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ANNEXURE A

BACKUP AND DISASTER RECOVERY PLAN AS A SERVICE SOLUTION:

1. PURPOSE

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

2. BACKGROUND AND CURRENT INFRASTRUCTURE

The PanSALB has currently implemented an on-premise and cloud backup solution for data backup and recovery purposes. The current backup solution is backing up virtual hosts, physical and virtual servers, databases, and Windows system files with a total estimated data capacity of 300TB.

The current service provider term is coming to an end and the PanSALB would like to procure a backup and restore solution as per the below scope of work.

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3. SCOPE OF SERVICES REQUIRED:

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

- The Backup and Recovery solution should be an Enterprise edition adapted for data center environments.
- The provided solution should support both on-premise and on-cloud platforms.
- The solution application or virtual appliance should be installed on an OS compatible with any of the following virtualization technologies:
Microsoft Hyper-V, and VMware vSphere.
- Backup and Replication Licenses Required.
- The solution must be able to perform inline block-level de-duplication of data across backup and archive without requiring proprietary disk appliances or additional licenses.
- The software must provide Client-side de-duplication.
- The software must be able to Compress and Encrypt data at the client side. These should be available even when utilizing de-duplication.
- The solution must support measuring, analyzing, and organizing storage utilization based on systems and applications priorities.
- The software must be able to limit the amount of network bandwidth assigned for each scheduled backup job.
- The software must be SAN-ready. It should be able to support Unix/Windows/Linux in the same FC loop and allow sharing of storage resources like tape drive, disk drive, optical etc. in a SAN environment across backup.

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- The proposed software architecture must be scalable to allow spanning across the data center including the DR site.
- The software must maintain indexes of all the data objects that are backed up from the source server to provide quick access for browse/restore operations.
- The solution should be robust with appropriate mechanisms to protect data against corruption.
- The software must support auto-failover and load-balancing of scheduled backup jobs.
- The software architecture should allow the addition of new storage infrastructure without disrupting ongoing operations.
- The software should be optimized to provide for advanced protection of virtual environments like:- Auto-discovery of new VMs – Auto inclusion of VMs into a Backup policy-based affinity rule – Tracking of VMs through the infrastructure.
- 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 software should include a feature for copying backup sets to other backup media upon every successful backup session as required.
- The solution should be capable of using other storage as a disk target such as a disk target such as DAS/NAS or built server storage capacity.
- The software must have the ability to perform a bare metal restore of a client or server in the backup environment.
- The software must be able to support NDMP-based backup.
- The software should provide reporting capabilities with the following features but not limited to:- Job Summary – Job Schedule – Resource Utilization – License Utilization – Offline Reports – Hypervisor infra (Microsoft Hyper-V, VMware vSphere) reports.

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- The software should provide dashboards including granular dashboard management, such as Viewing, Modifying, and Creating Custom Dashboards.
- Monitoring – Performance charts of Hypervisors and VMs, Virtual infrastructure monitoring.
- The software should come with a scheduler to automate tasks such as backup, reporting, etc.
- The software should allow the administrator to define customized calendar slots for scheduling backup jobs.
- The administrative console should be password-protected to prevent unauthorized access to the system.
- The software must maintain an audit trail to track the users' operations and the changes they have made.

4. SOLUTION OVERVIEW

A comprehensive and versatile backup and restore solution is needed for on-premises, cloud, and endpoint devices. 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, Unix, Windows 10, and 11. It should also have the capability to backup different types of databases across Windows, Linux, and Unix operating systems.

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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 both full systems 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.
7. Additionally, for Microsoft 365 data, the solution should offer a seamless option to back up the data to the on-premises data center, providing an extra layer of protection. Furthermore, there should be an alternative to back up the Microsoft 365 data directly to the cloud, offering data residency options that comply with regulatory requirements, including the ability to store data within the borders of the Republic of South Africa.
8. The service provider **MUST** be able to provide services as a sole provider, not a joint venture or sub-contract work.

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Warranty and support

1. Twelve (12) months Support and Maintenance 24x7 4hours Response.
2. Assist with software license renewals throughout the contract period.
3. 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 – Financial year-end we keep for 12 months.

Production Data

1. The estimated amount of data currently stored is 300TB.
2. The total required storage capacity is 300TB yearly.
3. Average amount of data that changes each day – Estimated at 2% at most.

We have about +- 300 end-point devices with a required estimated capacity of 300TB.

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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 perform the installation and configuration of the proposed Backup and Restore solution in PanSALB Arcadia Pretoria Gauteng.

Provide necessary training/ skills transfer to PanSALB designated staff about the product.

ii. Experience

The assigned resources must have at least 5 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 22301 certified for Business Continuity Management system compliance.

7. SOFT SKILLS

The following soft skills are essential:

- Communication
- Report writing
- Relationship management.

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.

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Technical Evaluation and Compliance to Specification

No	FUNCTIONALITY EVALUATION CRITERIA	RATING					WEIGHT	TOTAL SCORE
		1	2	3	4	5		
1.	<p>Technical Approach and Methodology</p> <p>Bidder must demonstrate a thorough understanding of the objectives and deliverables of this request by providing a detailed implementation plan with the following:</p> <ul style="list-style-type: none"> • Implementation guideline • Work Breakdown structure • Milestones and related duration. <p><u><i>Ratings to be awarded as follows:</i></u></p> <ol style="list-style-type: none"> 1. No implementation plan = 1 2. The proposal does not meet the expectations = 2 3. The proposal partially meets the expectation = 3 4. The proposal fairly meets expectations = 4 5. The proposal fully meets expectations = 5 						20	
2.	<p>Demonstrated experience in Backup, restore, support, and maintenance.</p> <p>(Provide a minimum of three (3) signed reference letters on company letterheads with contactable references from clients for similar work done)</p> <p><u><i>Ratings to be awarded as follows:</i></u></p> <ol style="list-style-type: none"> 1. Score 1 = No reference letter or non-signed letters 2. Score 2 = 1 or 2 signed reference letters detailing similar work done 3. Score 3 = signed reference letters detailing similar work done 4. Score 4 = signed reference letters detailing similar work done 5. Score 5 = 5 or more reference letters detailing similar work done 						20	
3.	<p>The bidder must submit 2 CVs of the Technical personnel; and the CVs must clearly highlight areas of experience, and product technical Certification and clearly show demonstrated competence relevant to the task and objectives.</p> <p><u><i>Ratings to be awarded as follows:</i></u></p> <ol style="list-style-type: none"> 1. Score 1 = 1-2 years of experience + product technical certification 2. Score 2 = 3-4 years of experience + product technical certification 3. Score 3 = 4-5 years of experience + product technical certification 						20	

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	<p>4. Score 4 = 5-6 years of experience + product technical certification</p> <p>5. Score 5 = 7 years' experience + product technical certification and above</p>								
4.	<p>Security Information Security Management System - 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.</p> <p><u><i>Ratings to be awarded as follows:</i></u></p> <p>1. Bidder did not submit a certificate confirming = 1</p> <p>2. Bidder submitted a certificate confirming ISO 27001 certification = 5</p>							20	
5.	<p>Governance and Business Continuity Management Compliance To prove experience and understanding of the scope, size, and scale of this project for Disaster Recovery and Business Continuity Management.</p> <p>Please provide a valid certificate of ISO 22301.</p> <p><u><i>Ratings to be awarded as follows:</i></u></p> <p>1. Bidder did not submit a certificate confirming = 1</p> <p>2. Bidder submitted a certificate confirming ISO 22301 certification = 5</p>							20	
TOTAL								100	

**The minimum required points for the bidder to be considered for phase two is 80 points.
Any bidder scoring below the minimum threshold of 80 points will be regarded as non-responsive and therefore disqualified.**

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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	Years	Total Annual Cost Excluding VAT	VAT Amount	Total Annual Cost Including VAT
1.	Backup and Restore Solution description	300 TB	YEAR 1	R	R	R
TOTAL FOR 12 MONTHS <ul style="list-style-type: none">the total bid price will be used for price evaluation purposes				R		