



## **Request for Information (RFI)**

**RFI/ICT/EMAIL/2025/01**

**SERVICES: Email Backup and Archiving Solution to the PPECB**

**Responses to be submitted to: [SangoJ@ppecb.com](mailto:SangoJ@ppecb.com) on or before 18 April 2025 at 16h00.**



## 1 INVITATION

Bidders are invited to submit responses to this request for information for an email backup and archiving solution, with one of the primary goals to ensure that any emails that may be required for forensic purposes can be retrieved in a timely and secure manner, while also complying with privacy laws. The intended duration is for five (5) years.

This RFI is a stand-alone information gathering and market-testing exercise, intended only to inform and assist PPECB's further deliberation and development of a specification for the competitive tender process and/or Request for Quotation.

PPECB aims to obtain indicative prices, timelines as well as information regarding different solutions offered by the market. Respondents are required to provide documentation detailing their different offerings around functionality, indicative pricing, and requirements to assist the PPECB.

### Below are the guidelines for response:

- Indicative prices of the solution/service offered. This is an all-inclusive price of all the required items/services to be charged.
- The bidder must submit all compliance documentation i.e., Valid Tax Clearance Certificate or Pin, Valid BEE Certificate or EME/QSE Affidavit and Proof of CSD Registration.
- The bidder should submit all information relating to experience in implementing similar scope of works i.e., Email back-up and Archiving Solution that is cloud based.
- Submission of a detailed proposal of the work plan on how the bidder intends to render the services. This must include but not limited to:
  - Methodology as per section 1.2 of the document i.e., but not limited to Data Migration, Email Capture and Ingestion, Data or email storage and management, indexing and search, User interface and access control, Backup and Disaster Recovery.
  - Support and Maintenance i.e., software updates, patches and performance of regular system maintenance via phone, email, or client web portal.
  - Training
  - And a list of technical documents expected.
- **Bidders who have indicated a willingness to demonstrate their technology may be invited to do presentations virtually.** 25 March 12h00
- A online briefing session will be held on ~~27 February~~ 2025 at ~~14h00~~ for potential bidders (Non-Compulsory).
- **Link for briefing session - [https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NzqzNWZiYWQtNWEwNi00ZDg0LWlwODktNiBiZiA5MzA3YTQ1%40thread.v2/0?context=%7b%22Tid%22%3a%2204002956-6814-4733-a7e6-d104266c1d4a%22%2c%22Oid%22%3a%221e207b07-dd29-4eb6-ba60-8a1ff043700c%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzqzNWZiYWQtNWEwNi00ZDg0LWlwODktNiBiZiA5MzA3YTQ1%40thread.v2/0?context=%7b%22Tid%22%3a%2204002956-6814-4733-a7e6-d104266c1d4a%22%2c%22Oid%22%3a%221e207b07-dd29-4eb6-ba60-8a1ff043700c%22%7d)**
- It should be noted that should the PPECB resolve to subsequently issue out a Request for Proposal or Request for Quotation, the invitation may be restricted to the respondents of the RFI.
- You are urged to ensure that all accompanying information in your submission and documentation is sufficiently clear, and all documentation completed and incorporated in your submission at the time of submission. Nonadherence to this will prejudice and may disqualify your offer from further consideration. Your RFI submission should have a thorough index and reference all documentation submitted.



## **1. SCOPE OF TERMS OF REFERENCE**

PPECB is requesting suppliers to respond to the Request for Information for an email backup and archiving solution, with one of the primary goals to ensure that any emails that may be required for forensic purposes can be retrieved in a timely and secure manner, while also complying with privacy laws. The intended duration is for five (5) years.

The PPECB is a Schedule 3A entity in terms of the Public Finance Management Act 1 of 1999. The PPECB is established in terms of Section 2 of the Perishable Products Export Control Act 9 of 1983. The main purpose of the PPECB is to promote the orderly, efficient, and sustainable export of perishable products from South Africa. The PPECB manages and monitors the cold chain for the export of perishable products from South Africa. The PPECB operates under two mandates, namely the Agricultural Products Standards Act and the Perishable Products Standards Act 9 of 1983.

The main operational activities of the PPECB are;

1. Quality and Phyto Inspections.
2. Export Certification
3. Cold Chain Services
4. Food Safety Services

### **1.1. Background**

An Exchange backup and archiving solution is important because it allows organisations to protect critical email data from loss due to hardware failures, accidental deletion, malware attacks, or compliance issues, ensuring business continuity by providing the ability to restore data quickly if needed, while also enabling long-term storage and easy access to older emails for legal or audit purposes when necessary. Essentially, a backup safeguards against immediate data loss while archiving preserves data for future reference and compliance needs.

### **1.2. Scope of work**

#### **Privacy and Legal Compliance**

- Compliant with applicable privacy and data protection laws, such as POPIA, GDPR and other relevant regulation, policies & procedures.
- Compliant with regulations governing email retention policies and legal discovery processes.
- Compliant with industry-specific regulations where applicable.
- Ability to enforce retention policies for relevant emails for the required period.

#### **Data Protection and Security Measures**

- Emails are encrypted in storage and transmission using industry standard encryption algorithms.
- Access to email archives is limited to authorised personnel only.
- Multi-factor authentication must be enforced for access to email archives.
- Granular permissions and access controls to specify who can access what email data.
- Robust backup and recovery procedures, high availability, and disaster recovery protection.
- Protection against data tampering, deletion, or corruption using continuous data integrity checks.



**Scalability, Compatibility, and Integration**

- Ensures compatibility with various email platforms such as Microsoft Exchange.
- Ability to scale up and down as per changing business needs.
- Allows integration with existing cybersecurity tools and email clients to provide end-to-end security.

**Features and Functionality**

- Search and filter mechanisms to quickly access required emails.
- Ability to export selected emails in standard formats for use in litigation or other legal proceedings.
- Email retention policies to ensure regulatory compliance and proper data management.
- Simple and easy-to-use web-based interface to archive, restore, and search for emails.
- Looking for the flexibility of setting up users, policies, and email retention schedules with ease.
- It should ensure there is mail continuity should outlook/exchange fail.
- Ability to recover mailbox pst files.

**Cost-effective Pricing Model**

- Clear and transparent pricing model including the number of email accounts and amount of storage.
- PPECB staff complement ranges between 700 to 1500 (Seasonal).
- Offers a flexible pricing plan that suits our business needs, while providing the necessary scalability and functionality.
- To include training and what it entails. This will be transferred to the Cyber Security team.

**Bid Submission**

All submissions must be submitted via email to [SangoJ@ppecb.com](mailto:SangoJ@ppecb.com) or submitted electronically via Microsoft One Drive and shared with this email address: [SangoJ@ppecb.com](mailto:SangoJ@ppecb.com). All submissions must be referenced **RFI/ICT/EMAIL/2025/01**.

**Closing Date: 18 April 2025**ICT Specification Expert:  Date: 14 March 2025CIO:  Date: 13 March 2025