portal” as per ADGM invoice submission process. • The provider shall submit the total monthly fee for the managed services, the invoice will be subject to service credits in case of any failure to achieve the agreed SLAs. • ADGM shall pay the Service Provider the monthly agreed fees and calculated in accordance with the Rate Cards provided. • ADGM shall pay all valid invoices within thirty (30) days of invoice receipt.
O017	Optional Services	<p>Given the above service scope, Service Provider can suggest any additional services which they believe can benefit ADGM as optional services, example: additional solution configuration and implementation.</p> <ul style="list-style-type: none"> • Service Provider to provide Rate card as appropriate

EXHIBIT B

SCHEDULE OF FEES

1.0 PRICING PREAMBLES

- 1.1 In consideration that CONSULTANT/SUPPLIER shall perform and observe its obligations under the AGREEMENT, ADGM shall pay the prices as detailed herein.
- 1.2 The rates, sums and prices shall be deemed full compensation for all the SERVICES executed.
- The rates, sums and prices included in this Exhibit B are fixed and firm for the duration of the AGREEMENT and not subject to revision, nor escalation, nor any adjustment due to currency fluctuations or due to any other factor whatsoever.
- 1.3 All rates, sums and prices shall be inclusive of all taxes and duties. Any taxes to be deducted from the CONSULTANT's/SUPPLIER's payment shall be deducted by ADGM as per APPLICABLE LAWS of ADGM.
- 1.4 All costs/rate/price and schedule of expenses to cover the services and activities in proposal and demonstrate the reasonableness and value add.
- 1.5 Please clearly mark all fees in your cost proposal so it can be identified and excluded from payment if changes are not made. If there are costs that you have excluded from this proposal please outline and explain why.
- 1.6 Note: Each service provider will be responsible for and will bear its own costs and expenses which it may incur in relation to the preparation of its proposal and/or its responses to this RFP and for any meetings, presentations and/or negotiations it may be invited to attend in relation to this matter.
- 1.7 The accounting and payment currency of this AGREEMENT shall be in AED
- 1.8 All rates set out in this AGREEMENT or specified in Variation Orders are deemed to be all-inclusive for the SERVICES relative thereto completed in accordance with all the AGREEMENT requirements and shall be deemed to be inclusive of, but not limited to, all CONSULTANT's obligations, liabilities, duties, risks under the terms of the AGREEMENT, including those resulting from Subcontracting, or as can be inferred there from, and/or relating to, or otherwise connected to performance of the SERVICES; and in general everything necessary for the complete performance of the SERVICES, in full compliance with this AGREEMENT

2.0 Fee Schedules

The commercial proposal should be provided in excel format in a very detailed manner.

- Commercials: Breakdown
 - Services

Service Provider to provide with a cost break down for each service within the scope. In addition, the Service Provider should provide details on how major service changes will be handled, and the commercial impact.

As an example: with a technology change from ADGM (removal of a third-party service), the Service Provider should be flexible to provide ADGM the new cost for the new services, and remove the old service cost based on the initial cost break down.

- Optional

Service Provider can suggest any additional services which can benefit ADGM as optional services.

As an example: additional/ new solution configuration and implementation.

3.0 PROGRESS PAYMENT

Payment shall be made as per agreed payment milestones. The Consultant/Supplier will provide reports and submit back-up documents of the achievement. Payments of approved invoices are normally made within thirty (30) days from receipt of correct invoice including all required substantiation and back-ups.

4.0 INVOICING PROCEDURE

4.1 General

Supplier shall upload the Invoice and supporting documents through ADGM's e-portal marked with PO # and date. ADGM will not accept any invoices that is not marked with PO # or invoices submitted in any other method such as hard copy, e-mail etc.

Invoices shall be paid to such bank account(s) as Supplier shall register with ADGM, subject to applicable laws. Supplier shall ensure that the bank details it supplies to ADGM through the ADGM e-portal are accurate. ADGM's payment obligations hereunder shall be fully satisfied upon instructing its bank to make the relevant funds transfer to the bank account registered by the Supplier. ADGM shall bear no liability and the Supplier shall not bring a claim against ADGM for any payment that was not received as a result of an error in the receiving bank details registered with the ADGM. Supplier is responsible for notifying ADGM of any changes in its bank account details and registering such changes with ADGM.

bear the AGREEMENT reference number.

- a) Be supported by all necessary documents to enable ADGM to verify the amount invoiced and a statement of the cumulative value of the SERVICES performed, of the cumulative amount previously invoiced and of the difference.
- b) Clearly state the CONSULTANT'S/SUPPLIER's bank account number and name and address of bank, country, (sort code and swift code, if applicable) to which payments are to be made by ADGM.
- c) Clearly indicate all credits or sums due from CONSULTANT/SUPPLIER to ADGM
- d) Be in the name of and signed by the CONSULTANT/SUPPLIER

4.2 Financial Warranty

CONSULTANT/SUPPLIER represents and warrants that all documents including invoices, vouchers, financial settlements, billings and reports submitted to ADGM in support of any costs and expenses shall truly reflect the facts of the activities and transactions to which they pertain and that in any recording or reporting made to ADGM for whatever purpose, ADGM may rely upon all such documents and the data therein as being complete and accurate. CONSULTANT/SUPPLIER further agrees to promptly notify ADGM upon discovery of any instance where CONSULTANT/SUPPLIER has failed to comply with this provision.

EXHIBIT C
Technical Evaluation Requirements

This Exhibit C sets out the requirements each Bidder shall submit to inform and enable ADGM to complete its evaluation of the technical proposals.

Bidder herein submits details of its ability to perform the SERVICES including but not limited to:

- Full submission “in details” to ADGM Compliance Mandates,
Examples of similar engagements & experience in similar engagements in scope and size
- Proposed Resources Knowledge & Experience (Skill Sets) as elaborated within the RFP.
- Proposed approach, methodology & best practices in delivering the required services, proposed resources and their credentials.
- **Approach to service credits** Create a plan to handle service credits
- Full Acceptance to ADGMs draft SOW
- Submission of Technical document: Including adherence and coverage of all of the services and provisions as per the RFP. Please provide the sections as a spreadsheet showing coverage and response for each section
- **Any added values** DevSecOps Platform, FinOps, SRE Operating Model, Runbook Automation, VDICE
- Any Other options or services

Note: ADGM team will also assess the quality of response to this RFP & it is likely that we will require supplier presentations at ADGM premises.

ADGM will evaluate the above response in an objective manner. Please make sure your response is comprehensive and fully covers our requirements.

The bidders are requested to provide evidence within their response that will answer the below criteria's.

ADGM will evaluate the above response in an objective manner. Please make sure your response is comprehensive and fully covers our requirements.

Bidder Company Background

Ref	Required Information
1	Bidder's Registered Name
2	Bidder's Registered Address
3	Legal Status of Bidder
4	Country of Incorporation
5	Date of Bidder Company Formation
6	Legal Linkages/Company Ownership Details if wholly or partly owned by another Company
7	Other Registered Name and Address, if any

Ref	Required Information
8	Valid Registration and Licensing Documents

- References: Bidders shall submit details of its reference list of performing similar services in a tabulated format including as a minimum the following fields. Bidder may expand the table and use additional sheets / pages as required.

Ref	Client	Type of Similar Scope of Services	Description of Services Undertaken
1			
2			
3			

Appendix A: Expected Service Levels (SLA)

Service Availability

The Service Provider shall use reasonable efforts to maintain the availability of ADGM Azure environment in accordance with the following service level targets:

- 99.95% availability for Azure infrastructure and services
- 99.9% availability for Azure storage and backup solutions
- 99.9% availability for Azure Disaster Recovery Site

If the Service Provider fails to meet the above service level targets, then a service penalty should be applied.

Support Coverage

Remote support	24 x 7 coverage
On site engineers	7:30 – 5:00 from Mondays to Friday
Public Holidays	As per UAE holidays

In case of any emergencies such as (severity 1 and severity 2) working hours will be 24 x 7 till the issue / severity is resolved.

Required Service Levels (SLA)

Incident/ Problem Resolution	Service Measure	Response Time	Performance Target	Service Level Performance %	Status Update with Key Stakeholders	Formula	Measure Interval	Reporting Period
Priority Level (1)	Time taken to restore the impacted service or isolate /contain the impact or implement fix or work-round	15 min.	< (4) hours	98.00%	Every (30) Minutes	(Number of Incident & Service Requests completed within Performance Target ÷ Total of all Services Requests & Incident occurring during Measurement Interval (for each relevant Service Level category)) expressed as a percentage.	Monthly	Weekly & monthly
Priority Level (2)	Time taken to restore the impacted service or isolate /contain the impact or implement fix or work-round	30 min.	< (8) hours	98.00%	Every (2) Hours		Monthly	Monthly
Priority Level (3)	Time taken to restore the impacted service or isolate /contain the impact or implement fix or work-round	30 min.	<16 business hours	95.00%			Monthly	Monthly

Priority Level (4)	Time taken to restore the impacted service or complete eradication of the issues	30 min	< 32 business hours <32 business hours	95.00%			Monthly	Monthly
Request SLA	Time taken to fulfil the user request.	30 min	<24 business hours				Monthly	Monthly

Service Name	Service Measure	Performance Target	Service Level Performance %	Status Update with Key Stakeholders	Formula	Measure Interval	Reporting Period
Security Incident Management	MTTR the Security Advisory	< 2 hours	99%	Monthly	Time difference between Reporting and implementation of the Security Advisory	Weekly Monthly	Weekly Monthly
ADGM Compliance	Full compliance with ADGM Service (InfoSec/ Ops/ Infra/Apps) Management Process & procedures	Full compliance	100%	Monthly	Accomplishment of agreed KPI for each agreed policies, process & procedures	Monthly	Monthly
Problem Management	Reports and Resolution Updates	Daily for Priority Level (1) & Priority Level (2) and weekly for others	98.00%	Monthly	As per priority categorisation	Monthly	Monthly
	Time taken to resolve/close RCA preventive actions.	5 days	95.00%	Monthly		Monthly	Monthly
	Misconfiguration - Security Incidents	<=5%	98%	Monthly	Misconfiguration Categorised or RCA pointing towards misconfiguration Security Incidents	Monthly	Monthly
	Repetitive Incidents	<=5%	98%	Monthly	Incidents & Problems occurring across same or different assets repetitively ÷ Total Number of Incidents	Monthly	Monthly
	Lessons Learned		99%	Monthly	Number of Lessons Learned Updated ÷ total number of resolved problems.	Monthly	Monthly
Change Management	Changes completed on time with no quality issues	Changes in Post Implementation Review (PIR) to be closed within two (2) Working Days	99.00%	Monthly		Monthly	Monthly

	Failed or Overran Changes	Changes which did not complete within the Change Window	$\leq 4\%$	Monthly	Number of changes causing incidents or overran \div Total number of changes during the reported month	Monthly	Monthly
	Improper Change Risk Assessment	Missing or Improper Risk & Impact Analysis	$\leq 2\%$	Monthly	Issues & Incidents raised on the CI's or related CI's due to the implemented change shall conclude as Improper Risk & Impact analysis	Monthly	Monthly

Appendix B: Technology Landscape

The following is an overview of the current ADGM cloud systems along with the SaaS application that need to be part of the scope:

- ADGM Azure tenant
 - Number of VMs = 114 hosting the below systems:
 1. Team Foundation Server (TFS)
 2. Printing Services (Canon Uniflow)
 3. Board Vantage
 4. Teammate - Audit and Regulatory Compliance Management tool
 5. Manage Engine (ITSM)
 6. Room Booking System – RMG
 7. Fixed Asset Management System – FAMS
 8. Nafura - FAB bank transfer
 9. Informatica
 10. Electronic Prudential Return System – Core Filing
 11. Electronic Prudential Return System – Taxonomy
 12. Digital Experience Platform/ Sitecore
 - Databases (MS SQL and MySQL)
 1. Current number of MS SQL databases approximate = 282
 2. Current number of MySQL databases approximate = 8
 - ADGM Academy
 1. Learning Management System
 2. Academy portal
 - Unified Data Platform
- e-Courts Azure tenant
- Microsoft 365 (one each in ADGM tenant and e-Courts tenant)
- Digital Lab Azure tenant
- SaaS, PaaS, and IaaS
- As part of ADGM Azure tenant and Landing Zone, the following is deployed:
 - Azure DevOps (restricted to 1 organization)
 - Azure Lighthouse
 - Azure Monitor and Microsoft Sentinel
 - Microsoft Arc
 - ExpressRoute connectivity
 - Azure Identity Management
 - Adherence to InfoSec requirements (Full InfoSec standards will be provided)
 - NVA, SASE, CASB, CSPM, CIEM

Note: Application-level support will be handled by third party vendors unless specifically mentioned. “Service Provider” should provide a RACI matrix clearly showing the responsibility of Service Provider, ADGM and the Application Vendor.

With ADGM’s growth, the number of applications is expected to increase, and the Service Provider is required to support and operate the growing infrastructure, and at the same time govern costs.

In addition, to the applications mentioned above, the following non-native solution/s is used by ADGM, and is in scope for the Service Provider to provide end-to-end Operational Support and Managed Services:

- Akamai CDN
- Palo Alto NVA
- Prisma Cloud
- Prisma Access
- SailPoint IdentityIQ

Services expected on the non-native components to include all operational activities, including maintenance, troubleshooting, technical expertise, optimisation/tuning, back-up and 24/7 monitoring as detailed in services section:

- Palo Alto: Firewall administration, config Changes, troubleshooting, and documentation, as well as performing change management.
- Akamai: Policy tuning, monitoring the WAF and CDN, as well as implementing whitelisting measures.
- Sailpoint: Configure and set up identity workflows and access controls, user provisioning and deprovisioning processes. Configure SailPoint integrations as required.

Annexure A: Remote Operations

- Support team required to handle monitoring, resolution, automated and manual VM Ops-patching, backup and recovery, incident, request, and problem management.
- IAC (Terraform) required to be used for all task automations.
- Monitoring and resolution tasks:
 - Write customized runbook and SOP for alert troubleshooting.
 - Restore services to functional state by following runbook and taking appropriate actions.
 - Install and configure monitoring agents.
 - Provide on-demand summary of monitors configured on an account/project/subscription.
 - Create monitoring dashboards using cloud native services and tools.
 - Assist in Root Cause Analysis activities with on-site engineers.
 - Provide security monitoring.
 - Ensure dashboards are accessible to ADGM team to monitor services and alert in case of disruptions.
- Automated VM Ops-patching tasks:
 - Leverage Cloud native tooling (Azure AUM) to setup server patch groups and configure patching policies/baselines.

- Automatically patch servers using scheduled maintenance windows and/or OS schedulers.
 - Govern patch exclusions and policies with features provided by cloud native tooling.
 - Provide patch reporting guidance as per features of the Cloud native tooling.
 - Troubleshoot patching failures or patching configuration.
- Manual VM Ops-patching tasks:
 - Setup OS repositories and any OS-wide patching exclusions.
 - Build a patching plan in conjunction with ADGM and other teams.
 - Provide operating system guidance in relation to patching.
 - Review application-specific details in the patching plan.
 - Align with customer on patching maintenance coordination (lead by customer).
 - Manually apply patching as per agreed maintenance window.
 - Troubleshoot patching failures or patching configuration.
- Backup and recovery tasks:
 - Setup cloud native backup resources.
 - Support ADGM in implementing jobs for additional backup sources.
 - Monitor backup job failure.
 - Restore snapshot backups of managed services.
 - Delete existing backups.
 - Perform all backup and restore activities for ADGM.
- Incident and request management tasks:
 - Respond to tickets/requests /changes created by ADGM.
 - Provide solutions based on agreed SLAs.
 - Respond to tickets and alerts created by systems automatically for events on customer's account.
 - Respond and resolve security incidents based on agreed service level targets.
 - Respond to Security Advisories and Vulnerability reports raised by ADGM and ADGM Advisories.
 - Handle problem management based on best practices and industry standards.
- Handle requests related to VNETS/Load Balancers/Application gateway/WAF policies creation/fine-tuning, or any other azure in-scope components not listed above.
- Managed service provider to define restoration SLAs and provide an Escalation Matrix.

Annexure B: New Solution Deployment and Migrations

- The team is responsible for deploying infrastructure and applications into ADGM cloud environments and modifying existing infrastructure to reduce cost, increase performance, and optimize scaling.
- The team provides resources aligned with best practices, including configuration, and troubleshooting of azure network service and security services and other native services like VNETS, subnets, Network Security Groups, Azure Virtual Gateways, Azure Virtual Firewalls, troubleshooting network flows and performance, configuring load balancers, and AGW troubleshooting.
- The team manages, maintains, and enhances automation systems for operational effectiveness, stability, and security.
- The team is responsible for identifying performance targets and continuously adjusting infrastructure to deliver the desired performance at the optimal cost, as well as tuning applications and providing detailed analysis of application-level performance problems.
- The team is responsible for backup and restoration full activities along with test the backup offline.
- The team helps/manages the DevOps program in ADGM by overseeing any third-party vendors when building their (CI/CD), building CI/CD for the in-house development team, and maintaining it with the most up-to-date best practices to achieve the highest outcomes from technology offered by Azure.
- The team oversees the repos that will be connected to the pipelines to make sure best practices are implemented such as pre-hooks, etc.
- The team is responsible for new governance and framework for the change management and aligns with Cloud (DevSecOps).
- The team focuses on scaling databases and providing performance management and maintenance services, including creating database clusters, read replicas, and using architectural best practices to maintain the security of the environment.
- The team responds to security incidents identified by ADGM Security Team and deploys customer-provided third-party security tools.
- The team creates reports or contributes to reports that a customer needs as part of an infrastructure audit for certification purposes.
- The team covers all new deployments from the infrastructure side and includes it in day-to-day operations.
- The team runs ADGM-directed tests of disaster recovery systems and performs preventative monitoring and maintenance during non-business hours.
- The team performs optional maintenance and customer-directed changes during business hours.
- Ongoing advice on architecture revision, and beneficial operational changes.
- The team implements architectural changes after obtaining ADGM CAB approval to support cost management decisions as well as enhancing the overall health of the environment.

- The team provides a combination of teams remotely and on-site and should be able to answer questions related to cloud usage and best practices and make a wide variety of cloud service recommendations.