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REQUEST FOR QUOTATION FOR TOURISM KZN, BACKUP, RESTORE AND DISASTER RECOVERY AS A SERVICE

TERMS OF REFERENCE

1. BACKGROUND

Tourism KZN is responsible for promoting the province of KwaZulu-Natal to domestic and international consumers. A key enabler to promote the destination is the use of technology.

2. PURPOSE OF THE TERMS OF REFERENCE

Tourism KZN is looking for a suitable service provider to provide the following managed services:

- IT Server Replication Services
- IT Systems backup
- IT Systems recovery/restores
- Disaster recovery as a service
- Periodic testing to ensure that the provider is able to recover the various IT systems.

Tourism KZN have a Microsoft windows environment utilising the Hyper V technology stack and a Microsoft 365 instance. The details of such systems is included in this document.

3. SCOPE OF SERVICES

Note: Kindly confirm if your solution is able to satisfy the requirements by responding to points 3.1 to 3.9 separately. This is mandatory.

3.1. The successful provider will ensure that the TKZN IT systems are backed up daily to the cloud. The backup to the cloud must have adequate compression to ensure that bandwidth is used intelligently.



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- 3.2. The provider should be able to recover both the entire virtual machine and perform granular recoveries, which target an individual file when necessary.
- 3.3. This will be a managed solution that the provider will manage and support to ensure that any issues with the backups are remediated immediately.
- 3.4. The backed-up systems must be accessible from the TKZN network and remotely should the entity suffer a disaster.
- 3.5. In the event of a failure, the provider will ensure that TKZN staff is able to access the Disaster recovery environment to perform their duties.
- 3.6. The provider will ensure that the systems are reverted once the disaster subsides.
- 3.7. The provider must have a helpdesk enabling all support requests to be logged and attended to within agreed service level agreements.
- 3.8. The required services is for a period of 6 months renewable based on the Tourism KZN supply chain management processes.
- 3.9. The cloud environment must have a guaranteed uptime of minimum 99.9 percent uptime to ensure that the TKZN systems are accessible when and if needed.
- 3.10. The provider must have minimum 3 years' experience in working with the required services.



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3.11. Key Deliverables in a disaster situation:

- 3.11.1. A Disaster is declared by Tourism KZN.
- 3.11.2. The Service provider brings up the servers at the DRAAS location.
- 3.11.3. The IT team logs on the remote systems to test the servers & applications via the providers secured VPN.
- 3.11.4. Internal IT will then handover to key business users to test & sign-off the applications
- 3.11.5. The Systems will then be handed over to business for utilisation.

Once the production environment has been recovered:

- 3.11.7. The service provider fails over to the on-premises servers.
- 3.11.8. The IT team logs on to test servers & applications.
- 3.11.9. The IT team then handovers to key business users to test & sign-off applications
- 3.11.10. The System handed over to business for utilisation
- 3.11.11. The Disaster incident is closed, and report issued

3.12. The provider will ensure that monthly recovery tests are performed based on a schedule provided by Tourism KZN.

3.13. The provider will provide detailed reports to Tourism KZN on backups, restores and disaster recoveries performed.

3.14. The provider is responsible to document the solution supporting the TKZN policies.

3.15. The provider must have experience in recovering the systems indicated in the below current systems table.

3.16. All changes must be approved by the Senior ICT Manager.

3.17. The provider must submit a detailed proposal including a response to each point indicated above. This will form part of the evaluation process.



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3.18. Providers must contact the current provider to obtain the cost to move the current backups from the existing location to the bidder's hosting environment as TKZN cannot loose these backups. These costs must be included in your proposal as setup costs.

Current Provider: Iron Mountain

Contact Person: Gideon Pelsler

Email address: support@ironcloudstorage.co.za

3.19. Service providers should indicate if they are POPI / GDPR / ISO 27001 / etc compliant.

4. QUOTATION REQUIREMENT

4.1. Standard documentation

All bidders are required to complete the Standard Bid Documents attached

4.2. Pricing

The pricing must contain:

4.2.1. The budget breakdown which includes:

PRICE TABLE

NO	DESCRIPTION	ONCE OF COSTS	MONTHLY COST
LICENSE TO USE THE SOFTWARE			
	Licence to Use the Software		
HOSTING / STORAGE AND PLATFORM SUPPORT (SIZE OF CURENT DATA ATTACHED)			
OTHER / SETUP COSTS			
TOTAL			

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Server	Environment	Used Space
INTRANET	Hyper-V	100 GB
TKZN NETWRIX	Hyper-V	300 GB
TKZN SAPB1	Hyper-V	250 GB
TKZN SQL	Hyper-V	400 GB
TKZNDC3	Hyper-V	50 GB
TKZNGS2	Hyper-V	3.00 TB
TKZNPRINT	Hyper-V	30 GB
TKZNRDS1	Hyper-V	130 GB
TKZNDC1	Hyper-V	30 GB
TKZNESS	Hyper-V	100 GB
TKZNEXCH13 (WILL BE REPLACED BY THE EXCHANGE ONLINE VERSION)	Hyper-V	1.00 TB
OFFICE 365 (MS EXCHANGE ONLINE, MS TEAMS. MS SHAREPOINT)	AZURE	NEW IMPLEMENTATION

5. The following servers must be replicated in real-time to the DR site allowing for a short RTO and RPO to be archived.

- TKZNDC1
- TKZNRDS1
- TKZNSAPB1
- TKZNSQL
- TKZNESS
- TKZNGS2

6. A replicated system hosted in the DR environment as per point 5 system should allow the entity to revert to previous versions of the system should a failure take place. (More than 1 copy of the system should exist). The provider must advise on how this will be achieved.

7. The systems not included in point 5 should be backed up to the DR Environment and allow for the entity to restore the system from the backup.

6. Technical Enquiries Contact: Senior ICT Manager: Mr. Anir Bidesi – Anir@zulu.org.za

09/01/2023