



Specifications and Requirements

for

**RFP UJ 40/2024: Microsoft Office 365 External
Hosted Data Backup and Recovery Solution**

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Specifications

Overview

The University of Johannesburg (UJ)'s Information and Communications Systems Department (ICS) is responsible for providing IT services to enable UJ to meet its strategic objectives of research, teaching and learning.

The University of Johannesburg - ICS has issued this Request for Proposals (RFP) seeking proposals for an external Hosted BaaS solution to perform Office 365 external data backups, restoration, and recovery services beyond what Microsoft Office 365 natively offers. UJ ICS would see benefits around data recovery and security by taking ownership of data held within Microsoft Office 365 by backing it up through a third-party service. At the time of this RFP issuance, UJ ICS's Office 365 platform includes Exchange Online, One Drive for Business, SharePoint Online, and MS Teams (workspaces).

The ICS department is currently undertaking a project to implement the O365 external data backups, restoration, and recovery services on the Staff tenant and JBS tenant. ICS requires implementation, monitoring, and reporting available to them once the Office 365 external data backups, restoration, and recovery tool tender has been allocated. We request that suppliers submit proposals as per the specifications and requirements stated below.

Requirements

The successful supplier **must** meet the following requirements and list any value-added or extra features not listed below:

1. Introduction

UJ ICS requires the successful bidder, the Contractor, to provide the delivery, installation/setup, testing, commissioning, maintenance and knowledge transfer of Office 365 External Hosted Data Backup and Recovery Solution Tool for the Staff and JBS tenants.

1.1.1 Accreditations

An accreditation (from the International Organization for Standardization (ISO 27001)) or ongoing accreditation process by a certified accreditation body will be an asset (desirable).

1.2 Work to be performed

Implement a system able to provide adequate Office 365 External Hosted Data Backup and Recovery Solution tool capabilities for UJ ICS.

The current/estimate Staff (uj.ac.za) and JBS (jbs.ac.za) tenant sizing are as follows:

Product	Staff Tenant Estimate Size	Staff no. of Users / Sites	JBS Tenant Estimate Size	JBS no. of Users / Sites
Exchange Online	90 TB	3000	726 GB	50
OneDrive for Business	200 TB	3000	475 GB	50
SharePoint/MS Teams	13 TB	3000	20 GB	50

1.2.1 Key requirements

The following values should be used for each individual specification.

- Place a “Y” in the response column if this is a standard feature/function of the solution/system offered in your solution. These features must be current in use at other client sites, and no user programming or use of a supplied report writer is required. For this response, UJ ICS will assume that the specification is met by the package, the requirement can be demonstrated by the Supplier, and will hold the Supplier responsible for delivering that feature or function in its proposed package.
- Place a “N” in the response column if this is not a standard feature/function even with custom modifications and is not in the next release of the solution/system requirements therefore cannot be provided.
- Place an accurate page reference in your bid in the column titled “Your RFP Response Page Reference” to verify and provide additional clarification to your response.
- The following sections describe the key design and technical features/functionality that will be required to deliver the Office 365 External Hosted Data Backup and Recovery Solution

1.2.2 Administrative Technical Requirements

Involves a Technical evaluation of the proposed solution.

(If No = 0 points or Yes = maximum points in Comply Yes/No column (solution can provide)).

Administrative Functional Requirements Technical Components				
No	Evaluation Criteria	Comply Yes/ No	Your RFP Response Page Reference	Score
1.	The solution must provide isolated backups from the Staff and JBS O365 tenants.	2.5		
2.	The solution must be 100% BaaS based if extra cloud storage costs are involved costs must be detailed and explained in the proposal.	2.5		
3.	Must include Role based access control (RBAC) with Multi-Factor Authentication (MFA) for all users.	2.5		

No	Evaluation Criteria	Comply Yes/ No	Your RFP Response Page Reference	Score
4.	Must use OAuth 2.0 authorization for Office 365.	2.5		
5.	Backup Primary and Advanced O365 workloads.	2.5		
6.	Recovery model that includes: a) Granular recovery of Exchange Online; SharePoint Online; OneDrive for Business; and MS Teams workspaces (e.g. conversations and documents etc.) b) Individual and mass restore and recovery of O365 applications. c) Granular restoration down to items, permissions, and delegation of restore rights.	2.5		
7.	The solution must eliminate manual job scheduling and protect new data automatically.	2.5		
8.	All restore operations must be non- destructive, and not overwrite existing data.	2.5		
9.	Provide immutable backups and storage.	2.5		
10.	Ability to restore from a former user's account.	2.5		
11.	The solutions must provide retention current usage provided above in point 1.2.	2.5		
12.	Individual and mass restore and recovery of Exchange Mailboxes.	2.5		
13.	The solution must allow operators to find and recover the data quickly and easily with global / advanced search functionalities via a dashboard that surface's data across Exchange Online; SharePoint Online; OneDrive for Business; MS Teams.	2.5		
14.	The solution must have built in reporting features (list of high-level reporting available to be shown)	2.5		
15.	Data Encryption must be included in transit and at rest.	2.5		
16.	Scalable architecture to accommodate UJ and JBS's expansion.	2.5		
17.	General Data Protection Regulation and POPIA Compliance	2.5		
18.	Solution to provide maintenance, support, and software upgrade plan: phone; email and support call process and escalations.	2.5		
19.	The Bidder must provide a detailed explanation of their hosted infrastructure and explain their data protection and security model and configuration. Technical Architecture Diagram of Solution must be provided.	2.5		
20.	Bidder must also explain all additional file storage limits and costs to UJ ICS.	2.5		
TOTAL				50

1.2.3 Technical Functional Evaluation

The following sections describe the functionality that will be required to deliver the system.

- Place an accurate page reference in your bid in the column titled “Your RFP Response Page Reference” to verify and provide additional clarification to your response.

Criteria Functionality – O365 Backup and Recovery Solution		Points	Your RFP Response Page Reference	Score
A. Bidders Technical Approach				
1. Proposed Methodology		20		
<ul style="list-style-type: none"> - The bidder must demonstrate a thorough understanding of the objectives and deliverables of this project. - No points will be allocated if the below is not adhered to. 				
<ul style="list-style-type: none"> Detailed proposal of the methodology/approach to be used to carry out the scope of work outlined in this RFP 	3			
<ul style="list-style-type: none"> Details of training provided and documentation 	3			
<ul style="list-style-type: none"> Detailing backup and recovery solution capabilities 	3			
<ul style="list-style-type: none"> Detailed Technical Architecture overview 	4			
<ul style="list-style-type: none"> Detailed preventative maintenance and support 	3			
<ul style="list-style-type: none"> Training of UJ backup administrators Restore plan for 5 mailboxes, 5 OneDrive for Business sites and 2 SharePoint sites and 2 MS Teams sites 	4			
2. Project Management		10		
<ul style="list-style-type: none"> - The bidder must craft a clear and realistic project scope and timeline in the Bid proposal that outlines the steps involved in deploying the O365 tenant backup and recovery solution (UJ Staff and JBS tenants). - This plan should include tasks such as system configuration, policies, rules, hardware installation (if necessary), any enrollment process, and/or data migration. - No points will be allocated if the above is not adhered to. 				
<ul style="list-style-type: none"> Project plan must include the list of activities and timeframes to successfully complete the implementation (must be provided at start of project kick off after RFP has been awarded) 	5			
<ul style="list-style-type: none"> Period for testing and handover 	5			
B. Capability (Bidders Experience in Similar Projects)				

<ul style="list-style-type: none">- The bidder is required to demonstrate their relevant experience, as well as the support of similar solutions that they have implemented.- The Service Provider's track record should be supported by a signed reference letter which must be on the client's letterhead and should include the company name, contact person, and contact details stating that the project was satisfactorily completed, or the service is being provided satisfactorily.- UJ ICS reserves the right to conduct reference checks on the provided references.		5		
<ul style="list-style-type: none">• 0 x reference letters	0			
<ul style="list-style-type: none">• 2 x reference letters	2			
<ul style="list-style-type: none">• 3 or more reference letters	3			
C. Qualifications and Skills of the Technicians				
<ul style="list-style-type: none">- The bidder's proposed technicians to be deployed are required to have the relevant training, skills, and experience.- Non-compliance to the below = 0 points		10		
<ul style="list-style-type: none">• Structure and composition of the proposed project team, clearly outlining the main disciplines / specialties of this project and the key personnel responsible for each specialty (provide relevant qualifications)	5			
<ul style="list-style-type: none">• Name of Technicians / engineers on the solution quoted, who will provide maintenance and support.	5			
D. Service Providers Resolution Process				
<ul style="list-style-type: none">- The bidder will be required to respond and resolve a severity problem immediately when a call is logged by UJ ICS- To substantiate the bidder must demonstrate a commitment in ensuring that any problems will be resolved within stipulated response times.		5		
<ul style="list-style-type: none">- Non-compliance to the below = 0 points.				
<ul style="list-style-type: none">• Detailed Procedure document with contact details (contact names, phone numbers, and email address)	2			
<ul style="list-style-type: none">• Emergency call-out services	2			
<ul style="list-style-type: none">• Outline and depict service levels and how they are capacitated to respond to different levels of severity	1			
TOTAL			50	

1.2.4 Timelines

System implementation should be completed and operational two (2) months after UJ Tender has been awarded. Should extra time be required this needs to be communicated with the UJ ICS team via the UJ Tender office.

Additional notes

- The response must adhere to the requirements strictly. Deviations must be clearly mentioned and explained. However, it will be at the sole discretion of UJ to accept or reject such deviations.
- As per point 1.2.2 (11) UJ would require quotations for a solution current usage provided above in point 1.2. Detailed layout of license and storage costs.
- Health and Safety file to be submitted after the award and compliance to COVID protocols to be strictly adhered to.
- ***UJ reserves the right to, at any time during the term of the Agreement, terminate the Agreement with no less than 60 (sixty) days' written notice, if UJ in its sole discretion, is of the view that the solution offered by the Service Provider, is not fit for purpose, as required by UJ.***
- The contract period will be for 3 years - paid annually/yearly.

Evaluation Criteria

The RFP will be evaluated in three stages:

Stage 1 – Tender Compliance

Stage 2 – Key Requirements: Administrative Technical Requirements and Technical Functional Evaluation

Stage 3 – Financial and B-BBEE

1.2.5 Key Requirements

Requirement	Maximum attainable Points
Administrative Technical Requirements	50
Technical Functional Evaluation	50
Total points awarded	100

A minimum of 70 points is required by any tenderer before further evaluation. All tenders who achieve 70 points or more will be evaluated equally in terms of Stage 3.

1.2.1 Financial and B-BBEE

- Price (80 points)
- B-BBEE (20 points)

Other Information

Please supply any other information that you think is useful for the submission that needs to be completed.

