

Tel : +27 12 341 9638 / 9651

Fax : +27 12 341 5938

Private Bag X08 | Arcadia | 0007
523 Church Street | 5th Floor | Provisus Building | Arcadia



VEEAM BACKUP FOR MICROSOFT OFFICE 365:

1. PURPOSE

The Pan South African Language Board (PanSALB) seeks to appoint a suitably qualified service provider for the setup, configuration, implementation, maintenance, and support of a Microsoft Office 365 Veeam License for a period of three years.

PanSALB acquired Microsoft Office 365 E5 for 120 licenses to simplify, automate, and modernize its business operations. It is PanSALB's ICT responsibility to protect, back, and give access to authorized users only. PanSALB is currently using Veeam Software to do data backup of servers and would like to continue with the same for uniformity and standard.

The service provider must be able to assist with migration to a fully Veeam backup solution and be sure to protect critical Microsoft Office 365 applications. PanSALB needs to embark on a cloud journey to simplify, automate, speed up, and modernize business operations thus flourishing ICT agility and digital transformation.

The main aim is to automate our business operations objectives as follows.

- i. Effective Integration: Centralization or integration of the system through Cloud Server Hosting.
- ii. Utilizing Our Strength: To assist with ICT modernization/innovation initiatives and increase productivity because of better systems.
- iii. Predictable and sustainable ICT solutions delivery.
- iv. Faster ICT response to changes in business strategy, tactics, and operational processes.
- v. Efficiency and cost-effectiveness in ICT operations.
- vi. ICT to play a leading role in internal innovation and business transformations.
- vii. Predictable and intended impact of change effective risk management.

2. SCOPE OF WORK

In order to assist PanSALB in addressing its requirements for the successful implementation of Microsoft Office 365 Veeam License, the service provider must understand that we have Microsoft 365 E5 and Veeam for server backup in place. We need assistance from a suitable service provider with expertise to carry out the following for the project but not limited to:

- Successful implementation of Microsoft Office 365 Veeam Backup.
- Successful implementation of comprehensive protection – protect, backup, and accessible.
- Provides recovery of critical applications of Microsoft Office 365
- Set up, configure, maintain, repair, and provide technical support as and when required for 36 months.
- To put security measures that will ensure that the cloud services are not compromised.
- To ensure that information is kept secure and no unauthorized access to electronic documents, files, or applications.
- Confidentiality, Integrity, and Availability (CIA) is paramount to PanSALB.
- Hand over and training.

| DESCRIPTION | LICENSE |
|--|----------------|
| Veeam License for Microsoft Office 365 | 200 |
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3. DELIVERABLES

The service provider needs to compile a detailed report with a methodology that will uncover the level of satisfaction and recommendations. The service provider will be required during the project term, to provide knowledge transfer to PanSALB, including its personnel, which shall be planned appropriately in accordance with PanSALB's knowledge and skills gaps. The service provider will work together with PanSALB to design and develop a knowledge transfer plan including the scope and performance thereof.

REQUIRED INFORMATION

- Executive Summary detailing the proposed solution to address specific functional/technical requirements.
- Describe your quality control when performing services required in this bid.
- Provide 3 contactable client references where the provision of services required in this was rendered in the last 12 months.
- Veeam Partner certificate or letter.
- Project Management Methodology with milestones and cost breakdown.