



REQUEST FOR PROPOSAL

1. Introduction

- 1.1. The Law Society of Singapore (“LSS”) is issuing this Request for Proposal (“RFP”) to identify suitable entity(ies) (hereinafter referred to as the “Vendor”) to submit proposals for a full range of Information Technology (“IT”) support services.

2. Background

- 2.1. The Law Society of Singapore (LSS) was established under the legal profession act in 1967. Every Singapore lawyer who has in force a practising certificate is automatically a member of the Law Society. Certain categories of foreign lawyers registered with the Legal Services Regulatory Authority are also automatically members of the Law Society.
- 2.2. LSS office is located at 28 Maxwell Rd, #01-03, Singapore 069120. It is currently located in Maxwell Chamber Suites and the total headcount is 65 staff.

3. Objective

- 3.1. The qualified vendor will provide necessary technical services that will enable LSS to:
 - Ensure the efficient, reliable operation with minimal downtime of its computer systems and data processing networks for its staff
 - Minimize spending and maximize the ROI for expenditures on technology support
 - Enhance the quality of IT support service for users
 - Ensure the security of LSS’s computer system infrastructure
- 3.2. The ideal vendor will resolve computer systems and network issues in accordance with standard, acceptable maintenance and support benchmarks while maintaining infrastructure security to prevent intrusion or data breaches. The successful vendor will be expected to implement and maintain a help desk service that efficiently and consistently responds to the needs of LSS staff within the stipulated service level agreements. The vendor is also expected to report on the status of technology issues and communicate effectively with LSS staff.

4. Existing Infrastructure and Environment

- 4.1. LSS servers and networking devices are located onsite at its home office in Maxwell Chamber Suites. There are a total of 8 servers and 20 networking devices. Detailed information on the equipment and environment shall be disclosed to interested bidders via email upon the signing of a non-disclosure agreement.

5. Scope of Services Required

- 5.1. This section summarizes the services to be provided to LSS. LSS is looking for a firm that will provide long term strategic planning as well as a consistently high level of IT customer service, maintenance and support. LSS expects the vendor proposal to define, in detail, the approach to be used to service and improve the existing computer system infrastructure and meet future requirements in a cost effective manner.
- 5.2. Each proposal should take into consideration the following key requirement areas (See 5.3 – 5.5 of this section); and each firm must be equipped to meet each requirement area. LSS staff will engage the firm only during office hours on weekdays, Monday – Friday, 8am-6pm. Any

routine remote maintenance services (e.g. restarting of servers after windows updates installations) that requires downtime or affects the operation of any systems will be performed outside office hours.

5.3. Initial Assessment:

Assess and review existing processes and security of servers and network devices to recommend improvements according to checklists produced by LSS IT staff based on the latest Personal Data Protection Commission (PDPC) guidelines. The scope of work and services proposed shall comply with the latest PDPC best practices and may be expanded beyond the scope listed in this RFP.

5.4. Server & Network Administrative Services (Remote scope):

- **(1)** Perform ad-hoc and regular preventive maintenance, system updates, firmware upgrades, patches on all VMware and networking equipment. Frequency of these activities can vary from monthly to quarterly, depending on the availability of release from the manufacturer
- **(2)** Perform monthly windows updates on all servers
- **(3)** Perform monthly preventive maintenance including but not limited to checks on server utilization, health status, backup status, antivirus status, task scheduler, SSL certificates and user access changes for all servers.
- Provide maintenance checklists on **(1)** system updates, firmware upgrades and patches, **(2)** monthly windows updates and **(3)** monthly preventive maintenance checks. The sample checklists are attached in **Appendix A** of this document. The vendor may also propose new additions or variations to the checklist to enhance the security posture of the organization
- Proactive monitoring of server and networking equipment health
- Ensure working backups and recoverability of systems
- Systems administration and change configurations
- IT asset documentation and tracking

5.5. Server & Network Administrative Services (Onsite scope – one visit per month):

- Physical health check on servers and networking equipment
- Ad-hoc administration, change configuration or troubleshooting of issues that cannot be performed remotely

6. Contract Period

6.1. The term of contact for the IT support services shall be from 1 January 2022 to 31 December 2022.

7. Selection Criteria

7.1. Proposals will be evaluated based on the following criteria:

- Quality of services
- Value for money
- Ability to deliver
- Vendor's reputation
- Past performance

8. RFP Timeline

Time	Activity
29 October 2021	RFP release date
29 October 2021 – 29 November 2021	Submission of proposals (LSS will respond to any queries regarding the RFP during this period)
29 November 2021	Submission due date
29 November 2021 – 10 December 2021	Evaluation (LSS will request for information from vendors, if required, during this period)
10 December 2021	Award of contract (LSS will announce the selection)
1 January 2022	Contract start date

9. Proposal Submission

- 9.1. Please submit your proposal to it@lawsoc.org.sg by 29 November 2021. The subject heading of the email shall include the company name. (e.g. "IT RFP response by XYZ Pte Ltd")

10. Appendix A

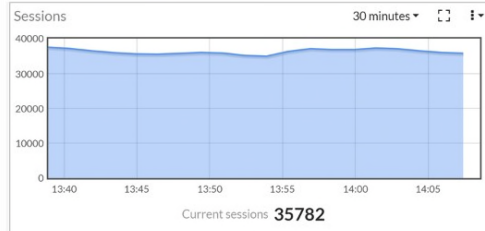
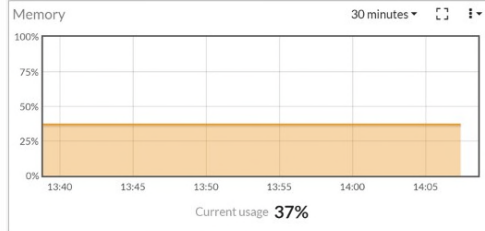
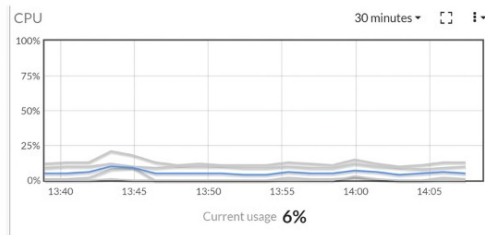
NETWORK PREVENTIVE MAINTENANCE CHECKLIST	
Purpose:	
Network Device Name	
Network Environment	Production <input checked="" type="checkbox"/> Staging <input type="checkbox"/> Test <input type="checkbox"/> Development <input type="checkbox"/>
Network Device Location	
Network Device Purpose	
Company Name	THE LAW SOCIETY OF SINGAPORE (LSS)
Engineer Name	
Date	

IMPORTANT NOTES FOR COMPLETING THIS DOCUMENT
Each section of the checklist must be completed in full. If a particular section is not applicable to this project, then you must write <i>Not Applicable</i> and provide a reason.
Important Note: No sections are to be deleted from this document.
Text contained within << >> provides information on how to complete or more detailed description of what needs to be captured in that section and can be deleted once the section has been completed.

Network Performance

CPU/Memory/Sessions

Usage for past 30 mins



Firmware Updates

Last Updated	16-May-2021
Current Firmware Version	<p>Current version FortiOS v6.2.9 build1234 (GA)</p> <p>✔ Running latest patch of FortiOS v6.2</p> <p>Upload Firmware</p> <p>Select file <input type="button" value="Browse"/></p> <p>FortiGuard Firmware</p> <p><input type="button" value="Latest"/> <input type="button" value="All available"/></p> <p>No newer firmware</p>
Latest Firmware Version Available	N.A

Configuration Backups

Backup Status Check

ID	Device	ConfigID	Time	Status
152	afrika	2021-05-10 17:23:57	Automatic backup (success)	Completed
151	afrika	2021-05-10 16:58:24	FortiGuard backup (success)	Completed
150	afrika	2021-05-09 17:33:00	Automatic backup (success)	Completed
149	berkeley	2021-05-13 11:33:24	Automatic backup (success)	Completed
148	berkeley	2021-05-10 10:20:00	Automatic backup (success)	Completed
147	berkeley	2021-05-02 17:38:32	Automatic backup (success)	Completed
146	berkeley	2021-04-29 13:45:50	Automatic backup (success)	Completed
145	berkeley	2021-04-28 10:50:40	Automatic backup (success)	Completed
144	berkeley	2021-04-26 09:19:28	Automatic backup (success)	Completed

Pass
 Fail
 Monitor

SERVER PREVENTIVE MAINTENANCE CHECKLIST

Purpose:	
Server Name	
Server Environment	Production <input checked="" type="checkbox"/> Staging <input type="checkbox"/> Test <input type="checkbox"/> Development <input type="checkbox"/>
Server Location	
Server Purpose	
Company Name	THE LAW SOCIETY OF SINGAPORE (LSS)
Engineer Name	
Date	

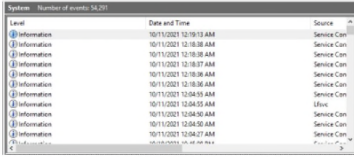

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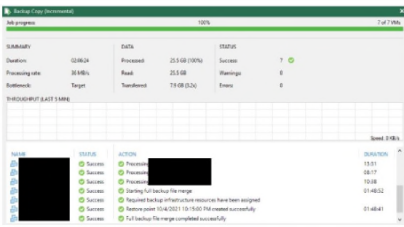
Text contained within << >> provides information on how to complete or more detailed description of what needs to be captured in that section and can be deleted once the section has been completed.

SERVER UTILIZATION																											
CPU																											
Total / Max Size		<p>CPU Intel(R) Xeon(R) Silver 4108 CPU @ 1.80GHz</p> <p>60 seconds</p> <table border="0"> <tr> <td>Utilization</td> <td>Speed</td> <td>Maximum speed:</td> <td>1.80 GHz</td> </tr> <tr> <td>6%</td> <td>1.80 GHz</td> <td>Sockets:</td> <td>2</td> </tr> <tr> <td>Processes</td> <td>Threads</td> <td>Virtual processors:</td> <td>8</td> </tr> <tr> <td>127</td> <td>2132</td> <td>Virtual machine:</td> <td>Yes</td> </tr> <tr> <td></td> <td>Handles</td> <td>L1 cache:</td> <td>N/A</td> </tr> <tr> <td></td> <td>53187</td> <td></td> <td></td> </tr> </table> <p>Up time 0:02:44:10</p>		Utilization	Speed	Maximum speed:	1.80 GHz	6%	1.80 GHz	Sockets:	2	Processes	Threads	Virtual processors:	8	127	2132	Virtual machine:	Yes		Handles	L1 cache:	N/A		53187		
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Processes	Threads	Virtual processors:	8																								
127	2132	Virtual machine:	Yes																								
	Handles	L1 cache:	N/A																								
	53187																										
MEMORY																											
Total / Max Size	16 GB	Total Available	9.9 GB																								
LOGICAL DRIVE																											
Drive Letter	Total / Max Size	Free Space	Drive Status																								
C: OS	199GB	123 GB	Local																								
D: Veeam_Backup	7.99TB	1.19 TB	Local																								
F: Tandberg	5.45 TB	1.86 TB	Local																								
HEALTH STATUS																											
UPS (1) Load Status	<input checked="" type="checkbox"/> Pass < 75% <input type="checkbox"/> Fail > 75% N/ <input type="checkbox"/> A	UPS (2) Load Status	<input type="checkbox"/> Pass < 75% <input type="checkbox"/> Fail > 75% N/ <input type="checkbox"/> A																								
Check if RAID is healthy.	RAID not configured		<input type="checkbox"/> Pass <input type="checkbox"/> Fail <input checked="" type="checkbox"/> N/A																								

<p>Check if the Volume Shadow Copies on the file server is running properly.</p>	<p>Check if the Volume Shadow Copies on the file server is Running properly.</p> <p>Shadow Copy is disabled on this server</p>	<p><input type="checkbox"/> Pass <input type="checkbox"/> Fail <input checked="" type="checkbox"/> N/A</p>
<p>Ensure that Windows updates option is set to automatic and able to receive notification.</p>	<p>Ensure that Windows update option is set to "Download the updates automatically and notify when they are ready to be installed"</p> <p>Successfully installed latest windows updates</p> <p>⚙️ Advanced options</p> <p>Choose how updates are installed</p> <p><input checked="" type="checkbox"/> Give me updates for other Microsoft products when I update Windows.</p> <p><input type="checkbox"/> Defer feature updates Learn more</p> <p>Note: Windows Update might update itself automatically first when checking for other updates.</p> <p>Privacy settings</p>	<p><input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> N/A</p>
<p>Check Server's event log</p>	<p>Check the event log on the server.</p> <p>No Issue found in event viewer</p> 	<p><input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> Monitor</p>
<p>Check that Server's services are started successfully</p>	<p>Ensure that the necessary services are running:</p> <p>Required services are running</p>  <p>LSS.txt</p>	<p><input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail <input type="checkbox"/> Monitor</p>

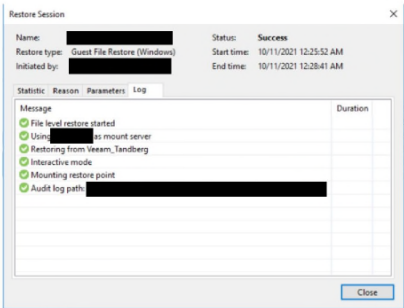
BACKUP STATUS

Backup Status Check



- Pass
- Fail
- Monitor

Backup Restoration Test (Random Restoration)



- Pass
- Fail
- Monitor

Backup Hardware Maintenance

Device Type :

- NAS
- Tape Drive
- Cloud Backup
- Others (Please Specify) : _____

NAME	TYPE	HOST	PATH	CAPACITY	FR.
Tandberg	Windows	[Redacted]	[Redacted]	<Windows>	
Veeam_Backup	Windows	[Redacted]	[Redacted]	8 TB	
Veeam_Tandberg	Windows	[Redacted]	[Redacted]	5.5 TB	

- Pass
- Fail
- Monitor

	<input type="checkbox"/> N/A	
Certificate expiry	<< >>	
ACCESS CHANGE		
ADMINISTRATOR ACCOUNT ADDITIONS AND UPDATES		
UserID	Contact name	Access Level
USER / SERVICE ACCOUNTS		
Description	No changes are made	
UserID	Contact Name	Access Level
N/A	N/A	N/A

PREPARED BY		
Engineer		
	(Print name)	(signature) (date)
APPROVED BY		
Customer Name		
	(Print name)	(signature) (date)