

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE IT DISASTER RECOVERY  
AS A SERVICE (DRaaS) FOR CEF OVER A PERIOD OF THREE (3) YEARS**

**1. EVALUATION CRITERIA**

**1.1 PHASE 1**

**Administrative Evaluation Criteria**

**Initial Screening Process:** At this phase bidder's response are reviewed to check if bidders have responded according to CEF (SOC) Ltd RFP document.

**1.2 PHASE 2 Technical evaluation**

**1.2.1 Mandatory requirements**

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

<b>Mandatory requirements</b>	<b>Comply</b>	<b>Not comply</b>
<p>1.2.1.1 The winning bidder must be able to provide and manage the link between CEF's premises to the DR;</p> <p><b>The bidder must indicate with compliance by answering "comply or not comply"</b></p>		
<b>Substantiate and provide relevant proof</b>		
<p>1.2.1.2 The winning bidder must have a data centre located in South Africa;</p> <p><b>The bidder must submit details (name of the data centre and its address/ location of the data centre )</b></p>		
<b>Substantiate and provide relevant proof</b>		
<p>1.2.1.3 The winning bidder must have redundancy and failover capabilities</p> <p><b>The bidder must indicate whether they "comply/not comply" and specify the tier level of the data centre</b></p>		

<b>Substantiate and provide relevant proof</b>		

**Note:** Failure to comply with any of the Mandatory Requirements will lead to the bidder being disqualified, and not considered for further evaluation on Other Technical Requirements.

### **1.2.2 Technical/Functionality evaluation**

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **80%**. It must be noted that if the Bidder does not meet the **80%** minimum threshold, the bidder will be disqualified and not be evaluated further.

<b>1.2.2.1 Experience of the Bidder</b> The bidder must have experience in providing Disaster Recovery as a managed service (DRaaS) as specified in this RFP. <b>The bidder must provide reference letters from clients they implemented similar services for in the past ((DRaaS) as described in this RFP).</b> <b>The reference letters must be Signed and be on a client's letterhead, and include the client's name and client's contact details.</b>			
5 and more reference letters	5	<b>Signed reference letters on client letter head and contactable details</b>	<b>15%</b>
4 reference letters	4		
3 reference letters	3		
2 reference letters	2		
1 reference letter	1		
0 no reference letter submitted /irrelevant letters submitted	0		

<b>1.2.2.2 Requirements</b> The bidder's proposed solution must meet the business requirements as specified in the document. <b>The bidder must provide a detailed proposal their DRaaS and Disaster Recovery services offered detailing fulfilment of each element of the CEF scope of work/ business requirements. The bidder must complete and return the Business Requirements table below.</b>			
Meets 100% and more of requirements	5	<b>Bidder's comments in terms of extent to</b>	<b>60%</b>

Meets 90-99% of requirements	4	which their solution meet each of the business requirements listed in table below	
Meets 80-89% of requirements	3		
Meets 70-79% of requirements	2		
Meets 60-69% of requirements	1		
Meets less than 60% of requirements	0		

#### 1.2.2.3 The project manager's and Solution architect's experience

The bidder's proposal must provide details/CVs of key personnel/project team (**this being project manager and Solution Architect**) to be assigned to the CEF assignment, the team must have relevant qualification, skills and experience in both DRaaS / Disaster Recovery services.

>10 years' experience	5	The bidder must submit CVs of the key personnel; and the CVs must clearly highlight areas of experience and clearly show demonstrate competence relevant to the tasks and objectives	15%
>8 up to 10 years of experience	4		
>5 and less than 8 years of experience	3		
4-5 years of experience	2		
>1 but less than 4 years of experience	1		
Less than 1 year experience	0		

#### 1.2.2.4 Approach and methodology

The bidder must demonstrate thorough understanding of the objectives and deliverables of this RFP by providing a detailed implementation plan with the following:

- Implementation guideline,
- work breakdown structure,
- milestones and related duration; and
- Service level agreement post implementation.

The proposal details all 4 of the above requirements	5	The bidder must demonstrate thorough understanding of the	10%
The proposal details less than 4 the above	3		

No approach /SLA submitted	0	objectives and deliverables of the RFP by providing a detailed project approach and	
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## BUSINESS REQUIREMENTS TABLE

### Business Requirements for a fully managed DRaaS / disaster recovery service

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

### TECHNICAL SOLUTION REQUIREMENTS

REQ#	Technical Requirements	Comply or Not Comply	Provide details of how your solution satisfies CEF requirements
1.	Rapid, effective, and testable recovery of targeted systems, services, or data in a declared disaster or when the primary site goes offline		
2.	DR capabilities for on-premises systems, services, and data		
3.	Readily and repeatedly testable at minimal or no cost		
4.	Testable during regular business hours with minimal or no impact to production systems, services, or data		
5.	Recovery Point Objectives (RPO's) of 4 hours or less		
6.	Recovery Time Objectives (RTO's) of 4 hours or less		

7.	Full replication in the Cloud and distribution of the traffic between the on-premise site and cloud environments to allow CEF to recover		
8.	In the event of a disaster or an emergency that causes CEF's on-premise environment to go offline, the solution must route all CEF's traffic to the cloud setup and scale appropriately.		
9.	The ability to automatically backup critical systems and data,		
10.	The ability to quickly recover from a disaster, with minimal user interaction,		
11.	Flexible recovery options, such as restoring a single application or the whole infrastructure,		
12.	Heterogeneous application-aware replication (Windows/Linux/UNIX Guest VMs)		
13.	Partial Failover/Failback scenarios are supported		
14.	End-to-end AES 256-bit encryption with built-in compression		
15.	Disaster Recovery self-service testing, on-demand		

16.	DRaaS management model: This must be a fully managed service where the winning bidder takes over all responsibility for the planning, testing and management of disaster recovery. However, with some flexibility to allow CEF's involvement throughout the process, as and when it deems it necessary.		
17.	A DRaaS subscription model is desired		
18.	Preserve current VLANs configuration for easier failover;		
19.	Provide 2 disaster recovery tests per annum;		
20.	The service provider must provide VPN access to the DR site (based on 100 users)		
21.	Provide pricing schedule according to RPO and RTO with proposed Service level agreement (SLA);		
22.	The winning bidder will be responsible for replication schedule;		
23.	The winning bidder will be responsible for providing and managing the link between CEF's premises to the DR		
24.	The first line of defense for data is robust, 256-bit AES encryption. All data must be encrypted whether it is at rest or in transit between CEF and DR site.		

25.	CEF desires having exclusive control over its data. To this end, CEF will engage the winning bidder and agree an arrangement for the control of encryption keys.		
26.	Two disaster recovery tests per annum		
27.	Annual review and sign-off the IT Disaster Recovery Plan		
28.	Annual review and sign-off IT Disaster Recovery Procedures		
29.	Daily, weekly and monthly reports to be provided regarding replication status;		
30.	Alerts on replication failures		
31.	Adequate bandwidth for the replication as well as access to the DR in the cloud,		
32.	The DraaS solution must incorporate file size management to reduce storage needs		
33.	Failover assistance in a moment's notice,		
34.	CEF's active involvement in DR testing,		