QUESTIONS AND ANSWERS
A CLOUD BASED IT DISASTER RECOVERY SOLUTION– MANAGED BACKUP SOLUTION

- Should we cater for O365 backup? **M365/O365 backups are excluded from the Managed Backup Solution**
    - Please provide the user count? **150**
    - Active email boxes? **180**
- Please provide the retention policies,
    - daily,
    - weekly,
    - monthly

The data retention policy is yearly
- What is the expected data growth per annum? **Estimated growth of 5% per year**
- What is the % data change per day? **Estimated growth of 5% per year**
- Please provide more detail regarding the costing on the Network and Firewall requirement because the Scope of work doesn't give specific details? **The service provider is expected to provide a secure solution and connectivity that will be used to do the backups and replications as well as allow users to connect from their respective remote sites / EPPF DR site to the backed-up data**
- Please provide a full logical diagram on current network and security? **The logical diagram and security overview will be provided to the potential service provider at a later stage. Please refer to Page 14 of the RFP document to understand the Current Environment**
- Please provide a list of critical servers that needs to fit into the required RPO and RTO? **The list of critical services will be provided to the potential service provider at a later stage. Please refer to Page 14 of the RFP document to understand the proposed RPO and RTO under 5.2 Scope of Work**
- Please provide a list that is excluded form the required RPO and RTO?

Below and attached are a list of our questions: (the attached is just and excel spreadsheet of the below)

The list of critical services and exclusions(if applicable) will be provided to the potential service provider at a later stage. Please refer to Page 14 of the RFP document to understand the proposed RPO and RTO under 5.2 Scope of Work

- What backup vendor product is used as part of the existing managed backup service? **Veeam Backup solution**
- Is it a requirement that the existing backup history/images be moved to the new solution?
    - If a migration is required, where are the current images stored?

Yes – the existing backup on Veeam will be moved to the new solution
- What are the backup frequency and retention requirements? **Daily backups as well as yearly retention of the data**
- On-premise workloads
    - What hypervisor is used with the Simplivity HCI solution? **HPE VMWare SimpliVity infrastructure**
    - Please can you assist with a breakdown of the VM requirements? This is needed to accurately size the DR cloud resources. For each VM we would need to know:
        - vCPUs **(Used total CPU = 30 GHz)**
        - RAM **(Used total on VCenter = 600 GB)**
        - Storage Capacity **(Total used 8 TB)**
        - Storage type (Fast HDD, capacity HDD or Flash) **SDD**
        - OS **(Windows and Linux)**

- Application(s) **Various internal applications**

- Microsoft Azure
  - Please can you assist with a breakdown of the cloud workloads?
    - Number of instances
      - For each instance:
        - vCPUs
        - RAM
        - Storage Capacity
        - Storage type (Fast HDD, capacity HDD or Flash)
        - OS
        - Application(s)

Application	vCPU	RAM	Storage Capacity	Storage Type Fast HDD, capacity HDD or Flash	OS
Data Warehouse	4	16	128	SSD	Windows Server 2019

Other services are running on PaaS. Other information to be provided once planning is completed . Pricing should be based on information provided

- M365
  - What is the M365 business plan the EPPF is currently subscribed to?
  - Number of licensed M365 users?
  - Estimated size of SharePoint Online environment
  - **M365/O365 backups are excluded from the Managed Backup Solution**
- AWS
  - Please can you assist with a breakdown of the cloud workloads?
    - Number of instances
      - For each instance:
        - vCPUs
        - RAM
        - Storage Capacity
        - Storage type (Fast HDD, capacity HDD or Flash)
        - OS
        - Application(s)

Application	vCPU	RAM	Storage Capacity	Storage Type Fast HDD, capacity HDD or Flash	OS
Document Management (Production)					
Application server	2	4GB	30GB	SSD	Windows Server
Webserver	2	1GB	50GB	SSD	Windiows Server
Database	2	4GB	20GB autoscale to 1000GB	SSD	PostgrSQL
Documents	N/A	N/A	2.1TB, can grow to unlimited in theory	Object storage	

Other information to be provided once planning is completed . Pricing should be based on information provided

- Networking - are all clients on 1 Gbe or 10 GbE – **this question is not clear**
- Are there any really large file servers, millions of files – **Microsoft SharePoint Online is used as file repository**
- Are there any servers that have 100% processing times – **Yes**

1. Is data stored in Azure, M365, and AWS required to be backed up as part of the requirement? **Azure and AWS required to be backed up. M365 is excluded** How much storage is in use in the existing Azure Cloud and M365 environments required for backups? **Other information to be provided once planning is completed . Pricing should be based on information provided** How much storage is in use in the existing AWS Cloud environment required for backups? **Other information to be provided once planning is completed . Pricing should be based on information provided**
2. Provide a breakdown of the VM environment at the resource level and specifications of the HPE 380 Gen10 hosts.
   a. This includes the number of CPUs and amount of memory for each of the Host servers.
   b. The amount of CPU's, memory, and disk allocated to each of the 35 virtual servers.
- vCPUs **(Used total CPU = 30 GHz)**
- RAM **(Used total on VCenter = 600 GB)**
- Storage Capacity **(Total used 8 TB)**
- Storage type (Fast HDD, capacity HDD or Flash) **SDD**
- OS **(Windows and Linux)**
- Application(s) **Various internal applications**

3. Is e-mail archiving being utilized in M365? **No – an external e-mail archiving solution is used**

- Please can we have an RVtools extract of the VM's that need to be backed up and replicated to DR in the cloud. **We will not be able to share this data**
- Does EPPF require hot seat and bumbs for the dr site location . **No – only Managed Backup solution is required**
- What backup software is in place already that needs to be catered for (Veeam, CommVault, BKEXEC) **Veeam**
   o As this determines product use case
- Assuming a local repository is required for quick local recovery and then cloud recovery
   o Is 15TB the total capacity
   Yes
- What is the azure VM's and the Azure VM's blob storage requirements for backups if required. **Answers provided for this question**
- Is office 365 required as part of the recovery process. **Excluded**
- How many VLans are required for the DR site
- What break out is required for the DR site . **Refer to the RFP document under current environment and scope of work**
- Can we provide a dedicated link with an IPsec tunnel to separate the networks to reduce risk. **Agreed**
- The RTO / RPO – is it only critical that require 2 hour and 4 hour respectfully
   o What is the RTO and RPO for the remainder of the VM's

There are no exclusions .

1. What backup systems is currently being used? **Veeam**
2. Do they plan to migrate the data, as that will require rehydration of existing data. ? **Existing backup will be migrated to the new solution**
3. How much data is in the Azure and AWS environments? **Answers provided for this question**
4. What is their archiving requirements, how many years? **Data to be retained for 1 year**
5. What are existing network link speeds between locations and is there a network diagram we can have access too? **Refer to the RFP document under current environment**
6. Is this a DR strategy because the of the VPN access requirements? **The strategy is channelled toward providing the solution that will allow secure connection to the backups/DR site , from any location**
7. What media types ie: tape, disk etc? **Disk**
8. What security/cloud policies have been established within EPPF? **Information Security Policy established and provide guidance for cloud services**

What hypervisor is in EPPF? **HPE VMWare SimpliVity infrastructure**