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SUBMISSION

TO:	ALL SERVICE PROVIDERS
FROM:	MR. ANELE CHAZA MANAGER: ICT AND KM
SUBJECT:	RESPONSES TO ALL QUESTIONS ASKED FOR ICT BACKUP SOLUTION TENDER: CATHS/BS/ 14/2022

1. PURPOSE

- 1.1. The purpose of the submission is to provide responses to all questions that are raised by service providers on the tender that is advertised for ICT Backup Solution:

2. CONSOLIDATED QUESTIONS AND RESPONSES

QUESTIONS RAISED	RESPONSES
1. What is the "data size information" for the tender?	200TB
2. Is this data size split by the amount of data at Head Office and then at the 2 Regional sites?	Yes
3. We need clarity around the replication of the data? For example, the Regional Sites replicate to Head Office, and then will Head Office also replicate and have DR somewhere?	Head office replicates to the KZN regional office and replication extends to the Western Cape Regional office. The KZN and the Cape Regional office replicates back to the head office. No additional DR.
4. The document says that you currently don't have backups, so I assume there is	The interest is on Veeam Backup and replication.

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<p>no preference on a Backup Application? Please confirm! We need to know what Backup App we will be going forward with as this impacts the storage sizing. For example will it be proposing Veeam, Veritas, Commvault, HYCU, etc</p>	
<p>5.The tender also doesn't state the "retention policy" or "retention periods", Please clarify what your retention policy will be? for example daily, weekly, monthly and annual backups? This also has a big impact on the Storage and Sizing</p>	<p>- 14 daily restore points - 2 weekly restore points - 12 monthly restore points - 5 yearly restore points</p>
<p>6.We also need to know the mailbox limit sizes for Office 365 as you want this backed up to, please clarify that also because it will also impact the sizing.</p>	<p>Currently CATHSSETA has 3 license types, i.e., Microsoft Exchange online, Microsoft 365 Business Standard at 50GB per user mailbox and Microsoft 365 E3 at 100GB per user mailbox.</p>
<p>7. Where are your 30 virtual servers hosted? (Which DC or on-prem)</p>	<p>KZN and JHB DCs. The SETA is planning to extend to the WC regional office as well.</p>
<p>8. What is the storage capacity of these servers?</p>	<p>500GB internal storage on average. Most of our Storage comes from the NAS / SAN through iSCSI and fibre-channel.</p>
<p>9. How much data from these specific servers needs to be backed up?</p>	<p>500GB to 1TB on average per server.</p>
<p>10. Where are your 10 physical servers located/hosted?</p>	<p>Head office and KZN regional office. The DC will extend to the WC regional office</p>
<p>11. What storage capacity do these physical servers have?</p>	<p>1.8TB internal storage on average.</p>

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12. How much data from these servers need to be backed up?	20TB as an estimate. The size can increase based on the amount of data transmitted.
13. Would your replication have to be in a different DC or the same?	Some services will replicate in the same DC while others will replicate in a different DC.
14. Please share us the spread of the users. Based on the users on each site, we can then determine if each site will have enough M365 licenses	Western Cape has up to 10 users, KZN region has 5 users, and the Head office hosts more than 60 users.
15. Please confirm site my site count (How many sites?)	Three sites including the Head Office
16. Actual Server and VM storage Capacities to be backed up	Already answered in the previous questions
17. Backup schedules, e.g., Daily, Weekly Monthly, etc	Daily, weekly, monthly, quarterly and yearly.
18. Backup Retention Policies i.e. How long do they require the backups to be kept? (Compliance, etc.)	Retention policy will be aligned with the CATHSSETA Records Management Policy (5 years)
19. What are the Recovery Time Objectives and Recovery Point Objectives?	Aligned with the CATHSSETA Disaster Recovery plan.
20. We require the specs of the machines	Virtual Host servers are running Hyper-V and VMWare, 128GB RAM, 8 processors, 1.8TB average internal RAID storage
21. What business applications are they using (SQL, Active Directory, Accounting Software etc etc)	SQL, Active Directory, SAGE, Microsoft Exchange, SharePoint 2019, Ms 365 and CIMS.
22. What is their expected or anticipated Data Growth per month	Already answered on the previous questions.

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3. AUTHORISATION OF THE REQUEST

Submission prepared by	
Name	MR ANELE CHAZA
Position	MANAGER: ICT AND KNOWLEDGE MANAGEMENT
Signature	Electronically submitted therefore not signed
Date	5th of December 2022