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**TENDER 2 /2026 TERMS OF REFERENCE  
PROVISION OF VIRTUAL MACHINE  
HOSTING AND MIGRATION FOR THE  
BIOSECURITY AUTHORITY OF FIJI (BAF)**

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**CLOSING DATE AND TIME: 5.00 pm, Monday, 09 March, 2026**

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## SECTION A COMPANY BACKGROUND

The Biosecurity Authority of Fiji (“**BAF**”) was established under the Biosecurity Act 2008. It is deemed a Public Enterprise as per the Public Enterprise Act 2019.

BAF’s mandated responsibilities as per the Biosecurity Act 2008 are:

1. to protect the Fiji Islands against the entry of regulated pests and diseases affecting animals, plants, human beings and the environment;
2. to carry out surveillance and monitoring of pests and diseases in the Fiji Islands and assess the status of regulated pests and diseases;
3. to prevent the establishment and spread of regulated pests and diseases and the release of organisms that might adversely affect animals, plants, human beings and the environment in the Fiji Islands;
4. to eradicate, contain or control the movement of regulated pests and diseases that are already present in the Fiji Islands;
5. to prevent the introduction and spread of regulated pests and diseases not already present in the Fiji Islands;
6. to facilitate the safe importation of animals and plants and their products, and related equipment and technology;
7. to facilitate the export of animals and plants and their products in accordance with the biosecurity requirements of the receiving countries;
8. to facilitate international cooperation to prevent the spread of pests and diseases affecting plants, animals, human beings and the environment.

The Biosecurity Act 2008 is the primary legislation that provides for the regulation and control of the movement of animal and plants into, out of and within Fiji and for the facilitation of Trade.

## SECTION B SUBMISSION

1. The purpose of this document is:
  - To provide prospective Bidders with sufficient information to understand the business operations of BAF;
  - To ensure that a consistent level of information is obtained from each prospective Bidder; and
  - To provide a structured framework for the subsequent evaluation of the proposed solutions.
2. This document is an official Request for Tender (“RFT”) for services as specified for BAF. Bidders are required to respond to this RFT demonstrating that their offers are a probable fit to BAF’s overall requirements.
3. All tenders should be marked **Tender 2/2026 - “PROVISION OF VIRTUAL MACHINE HOSTING AND MIGRATION FOR BIOSECURITY AUTHORITY OF FIJI ”** and mailed to:

The Tender Evaluation Committee  
Biosecurity Authority of Fiji  
G P O BOX 18360,  
Suva, Fiji.

Or dropped at HQ Office, Level 3 FNPF Provident Plaza One, Ellery St, Suva

4. For those bidders applying outside of Suva, you may send your sealed envelopes via any Postal Agency, to the above-mentioned address. The Envelopes are to be marked as above.
5. Bidders who will hand deliver their applications, are required to complete the Tender submission register at the reception area where the Tender box is located before depositing their proposals into the Tender box.
6. All proposal documents must be submitted before or on the closing date and time as indicated in the RFT document. Late, faxed, or e-mailed proposals will not be accepted. BAF reserves the right to change the closing date and any other dates that may appear in this RFT. Such changes will be communicated as soon as they are made.
7. In the event of any problems with the delivery of the proposals, vendors should please contact the Secretary Mr. Haroon Buksh on **8910033**.
8. If the envelopes are not sealed and marked as required, BAF will assume no responsibility for the tender’s misplacement or premature opening.
9. All enquiries relating to the RFT should be submitted in writing to [hbuksh@baf.com.fj](mailto:hbuksh@baf.com.fj) no later than 5pm Monday 09 March 2026.

## SECTION C SCOPE/SPECIFICATIONS OF TENDER

### 1. Purpose

Biosecurity Authority of Fiji (BAF) invites eligible ICT infrastructure and data centre service providers to bid for the **Provision of Virtual Machine (VM) Hosting, Migration and Managed Backup Services** for BAF for a term of at least **three (3) years**.

The selected provider will be responsible for delivering a **secure, robust, reliable, and high-availability hosting environment** and for **migrating BAF's existing virtual machines** from the current BAF data centre to the proposed hosting site with minimal disruption. The provider must also ensure **daily backups**, agreed retention, and tested restore capability to support BAF's business continuity requirements.

Proposals should clearly outline the proposed hosting architecture, migration approach, backup and disaster recovery capabilities, security controls, service levels (SLAs), pricing (one-off and recurring), support arrangements, and any additional benefits or innovations that enhance service delivery.

The evaluation process will consider the bidder's **technical capability, experience delivering similar services, data centre standards, security and compliance posture, backup/restore capability, proposed implementation timeline, service levels, and value for money**, as well as the provider's ability to support BAF's mission-critical systems and operational requirements.

### 2. Eligibility Criteria/ Pre-qualification of the Bidder

The bidder should be an authorized and reputable **ICT infrastructure and/or data centre service provider** capable of delivering **secure, high-quality, reliable Virtual Machine (VM) hosting, migration, and managed backup services** that meet the highest industry standards, while offering **competitive and cost-effective pricing** to ensure best value for money for the Biosecurity Authority of Fiji (BAF).

### 3. Requirements Specifications

The successful bidder shall provide an end-to-end service including:

#### 3.1 Hosted Virtual Infrastructure (IaaS)

- Hosting for **5 existing VMs** (exact specs will be provided)
- Virtualization platform managed by vendor (e.g., VMware/Hyper-V/other enterprise-grade stack).
- Compute, storage, and networking resources sized to support current workloads plus growth.
- Segregated tenant environment (logical separation) and secure network design.

### 3.2 Migration Services

- Migration planning and technical design (cutover plan, rollback plan).
- VM replication / transfer / rebuild approach (as agreed).
- Application and OS compatibility checks.
- Cutover scheduling with BAF (after-hours/weekend where needed).
- Post-migration validation testing and sign-off.
- Knowledge transfer and documentation.

### 3.3 Backup, Restore and Retention

- **Daily backups** minimum (incremental/differential acceptable).
- Retention requirements (minimum):
  - Daily: **30 days**
  - Weekly: **12 weeks**
  - Monthly: **12 months**  
(BAF may adjust based on system criticality.)
- Backups must be encrypted in transit and at rest.
- Restore testing: at least **quarterly** restore test of selected VM(s) with reports.
- Ability to restore:
  - Full VM
  - File/folder level (where supported)
- Clearly defined RPO/RTO per service tier (see SLAs).

### 3.4 Support and Managed Services

- 24/7 infrastructure monitoring.
- Incident management and escalation.
- Patch management responsibilities to be clearly defined (vendor infra vs BAF OS/app).
- Monthly service reporting (uptime, incidents, capacity, backups, restore tests).

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## 4. Technical Requirements

Vendors must meet the minimum technical requirements below. Responses should be “**Comply / Partially Comply / Not Comply**” with explanations.

### 4.1 Data Centre / Hosting Facility

- Enterprise-grade hosting facility with:
  - Redundant power (UPS + generator)
  - Environmental controls
  - Physical security (access controls, CCTV)
  - Fire suppression
- Preferably **Tier-aligned** facility or equivalent industry standard (describe).

## 4.2 Network & Connectivity

- Redundant internet links and upstream providers where possible.
- Ability to provision secure connectivity options, such as:
  - Site-to-site VPN from BAF to hosted environment
  - Private link options (if available)
- Public IP availability (if required for specific services), with firewalling.

## 4.3 Security Controls

- Network firewall protection, segmentation, and access control lists.
- MFA for administrative access.
- Role-based access control (RBAC).
- Logging and audit trail (admin actions, access logs).
- Security incident response process and notification timelines.
- Vulnerability management approach for hosting layer.

## 4.4 Storage & Performance

- Storage must be resilient (RAID/clustered/distributed equivalent).
- Minimum performance to match or exceed current environment.
- Clear disclosure of storage type (SSD/HDD/hybrid) and expected IOPS/throughput approach.

## 4.5 Availability & Resilience

- High availability for the virtualization layer.
- Redundant critical components (compute, storage controllers, networking).
- Ability to scale resources (CPU/RAM/Storage) with defined turnaround time.

## 4.6 Compliance and Data Residency

Vendors must state:

- Data residency (Fiji/onshore or offshore location(s)).
- Applicable standards/certifications (e.g., ISO 27001) if any.
- How BAF data confidentiality is ensured.

## 5. Service Level Agreements (SLAs)

Vendors must propose SLAs. Minimum expectations:

### 5.1 Uptime

- 99.5% monthly uptime minimum for hosted infrastructure (excluding scheduled maintenance).
- Scheduled maintenance window must be agreed in advance.

## 5.2 Support Hours & Response

- Support coverage: **24/7 for critical incidents**, business hours for standard requests (vendor to propose).
- Response and restoration targets (minimum):
  - **Severity 1 (Critical outage):** response ≤ 30 minutes; restoration target ≤ 4 hours (or provide best effort with updates every 30–60 min)
  - **Severity 2 (Major degradation):** response ≤ 1 hour; restoration ≤ 8 hours
  - **Severity 3 (Minor issue):** response ≤ 4 business hours; resolution ≤ 3 business days
  - **Severity 4 (Request/Change):** response ≤ 1 business day; planned implementation timeline agreed

## 5.3 Backup SLA

- Daily backup completion reports.
  - Restore request handling: response ≤ 1 hour (critical), restore within agreed RTO.
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## 6. Deliverables

The bidder must deliver:

1. **Solution Design Document** (architecture, connectivity, security, backup design)
  2. **Migration Plan** (timeline, downtime windows, rollback plan, testing)
  3. **Implementation & Cutover Report**
  4. **As-Built Documentation**
  5. **Backup Policy & Restore Procedure**
  6. **Monthly Service Reports**
  7. **Asset/Configuration Register** (VM resource allocations, IPs, access roles)
  8. **DR/BCP Summary** (vendor capability and procedures)
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## 7. Roles and Responsibilities

Vendor must provide a RACI matrix covering:

- Infrastructure management
- Network management
- VM OS patching (clarify whether vendor or BAF)
- Application support (BAF typically)
- Backup monitoring and restore execution
- Security monitoring and incident response

## 8. Implementation Schedule

Provide a proposed schedule including:

- Contract award to kickoff: [e.g., 5 business days]
  - Discovery and design: [e.g., 2-3 weeks]
  - Build and connectivity: [e.g., 2 weeks]
  - Migration and testing: [e.g., 2-4 weeks]
  - Go-live and stabilization: [e.g., 2 weeks]
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## 9. Vendor Eligibility and Experience

Bidders must provide:

- Company profile, ownership, and office location(s).
  - Evidence of hosting operations (years in operation, data centre description).
  - At least **3 relevant references** (government/regulated environments preferred).
  - Named technical team and certifications/experience.
  - Evidence of financial capacity and operational continuity.
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## 10. Pricing Schedule

Pricing must be in **FJD (VEP)** and clearly itemized.

Minimum pricing breakdown:

1. One-time setup / onboarding fee
2. Migration fee (per VM or total)
3. Monthly hosting fee (per VM or resource bundle)
4. Backup fee (included or separate)
5. Windows Server 2022 and SQL Server 2022 licensing
6. Bandwidth / public IP costs (if any)
7. Managed services/support fee
8. Additional resource rates:
  - CPU per vCPU/month
  - RAM per GB/month
  - Storage per GB/month
9. Professional services hourly rates (if applicable)

## SECTION D EVALUATION CRITERIA

The following documents are compulsory and not part of the scaling system. If a bidder has not provided the following documents, they will be unable to move to the next phase:

- i. Valid Business/Company Registration Certificate
- ii. Tax Compliance Certificate
- iii. FNPf Compliance Certificate
- iv. Required certification/accreditation

The following table highlights the evaluation criteria:

	DESCRIPTION	POINTS
1.	Administration	10%
	<ul style="list-style-type: none"><li>• Background- (2%)</li><li>• Positive testimonials or references from existing clients- (3%)</li><li>• Years of being in operation- (3%)</li><li>• Company Profile- (2%)</li></ul>	
2.	Technical	70%
	<ul style="list-style-type: none"><li>• Data Centre /Hosting Facility (10%)</li><li>• Network &amp; Connectivity (10%)</li><li>• Security Controls (20%)</li><li>• Storage &amp; Performance (10%)</li><li>• Availability &amp; Resilience (10%)</li><li>• Compliance and Data Residency (10%)</li></ul>	
3.	Cost	20%
	<ul style="list-style-type: none"><li>• Pricing must be in FJD (VEP) and clearly itemized (20%)</li></ul>	
		100 %