

Confidential

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Registered credit provider: Reg. Number NCRCP18

Date: 26 November 2024

Attention: Prospective bidders

From: Supply Chain Management

Bid Number: T22-11-24

Bid Title: The appointment of a service provider to provide a fully managed secure backup solution in the cloud – backup as a service (baas) for a period of 5 years.

1. QUESTIONS AND ANSWERS DURING THE COMPULSORY BRIEFING SESSION HELD ON THE 19TH OF NOVEMBER 2024 AT 11H00

1.1	Question	:	Can we submit an alternative OEM accreditation of the solution being proposed other than HPE accreditation?
	Answer	:	Yes. However, the bidder must also submit the letter that confirms that the proposed solution will integrate with HPE Technology.
1.2	Question	:	Are the questions going to be shared with all the bidders who attended the briefing session?
	Answer	:	Yes
1.3	Question	:	Page 22 regarding the suggested compilation of bids, annexure H and annexure K both relate to SARS compliance so would it be sufficient if we submit the latest TCC pin issued by SARS?
	Answer	:	You are required to submit a completed SBD 1 on page 5 and attached tax compliance status (TCS) pin issued by SARS.

Directors: Ms R Nkosi (Chairperson), Prof JF Kirsten, Ms TN Mashanda, Ms NP Motshegoa, Ms D Maithufi, Ms E Pillay, Dr MM Tom, Adv DW Van der Westhuizen, Mr TM Rikhotso (Chief Executive Officer), and Ms KH Mukhari (Chief Financial Officer)

Adv B Raseroka (Company Secretary)

2. QUESTIONS AND ANSWERS AFTER THE COMPULSORY BRIEFING SESSION BUT BEFORE THE 15TH OF NOVEMBER 2024?

2.1	Question	: Type of Services required: - Broadband? - Dedicated ?
	Answer	: Dedicated
2.2	Question	: Static IP's required: - One static IP (/30) - Five Static IP's (/29)
	Answer	: Five Static IP's (/29)
2.3	Question	: Redundancy / Failover link included?: - Yes , Match failover speed to the 100Mbps Primary? - Yes , offer a 50Mbps failover link - Offer a Dual broadband link that's load balanced with NO STATIC IP's - No, please do not include
	Answer	: Our requirements clearly state that we require successful bidder to implement fully managed backup solution that means they should ensure that it follow best industry standard for high availability.
2.4	Question	: Is the requirement for an outright purchase or lease model or is the requirement for a managed BaaS solution on the cloud?
	Answer	: Requirement is for fully managed BaaS solution on the cloud.
2.5	Question	: Will the BaaS be hosted on-premise or at the service provider data centre? If the solution is a data centre hosted solution, are there any distance proximity requirements to be kept in mind?
	Answer	: Solution will be hosted at Service provider data Centre, 25 km from our main data Centre located in Lakefield Office Park, Centurion.
2.6	Question	: Is there a requirement for migrating existing data that has been retained for the currently retained data?
	Answer	: Yes, we require migration of existing data is approximately 24 TB.
2.7	Question	: Are service providers able to propose alternative hardware technology and or cloud platforms?
	Answer	: Only cloud Platform will be considered
2.8	Question	: Are service provider able to propose alternative software for backup management?
	Answer	: Yes, the bidder must submit the OEM accreditation /Certificate of the solution being proposed. If the bidder is proposing a solution that is not HPE, the bidder must also submit the letter that confirms that the

		proposed solution will integrate with HPE Technology
2.9	Question	: Should the solution be able to integrate with SOC SIEM?
	Answer	: This is managed service solution therefore Service provider should ensure that they adhere to best practices. Best practice for Managed service includes all proactive monitoring, analyzing and investigating any issue pertaining to the solution they offering.
2.10	Question	: Is there an indication of year-on-year data growth to ensure the solution is scalable to meet Land Bank data retention strategies?
	Answer	: Yes , 10 % annual growth
2.11	Question	: The pricing schedule makes mention of managing virtual machines, is this with regards to the BaaS requirement or does the requirement extend to virtual machine protection – DraaS
	Answer	: This is with regard to BaaS requirement , it does not refer to virtual machine protection
2.12	Question	: Is the integration to be done for the HPE StoreOnce Device?
	Answer	: Yes, The bidder must submit the OEM accreditation /Certificate of the solution being proposed. If the bidder is proposing a solution that is not HPE, the bidder must also submit the letter that confirms that the proposed solution will integrate with HPE Technology.
2.13	Question	: Is the HPE StoreOnce in scope?
	Answer	: Refer to terms of reference. : This is fully managed service solution that will run on service provider data Centre and using their Backup Technology
2.14	Question	: Please find attached Documents for your assistance with the completions of required information for us to be able to respond to this BID According.
	Answer	: Completed document is attached hereto and marked "A".
2.15	Question	: How many GB's of storage is currently being used and how much storage does Land Bank have?
	Answer	: 24 TB in use ,we currently have 35 TB storage capacity
2.16	Question	: What is the estimated daily change rate?
	Answer	: Daily change rate is not relevant, for initial 115TB Useable Capacity over 5 years, Is what we require
2.17	Question	: What is the estimated Daily Retention Period, Weekly Retention Period, Monthly Retention Period & Yearly Retention Period?
	Answer	: The retention and backup policy will be shared with the winning

		bidder. retention period required is five years for our backups. Daily, monthly and weekly are of irrelevant
2.18	Question	: How many users it the training required for?
	Answer	: 4
2.19	Question	Where does the 100mbps service need to terminate? Lakefield Office Park, Block A, first floor 272 West Avenue Die Hoewes, Centurion Please provide the GPS co-ordinates of the building.
	Answer	: Yes , at aforesaid address, GPS Coordinates 25°51'18"S 28°11'39"E
2.20	Question	Which hypervisor are you currently running? What version of the hypervisor are you running?
	Answer	: VMWARE VERSION 7.0.3.01900
2.21	Question	: Do you have support for the hypervisor, and operating system deployed on the virtual machines?
	Answer	: Yes
2.22	Question	: What data base does the FTI Star application utilise, and what function does this application provide?
	Answer	: Oracle 12c, Application is used for complete treasury transactions and processing and full coverage of treasury business process.
2.23	Question	: What online records management application software is used?
	Answer	: OnBase
2.24	Question	: What version of SAP is currently deployed? Is SAP HANA planned or utilised?
	Answer	: SAP HANA is planned, EHP7 FOR SAP ERP 6.0 SP25
2.25	Question	With regard to the Microsoft Exchange environment, please can you clarify:- - o Total database size in TBs for Primary Mailbox (Exchange)? - o Weekly Change Rate in % for Primary Mailbox (Exchange)? - o Amount of Users for Primary Mailbox (Exchange)?
	Answer	: Exchange environment is out of scope , we have fit for purpose solution for Exchange data.

2.26	Question	:	At what rate does the data change? Is an assumption of a data rate between 5% and 10% realistic? The data Rate of Change is the data change rate between backup periods in % - This defines how much data changes between backup periods?
	Answer	:	10 % is realistic
2.27	Question	:	Expected data yearly growth?
	Answer	:	10 %
2.28	Question	:	When performing or testing restores, is the intention to restore on-premise or in the cloud?
	Answer	:	Restore on Premises
2.29	Question	:	How often will restore testing be done?
	Answer	:	Quarterly
2.30	Question	:	Does the current backup data need to be migrated to the new cloud managed backup?
	Answer	:	Yes
2.31	Question	:	What is the total capacity of the current backup data.
	Answer	:	24 TB
2.32	Question	:	Which version of exchange is being used?
	Answer	:	Not relevant as Exchange is not in scope
2.33	Question	:	Is exchange running on-premise?
	Answer	:	Yes, but Exchange is not in scope
2.34	Question	:	Is exchange part of a M365 suite?
	Answer	:	No
2.35	Question	:	If M365, which version is being used? If M365, how many mailboxes are being used? Are the individual mailboxes?
	Answer	:	Not applicable
2.36	Question	:	Are there any RTO requirements?
	Answer	:	4 – 6 hours
2.37	Question	:	How quickly do you need to restore data in the event of a failure
	Answer	:	Our backup policy will be shared with successful bidder
2.38	Question	:	Are there any RPO requirements

	Answer	:	24 hours
2.39	Question	:	How long do you need to retain daily, weekly, and monthly backups?
	Answer	:	5 years
2.40	Question	:	What is your preferred backup window (timeframe during which backups can be performed)?
	Answer	:	5 pm – 8 pm
2.41	Question	:	On page 9, they mention 24TB, is this the current application capacity being used?
	Answer	:	Yes
2.42	Question	:	On page 15, they mention 115TB, is this the required capacity to store the backups in the cloud?
	Answer	:	Yes
2.43	Question	:	The SAP application, it is recommended to store the backups on-premise because of potential Latency issues. Is there available capacity on-premise to host the SAP backups?
	Answer	:	Yes, though limited
2.44	Question	:	Should the SAP backup be stored in the cloud irrespective of potential latency issues?
	Answer	:	We will do daily on-site and weekly cloud for SAP to mitigate that risk
2.45	Question	:	The training that is required, is this to enable staff to use the backup console or is it a certification requirement (With exam)
	Answer	:	To enable staff to use backup console

3. Annexure

3.1	Annexure A	Schedule
3.2	Annexure B	Presentation