SADC SECRETARIAT RESPONSES TO REQUESTS FOR CLARIFICATIONS

REFERENCE: SADC/3/5/1/98

PROVISION OF CLOUD-BASED INFORMATION AND COMMUNICATION TECHNOLOGY DISASTER RECOVERY AND BUSINESS

CONTINUITY SERVICES AT SADC SECRETARIATDATE OF ISSUE OF RESPONSES: 15th November 2024

Question Nº	Question	SADC Secretariat Response
Nr.1	Is there a Firewall installed in your environment? If yes, please specify firewall make and model	Yes. FortiGate 400E
Nr.2	How many Server(s) are you planning to back up in the cloud?	List of servers – **See attached Annex A.**
Nr.3	If yes, what is the role of each server?	Most servers are running web applications and databases. Some are just database servers
	How many Internet Service providers do you have?	2

	What is the size of your internet bandwidth?	We are currently on 160 combined, with the plan to upgrade to 310Mbps by the time this project starts.
	Do you have any workload on public cloud? If yes, please specify workload and cloud provider	Yes. We use M365 Suite for Collaboration, Email, and File Storage
	How do you intend to access the servers when Failover to Secondary site? RDP/Client Application etc. Need for VPN?	Web Apps to be accessed over the internet VMs to be accessed over VPN
	Who will be accessing the server? Users from head-office only? Or branch offices too? Home?	From all SADC Member States over the internet
	What is the highest number of Concurrent user (s) per time?	150
	Do you require Cloud Backup/Disaster recovery for each server?	Yes.
	What is your requirement for RPO and RTO for Backup?	RPOs and RTOs indicated on the attached spreadsheet
	Are there specific Azure regions or data residency requirements that must be considered in your BCDR plan?	Yes. Strictly within SADC Region

	In our response, we would like to emphasize that while Microsoft Azure Site Recovery and the Implementation of Infrastructure as Code on Azure are not listed as distinct specializations, these capabilities are integral parts of our existing expertise in Windows Server and SQL Server Migration to Microsoft Azure and GitHub and DevOps. We believe that these areas effectively cover the necessary skills and resources required for successful deployment and management of BCDR solutions on Azure. Highlighting this alignment will help demonstrate our relevant competencies under the specified frameworks.	Noted.
	We would like to request clarification on why only Microsoft Licensing Solution Providers (LSP) partners are considered qualified to provide Business Continuity and Disaster Recovery (BCDR) solutions in this tender. Given that other partner types, such as Cloud Solution Providers (CSP) and Managed Service Providers (MSP), possess the technical capabilities and experience to deliver robust BCDR solutions, we believe that these partners could also meet the requirements effectively. Expanding the qualification criteria to include CSP and MSP partners would allow a broader range of experienced providers to contribute to successful BCDR deployments	LSP is an example. CSP, MSP and other partners are also welcome to tender

For new servers on azure ignore "Server model", "RAID CONTROLLER", "RAID CONFIG", "CPU Model"

S/N	SERVER STATE (PHYSICAL OR VIRTUAL)	SERVER MODEL	SERVER ROLE	RAID CONTROLLER	RAID CONFIG	VOLUMES & SIZE(GB)	CPU MODEL	NUMBER OF PROCESSORS	SERVICE PACK VERSION	RAM (GB)	OPERATING SYSTEM
Example	Physica/Hypervisor / Vmware/Azure	HP DL380	SAP	P420i	RAID 1 x 2	C:\400GB	E-2550	4	Service Pack2	64GB	Win Server 2012R2
1											
2											
3											
4											
5											
6											
7											
8											

See detailed Information on the Table you shared under **Annex A,** and an Addendum has been issued to that effect.

End of Responses

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