

TERMS OF REFERENCE:

APPOINTMENT OF A SERVICE PROVIDER FOR A BACKUP AS A SERVICE DISASTER RECOVERY SOLUTION WITH MAINTENANCE AND SUPPORT FOR TWELVE (12) MONTHS

1. PURPOSE

The Pan South African Language Board (PanSALB) seeks to appoint a suitably qualified service provider for the setup, installation, configuration, implementation, maintenance, and support of a Disaster Recovery Plan Backup solution on premises for twelve (12) months.

2. BACKGROUND AND CURRENT INFRASTRUCTURE

PanSALB has implemented an on-premises and cloud backup solution for data backup and recovery purposes, but the storage is full on premises, and the contract has expired with the service provider. The backup solution is for virtual hosts, physical and virtual servers, databases, and Windows system files, with a total estimated data capacity of 30TB.

The current service provider term has ended, and PanSALB would like to procure a backup and restore solution according to the scope of work below.

3. SCOPE OF SERVICES REQUIRED:

PanSALB ICT seeks to appoint a capable provider to install and configure the following:

- The Backup and Recovery solution should be an Enterprise edition adapted for data center environments.
- The solution provided should cater to support both on-premises and cloud platforms.

BACKUP AND DISASTER RECOVERY PLAN AS A SERVICE SOLUTION

- The solution should inherently be able to support a disk-to-disk-to-tape approach and provide the option to de-duplicate the data.
- The administrative console should be password-protected to prevent unauthorized access to the system.

4. SOLUTION OVERVIEW

A comprehensive and versatile backup and restore solution is needed for on premises. This solution should cater to both on-premises and cloud backup requirements while ensuring the backup of servers (virtual and physical), and various databases and applications, including SQL, Exchange, and Active Directory.

1. To ensure compatibility across different environments, the solution should seamlessly support various operating system versions, such as Windows Server 2022, Linux, and Unix. It should also have the capability to back up different types of operating databases.
2. To cater to different backup needs, the solution should offer a range of backup options, including full, incremental, differential, and transactional backups. Moreover, it should empower users with full system restores and granular restores for maximum flexibility in data recovery.
3. A vital aspect of the solution is generating comprehensive and easily readable reports/logs. These logs should provide detailed insights into successful backups, failed backups, and exceptions, ensuring transparency and facilitating easy monitoring.
4. To efficiently manage backups, the solution should offer a dedicated platform with robust features for monitoring, scheduling, and verifying backups. This centralized management system will simplify backup administration.
5. As the organization's needs evolve, scalability is crucial. The chosen solution should be flexible enough to accommodate future growth and additional backup requirements without complications.
6. Ensuring data security is of utmost importance, and the solution must incorporate strong measures to protect data during the backup and restore processes.

Warranty and support

1. Twelve (12) months of Support and Maintenance 24x7, 4-hour Response.
2. Provide necessary training/ skills transfer to PanSALB staff about the product.

Backup Windows

1. Incremental Backup Windows (hours) – normally, 10 Hours is good.
2. FULL Backup Windows (hours) – 6 to 48 Hours.

Retentions

1. Daily Full and incremental – we keep for 4 weeks.
2. Weekly Full – we keep for 4 weeks.
3. Annual Full – We keep the financial year-end for 12 months.

Production Data

1. The estimated amount of data currently stored is 30 TB.
2. The total required storage capacity is 50TB over 12 months.
3. Average amount of data that changes each day – Estimated at 2% at most.

5. COMPETENCY AND EXPERTISE REQUIREMENTS

The following competencies and expertise are required and mandatory for this project:

i. Exposure

- The contracted Service Provider will be expected to assign dedicated resources to install and configure the proposed Backup and Restore solution in the PanSALB Office, Arcadia, Pretoria, Gauteng.
- Provide necessary training/skills transfer to PanSALB-designated staff about the product.

ii. Experience

- The assigned resources must have at least 7 years of proven experience performing such installations at various client sites, utilizing the OEM methodology.

6. QUALIFICATIONS

- As per experience and accreditation provided by the OEM.
- The Service Provider MUST be ISO 27001 certified for data security compliance.
- The Service Provider MUST be ISO/IEC 27018:2019 Personal Identifiable Information (PII) in public cloud computing.
- The Service Provider MUST be ISO 22301 certified for Business Continuity Management system compliance.

7. SOFT SKILLS

The following soft skills are essential:

- Communication.
- Report writing.
- Relationship management.

BACKUP AND DISASTER RECOVERY PLAN AS A SERVICE SOLUTION

8. APTITUDES/PERSONALITY TRAITS

Please provide at least two CVs of the engineers who will be assigned to the project, and they MUST be OEM-certified for the product.

ITEM	DESCRIPTION
Datacenter	• Hosting data center must have ISO 27001, SOC 2, PCI-DSS, or other relevant standards • Hosting data center must be a minimum Tier III or Higher.
Onsite backup storage	• Provide a solution.

Technical Evaluation and Compliance with Specification

Item	Criteria	Weight
1.	1.1 A detailed Technical Approach, Design, and Methodology (10) The bidder must demonstrate a thorough understanding of the objectives and deliverables of this request by providing a detailed implementation plan with the following: • Implementation guideline • Work Breakdown Structure/ Milestone and related duration Backup Services • Data Backup: Frequency (e.g., daily, real-time), retention periods, and types of data. • Backup Methods: Full, incremental, differential, or synthetic backups. • Storage: On-premises, cloud-based, or hybrid storage solutions. • Encryption: Ensure data is encrypted both in transit and at rest. • Backup Verification: Regular testing and validation of backup integrity.	

BACKUP AND DISASTER RECOVERY PLAN AS A SERVICE SOLUTION

	1.2 Disaster Recovery Services (10) • Recovery Time Objective (RTO): Maximum acceptable downtime. • Recovery Point Objective (RPO): Maximum acceptable data loss. • Failover and Failback: Automated or manual processes for switching to disaster recovery systems and returning to normal operations. • Disaster Recovery Testing: Regular testing of DR plans to ensure effectiveness. Monitoring and Management • 24/7 monitoring of backup and DR systems. • Proactive alerts and incident management. • Regular reporting on backup success rates, storage usage, and DR readiness. 1.3 Support and Maintenance (05) Service Level Agreements (SLAs) for response and resolution times.	
2.	Backup Appliance: Bidder must provide solution architecture focusing on Tiered storage capacity, throughput, redundancy, retention tier, scale-out architecture, and archiving. (20) • 50 Terabytes of Storage Onsite for production • DR site must have immutability in place Provide backup appliance Hardware = 20 Unable to provide Server and Storage Hardware = 0	

BACKUP AND DISASTER RECOVERY PLAN AS A SERVICE SOLUTION

3.	Company Experience (20) List of backup and disaster recovery projects that the bidding company completed in the last 7 years from the public entity. Attach signed reference letters and appointment letters (public entity), which indicate the project description, timelines, and contact details. 1. 4 or more projects = 20 2. 3 projects = 15 3. 2 projects = 10 4. 1 project = 5 5. No projects = 0	
4.	Security – Information Security Management System (05) The bidder is required to provide ISO/IEC 27001 as a demonstration that it has the capacity and capability to handle PanSALB critical data securely and comply with the CIA triad. Please provide a valid certificate of ISO/IEC 27001 <u>Ratings to be awarded as follows:</u> 1. Bidder did not submit a certificate confirming = 0 2. Bidder submitted a certificate confirming ISO 27001 certification = 05	
5.	Governance and Business Continuity Management Compliance (05) To prove experience and understanding of the scope, size, and scale of this project for Disaster Recovery and Business Continuity Management. Please provide a valid certificate of ISO 22301. <u>Ratings to be awarded as follows:</u> 1. Bidder did not submit a certificate confirming = 0 2. Bidder submitted a certificate confirming ISO 22301 certification = 05	

BACKUP AND DISASTER RECOVERY PLAN AS A SERVICE SOLUTION

6.	Personal Identifiable Information (PII) in Public Cloud Computing (05) To prove experience and understanding of Personally Identifiable Information (PII) and the Protection of Personal Information Act. Please provide a valid certificate of ISO 27018. <u>Ratings to be awarded as follows:</u> 1. Bidder did not submit a certificate confirming = 0 2. Bidder submitted a certificate confirming ISO 27018:2019 certification = 05	
7.	Engineer experiences and Project Manager (10) Bidders must provide 3 x CVs of bidder-employed engineers with technical skills and 1 CV of a project manager in IT, certification, and experience in backup and recovery solutions and project management. CVs with 8 years or more = 10 points CVs with 6 to 7 years = 8 points CVs with 4 to 5 years = 6 points CVs with 3 to 4 years = 4 points CVs with 2 to 3 years = 2 points CVs with less than 2 years = 0 points	
8.	Engineer technical Certification of proposed solution (10) Bidders must provide technical certification of engineers employed by a bidder for a proposed solution by OEM, and certificates must be provided. 3 x Engineers OEM certified = 7 2 x Engineers OEM certified = 5 1 x Engineers OEM certified = 3	

BACKUP AND DISASTER RECOVERY PLAN AS A SERVICE SOLUTION

	0 x Engineers OEM certified = 0 AND 1 x Project Management Certified (PIMBOK or PRINCE2) = 3 0 x Project management Certified = 0	
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The minimum required points for the bidder to be considered for phase two is 70 points.

Any bidder scoring below the minimum threshold of 70 points will be regarded as non-responsive and therefore disqualified.

Prospective bidders must submit a bill of quantities indicating the unit costs and any other costs applicable. The onus is upon the prospective bidders to consider ALL costs for the duration of the 12 months and to indicate the price.

BIDDER SHOULD FOLLOW THE FOLLOWING PRICING TABLE.

No	Description	Storage Size	Months	Total Annual Cost Excluding VAT	VAT Amount	Total Annual Cost Including VAT
1.	Backup and Restore Solution Description	50 TB	12 Months	R	R	R
TOTAL FOR One (1) YEAR				R	R	R
The total bid price will be used for price evaluation purposes						