



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

TENDER REFERENCES No: 2025-08-071

Terms of Reference (ToR) For the Microsoft HCI Hyperconverged Infrastructure Deployment Services for the Central Election Commission (CEC) of Ukraine

1. Background

As Ukraine prepares for post-war elections, its Central Election Commission (CEC) faces acute technical challenges, including cyber threats, outdated infrastructure, and gaps in ICT systems.

In 2024, the CEC purchased modern server equipment intended for building a Private Cloud (virtualized hyperconverged infrastructure based on Microsoft HCI technology). Due to limited funding, the supply of server equipment was carried out without the necessary Microsoft server software and Private Cloud deployment services.

Now, the absence of the specified server software leads to the following key negative consequences:

- the migration of the CEC information systems from the outdated unsupported computing complex and the deployment of the Unified Information System "Elections", which are critically important for supporting the future electoral process have not commenced;
- the newly purchased server equipment can thus not be used in the CEC IT infrastructure.

IDEA is therefore seeking for a vendor to **deploy** Microsoft HCI Hyperconverged Infrastructure for CEC which will strengthen Ukraine's electoral infrastructure. The deployment of Microsoft HCI will allow the CEC to fully operationalize the Unified Information System 'Elections' and ensure robust, secure, and scalable infrastructure for electoral management. **In parallel to this procurement, International IDEA conducts another open tender to procure the relevant licences.**

The requested software (that is procured under a separate tender as above) is part of the overall process of implementing a single telecommunications network of the Central Election Commission, which will combine the previously separate networks of «AITS "State Register of Voters"», « Unified Information System 'Elections' » and the local network of the CEC. This process is regulated, among other things, by the Strategic Plan of the CEC for 2020 - 2025, approved by CEC Resolution No. 102 of 11.06.2020, as amended by CEC Resolution No. 104 of 05.10.2022. The detailed specification of the systems, licences and needed services is described in Annex 2.3 Technical Requirements or the deployment of Microsoft Windows Server Datacenter software and Microsoft System Center tools.

2. Objectives of the Assignment

IDEA searches for a reliable vendor to ensure effective, secure, and compliant Microsoft HCI hyperconverged infrastructure deployment services, enabling migration of existing virtual machines, integration with existing network and security systems for the CEC of Ukraine in preparation for post-war elections.

3. Scope of Work

3.1. The selected bidder will be expected to provide services on deployment of Microsoft HCI on existing hardware, migrate all virtual machines from the existing virtual infrastructure based on

Vmware 7 to the new hyperconverged infrastructure and integrate Microsoft HCI with existing Cisco ACI and IBM Qradar. International IDEA will sign a framework contract with the selected bidder. Any other service relevant to the deployment, configuration, maintenance, or optimization of the Microsoft HCI infrastructure may be procured, if needed, on the basis of a separate quotation under the Framework Contract.

3.2. The list of expected services is provided below:

1. Assessment and Preparations.
2. Deployment and configuration of Microsoft HCI on existing hardware (servers and switches).
3. Deployment and configuration of System Center and WAC components for managing
4. Deployment (migration) and configuration of authorization and access control systems and other services necessary for the functioning of the CEC IT infrastructure.
5. VM and Data migration.
6. Integration Microsoft HCI with existing Cisco ACI.
7. Integration Microsoft HCI with existing SIEM (IBM Qradar).
8. Testing of installed subsystems based on the results of providing services for the deployment of Microsoft HCI.
9. Development of technical documentation on the results of providing Microsoft HCI deployment services.
10. Technical support, including the scheduled maintenance for 1 (one) year after deployment.

3.3. The services should be performed in accordance with the specified technical documentation and specification included in the Annex 2.2. onsite at the premises of the Central Election Commission of Ukraine at the address: 1-Lesi Ukrainky blvd, Kyiv, Ukraine.

3.4. The full Technical requirements for Deploying Microsoft Windows Server Datacenter software and Microsoft System Center tools are provided in Annex 2.3.

4. Timing

Project implementation schedule should not exceed 120 calendar days starting from the contract signing. A detailed timeline of deliverables will be developed and agreed with the selected bidder.

5. Deliverables and Reporting Requirements

5.1. The successful bidder, once contracted will be required to submit:

- A detailed Deployment Timeline.
- Biweekly progress reports highlighting technical tasks completed, blockers, and next steps.
- A Final Deployment Report, including:
 - Test results
 - Integration validation
 - Confirmation of all services running
 - Documentation packages (see below in 5.2.)

5.2. Based on the results of the Services provided, the successful bidder, once contracted must prepare technical documentation for the CEC's data center subsystem:

List of working documentation in Ukrainian:

- Test programme and methodology;
- Plan for deployment of Microsoft Windows Server Datacenter software and Microsoft System Center tools in the data centre of the Central Election Commission;
- Data (information) migration plan to the Microsoft software infrastructure;
- Report (or protocol) on the test results.

List of operational and design documentation in Ukrainian:

- Passport/form of the new software and hardware infrastructure based on Microsoft solutions.
- Target architecture of the new software and hardware infrastructure based on Microsoft solutions.

The technical documentation of acceptance tests is provided for approval in electronic (PDF) and paper form in Ukrainian.

6. Management and Organisation

From International IDEA, a relevant Project Manager will be designated to provide relevant guidance for the achievement of the overall objective of the assignment and deliverables. All communications shall be directed to the designated IDEA Project Manager. Final deliverables must be jointly confirmed by IDEA and the designated CEC technical contact.

All questions arising during the course of the project should be coordinated with Tetiana Bibik, International IDEA Project Manager (e-mail: t.bibik@idea.int).

7. Monitoring and Evaluation

This Monitoring and Evaluation section defines how International IDEA will track the progress, quality, and outcomes of the deployment of Microsoft HCI infrastructure for the CEC of Ukraine. The aim is to ensure timely and secure delivery, compliance with technical specifications, effective integration with existing systems, and improved operational capacity of CEC's IT infrastructure ahead of elections.

7.1. Monitoring Plan

Key Performance Indicators (KPIs):

- Completion of all stages within 120 calendar days from contract signature
- Deployment and configuration of Microsoft HCI infrastructure in full compliance with Annex 2.1, Annex 2.2 and Annex 2.3.
- Successful migration of virtual machines from VMware 7 to Microsoft HCI
- Seamless integration with Cisco ACI and IBM Qradar
- Zero major issues found in final testing (as per test methodology)
- Approval and delivery of technical documentation in both paper and electronic (PDF) format

Monitoring Activities:

- Biweekly technical status updates from the bidder with summary of work completed and upcoming tasks
- Biweekly project review meetings with CEC and IDEA
- Verification of each completed stage by IDEA's designated project manager and CEC IT representatives before authorizing continuation to next stage

- Independent validation of the final testing report and technical documentation by CEC IT representatives
- Field visit to CEC by IDEA's designated project manager

7.2. Evaluation Framework

Evaluation Criteria:

- Adherence to timeline milestones
- Full compliance with architecture and integration requirements in Annex 2.2 and Annex 2.3.
- Absence of critical errors in HCI functionality or data migration process
- Degree of automation and reliability enabled by the new system (as assessed in testing stage)
- Quality and completeness of documentation (design, test protocols, architecture passport)

Evaluation Process:

- Baseline technical assessment at project launch
- Mid-term evaluation at completion of infrastructure deployment (before migration)
- Final evaluation after testing and integration
- Feedback survey from CEC technical staff

Annexes (to be provided)

- Annex 2.2. Technical specifications for the Microsoft HCI Hyperconverged Infrastructure Deployment Services for the Central Election Commission (CEC) of Ukraine
- Annex 2.3. Technical requirements for the deployment of Microsoft Windows Server Datacenter software and Microsoft System Center tools
- Annex 2.4 Documentation provided by Bidder