



## GAUTENG PROVINCE

e-GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

### BREIFING SESSION NOTES

Date: 24 2024

**GT/GDeG/054/2024**

### **BACKUP AND RECOVERY SOLUTION FOR MICROSOFT 365 WITH SOFTWARE LICENSES, STORAGE SERVERS WITH MAINTENANCE AND SUPPORT**

1. **Question:** What is the average time for the flexibility of the RPO's

**Response:** Any RPO down to 5 minutes

2. **Question:** Is the service provider responsible for MFA support

**Response:** Multi-factor authentication (MFA) support for user Authentication is e-Gov's responsibility and e-Gov is using Microsoft (MFA)

3. **Question:** There is a typo on the ISO's requested Certificate ISO27001-8

**Response:** An Erratum will be issued to correct the ISO27001-8 to ISO27018

4. **Question:** 3-2-1 rule (Backup Copy): is the service provider going to backing up on cloud as well.

**Response:** No the information is already on cloud, therefore the service provider will only be backing at 75 fox street and 82 Grayston.

#### Remarks

- The SCM presentation and Questions and Answers must be made available to bidders.