

Name of Institution	SOUTH AFRICAN LIBRARY FOR THE BLIND (SALB)
Bid Number	SALB 2019/01/01 A
Description	ICT Disaster Recovery and ICT Business Continuity Services to SALB
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Compulsory Briefing Session	N/A
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**SOUTH AFRICAN
LIBRARY FOR THE BLIND**

An agency of the
Department of Arts and Culture

**REQUEST FOR PROPOSAL:
ICT DISASTER RECOVERY AND
ICT BUSINESS CONTINUITY
SERVICES TO SALB**

MARCH 2019

TECHNICAL SPECIFICATION

1. BACKGROUND

The South African Library for the Blind (“SALB”) is a Schedule 3A public entity. SALB is based in Makhanda **formerly known as** Grahamstown in the Eastern Cape Province and provides Library services throughout South Africa to blind and visually impaired people.

The SALB is the only library for the Blind on the African continent and was initiated by Josephine Wood in Grahamstown in 1919. Over the years the library developed into a recognised South African National Library for the Blind with more than 7 000 members, a book collection of more than 12 000 titles and a circulation of more than 125 000 items per annum.

The current SALB business model relies heavily on Information Systems (IS) and Information and Communication Technology (ICT) to reach its target market. Therefore, ICT plays a key role in SALB’s daily operations and long-term strategic objectives.

SALB must ensure that these resources are protected in line with the approved SALB Information Security Policy, which prescribes that an ICT Disaster Recovery Plan and ICT Business Continuity Plan will be maintained and tested regularly for all mission critical information, applications, systems and networks of SALB.

Information security and integrity, data privacy and protection, information access, cybercrime, ecommerce, electronic signatures, electronic contracts and legal disclaimers are critical considerations for SALB’s ICT environment and its effective operation. SALB must therefore be poised to respond to any data corruption and recover within predetermined target times and keep critical business applications available to run from an alternative location in cases of a disaster.

2. OBJECTIVES

Like other organisations, SALB has become increasingly reliant on Information and Communications Technology (ICT) and computer Information Systems (IS) as a vital part for the execution of most of its business processes. These computer information systems and ICTs are an integral part of SALB, and most of its business processes depend on ICTs and IS for their day to day functions. Therefore, it becomes imperative that these systems function efficiently and effectively without excessive interruptions.

ICT strategic objective:

- To provide economical, secure and effective ICT solutions to support SALB internal business operations and processes
- To provide an agile platform to enable SALB to deliver its services, programmes and product

3. PURPOSE

The purpose of this tender is to appoint a suitably qualified service provider who will provide comprehensive ICT Disaster Recovery and ICT Business Continuity Services to SALB that builds organisational resilience such that it continues the delivery of products and/or services at acceptable predefined levels following a disruptive incident.

4. REQUIREMENTS

In the provision of ICT DR Services to SALB, bidders must follow best practice guidelines as outlined in the ISO/IEC 24762:2008 standard (or similar). This will provide assurance to SALB that the ICT DR Services implementation follows due consideration of unforeseen events that could affect the ability to fulfil service obligations, and related risk mitigation through prior arrangements with other service providers in the industry. Bidders must provide the basic service capabilities required by SALB that include: qualified staff, the capacity to support simultaneous invocations of ICT DR plans by different clients, all capabilities and services offered to SALB must be audited on a regular basis, which include their own fully documented and tested business continuity and disaster recovery.

The Solution can be a cloud-DR or virtual site (Effective cloud disaster recovery to provide continuity for services and the ability to fail over to a second site if there is a hardware or software failure of IT systems in the primary Datacentre) or Physical Offsite (The site must be populated with servers, cooling, power, and office space (if applicable))and meet the requirements of the server rooms or Mirror-Site or Replication-site.

The following data/files/system(s) needs to be backup daily:

- NAS storage (Audio Files). *Refer to point 5 in terms of storage capacity*
- VIP Payroll (Premiere),
- Pastel Partner v18 System (Financial management system)
- Domain Controller (Windows server 2016)
- File server.

The solution must have enough storage to last up to 5 - 10 years.

Disaster Recovery Action Plan

Backup(s) and off-site storage procedures for Pastel Financial Management System, VIP Payroll, Domain Controller, and file server shall be as follows:

- Daily Incremental backup (Monday to Thursday);
- Weekly full backup (every Friday);
- Monthly full backup (last day of the month);
- Yearly backup must be done on the closing day of the year end;
- All backups must be stored on the DRP site.

DR Testing

- Minimum of two full tests per financial year
- Weekly Data restore
- Daily/weekly/monthly Backup report
- Two trainings per financial year
- Monthly failover test

Server Replication Services

The successful bidder must ensure that full virtual and physical servers in SALB's production environment are replicated daily using appropriate technologies.

Information Security

Bidders must ensure that SALB's information security is not compromised by ensuring that they adhere to the Information Security policies of SALB. Bidders are required to ensure that information from SALB's ICT systems are not accessible or disclosed to another ICT system of other clients.

ICT DR Training

It is required that regular ICT DR training be provided (at least twice a year) to relevant SALB staff / SALB I.T. Support Service Provider in order to perform their ICT DR functions, which must be scheduled appropriately, and records kept of the training delivered. In the event of significant changes to their services and related environment, training for all relevant SALB ICT DR staff must be provided in order to keep staff up-to-date; and ensure that they remain competent in performing their assigned tasks.

ICT System Testing

Bidders are required to ensure that all ICT systems essential for disaster recovery are tested regularly to ensure their continuing capability to support ICT DR plans; especially when there are any significant changes in SALB requirements or changes in the successful bidder's service provider capacity and capability that affect services to SALB.

5. Replacement of Network Attached Storage (NAS) server (Supply, Install and configure)

Current set-up / situation of the server:

- NAS is a DLINK XSTACK with 15 1TB disks in a RAID 5 configuration, self-healing, providing 10TB of storage space
- 6TB in use
- Storage fluctuates by several hundred GB from month to month, as raw audio files are processed, and digital masters created
- Present backup set for this device is via 3 weekly full data copies to an offsite location, copying modified files only, due to the volume of data to backup and limited backup storage available

- Original volume of data moved onto the XSTACK ~ 8 years ago was in the 700-800GB range

A full GFS backup of this data would require massive capacity, in excess of 30TB or more for current volume in use.

6. Contract Duration

The duration of the DRP support contract is Three (3) years, whilst the once off purchase of the servers will remain the property of SALB.

7. TERMS & CONDITIONS

- a) The Management of the South African Library for the Blind reserves the right not to accept any bid or proposal or to sign any Agreement related to this request.
- b) This is a re-advertisement of the tender, and all those companies that submitted previously **must resubmit** a proposal if they are to be considered.
- c) Proposals must clearly indicate once-off purchases as well as the three-year support separately. Sub-totals and overall costs including Vat must be accurately calculated and captured on the bid documents and proposals submitted.
- d) A non-refundable **R200.00** Tender Admin fee must be paid, and proof of payment should accompany all submitted bids.
- e) Bids from compliant Centralised Supplier Database (CSD) suppliers will only be considered.
- f) All bids/proposals received will be acknowledged in writing. Unsuccessful applicants will be informed in writing after the Adjudication process. SALB Library Management will not engage in any further communication after this notification.

8. SUBMISSION PROCESS

Bids/Proposals must be submitted for attention to Malibongwe Nquma via email at admin@salb.org.za or hand-delivered to the SA Library for the Blind 112B High Street Makhanda (Grahamstown) by 17 April 2019 at 12:00. No late submissions will be considered. The sender is responsible to confirm delivery and SALB will confirm receipt only.



Francois Hendrikz
Director