<div align="center">**Questions and Answers for the Disaster Recovery Services RFP**</div>

IMPORTANT: Please note that the closing date for this tender has been moved to <mark>24 June 2022 16:00 PM SA Time</mark> to afford all bidders a fair opportunity by providing a reasonable timeframe to submit the responses. Updated RFP document to reflect the new dates uploaded on the EPPF Website.

- "EPPF on-premises infrastructure". Of the infrastructure stated please provide the number of servers, vCPU and vRAM requirements for those servers that will be recovered when invoking. <mark>**Approximately 35 Virtual Servers supporting applications and databases with a total storage of approximately 15 TB, vCPU and vRAM requirements differ from VM to VM**</mark>

- I am aware that it was stated as being compulsory, but is there any way that we still be able to respond to this Tender? <mark>**No – only service providers that attended the compulsory briefing session are allowed to respond to this tender.**</mark>

- Is there a possibility for an extension due to the public holiday on the 16th and people taking leave? We need to know how many Office 365 users are there? <mark>**EPPF have granted an extension for this tender – the new closing date is 24 June 2022 16:00 PM SA Time to afford all bidders a fair opportunity by providing a reasonable timeframe to submit the responses.   EPPF is currently on Microsoft M365 E5 licence subscription and there are 150 users using these licences.**</mark>

- We require the breakdown between the physical and virtual on premises. These are the actual machines that we need a breakdown of. <mark>**EPPF machines/servers are hosted onpremise on the HPE VMWare SimpliVity infrastructure , with a total of 35 virtual machines .**</mark>

- <mark></mark> Do they require perpetual or subscription licencing model. <mark>**Subscription licencing model is preferred in line with our architecture framework**</mark>

- How many VCPU's, Ram & HDD(Size) per VM on the HP SimpliVity Hosted environment? <mark>**Approximately 35 Virtual Servers supporting applications and databases with a total storage of approximately 15 TB, vCPU and vRAM requirements differ from VM to VM**</mark>

- What is the yearly growth rate of data as a percentage? <mark>**Approx. 10%**</mark>

- What is the Recovery Point Objective? <mark>**EPPF Acceptable RPO is 2 hours**</mark>

- What is the Recovery Time Objective? <mark>**EPPF Acceptable RTO is 4 hours**</mark>

- What is the current retention policy on backed up data? <mark>**Monthly & yearly, with regards to the policy, the retention is 5yrs**</mark>

- What is the underlying Hypervisor being used currently? **VMWare - EPPF machines/servers are hosted onpremise on the HPE VMWare SimpliVity infrastructure.**

- Is there current connectivity we can use for backups & replicas and what speed? **The service provider is expected to provide connectivity as part of this RFP. Current : 20 MB Fibre Link Direct connection as well as VPN Access and necessary Firewall**

- What is the physical address where the production data is currently hosted(We need to know should we have to provide our own connectivity for the Backup & Replicas)? **EPPF Head Office, 24 Georgian Crescent East , Bryanston**

- How big is the M365 data & how many users? **EPPF is currently on Microsoft M365 E5 licence subscription and there are 150 users using these licences**

- How big is the Cloud resources and how many systems? **Please refer to RFP document 5.2 Scope of Work. EPPF strategic goal is to migrate all on-premises to the cloud.**

- Which Firewalls are currently in Place? **Managed FortiGate firewall – cloud hosted**

- Request to accommodate an extension of the submission date, an additional 2 weeks for a quality bid. **EPPF have granted an extension for this tender – the new closing date is 24 June 2022 16:00 PM SA Time to afford all bidders a fair opportunity by providing a reasonable timeframe to submit the responses.Updated RFP document to reflect the new dates uploaded on the EPPF Website.**

- How many users in total? **150 users**

- Is the Simplivity in Production running Hyper-V or VMware? **VMWare - EPPF machines/servers are hosted on-premise on the HPE VMWare SimpliVity infrastructure**
- How much storage is in use in the existing Production environment? Is 15TB used or total capacity? **Yes – 15 TB storage is the total for the existing Production environment**
- How much storage in use in the existing Azure Cloud environment? **To be determined as the migration of services to Azure is still in progress.**
- What is the current connectivity speed and solution (i.e., access via internet, VPN, or direct connect)? **Current : 20 MB Fibre Link Direct connection as well as VPN Access and necessary Firewall**
- What forms part of the managed onsite Production backups? **Approximately 35 Virtual Servers supporting applications and databases with a total storage of approximately 15 TB**
- Are onsite copies of the data required? **No – the copies can be kept at the DR site**
- What software is currently used for the backups? **VEEAM Backup**
- Are the backups and replication currently managed internally or contracted to a service provider? **Contracted to an external service provider**
- Are any cloud services currently used? **Please refer to RFP document 5.2 Scope of Work. EPPF strategic goal is to migrate all on-premises to the cloud.**

- Provide breakdown on the VM environment at resource level and specifications of the HPE 380 Gen10 hosts. **Approximately 35 Virtual Servers supporting applications and databases with a total storage of approximately 15 TB, vCPU and vRAM requirements differ from VM to VM**
- Provide more information on the requirement for DR location, ie. Connectivity and access method, etc. **The service provider is expected to provide connectivity as part of this RFP. Current : 20 MB Fibre Link Direct connection as well as VPN Access and necessary Firewall**
- Provide a deeper view into AWS/Azure to confirm backup/DR services available from a platform perspective, Microsoft 365 user count, just mail backup, mail + teams + sharepoint, is Mimecast or other archiving service used, etc? **EPPF is currently on Microsoft M365 E5 licence subscription and there are 150 users using these licences. To be determined as the migration of services to Azure is still in progress**

- On the Physical server what Infrastructure are they using
    - ESXI
    - VMWare
    - HyperV

  VMWare - EPPF machines/servers are hosted on-premise on the HPE VMWare SimpliVity infrastructure.

- Please may I request the site attendance register for the briefing session that took place on 06 June 2022 for tender: " RFP - Cloud-Based IT Disaster Recovery Solution" **EPPF would not be able to share the RFP Briefing Session attendance register with external service providers.**

- Is the 15TB as specified in the RFP all virtual machines? Are there any physical machines? **15TB is for all the virtual machines hosted on-premises on the HPE VMWare SimpliVity infrastructure**
- What are the retentions required for backup data? Daily weekly monthly

  Monthly & yearly, with regards to the policy, the retention is 5yrs

- How many users should be included for the number of O365 users at EPPF? **EPPF is currently on Microsoft M365 E5 licence subscription and there are 150 users using these licences.**
- Will EPPF consider a SAAS cloud offering without any on premise backup hardware? **Yes - Cloud hosted SaaS solution is preferred**
- What growth rate should be used in the calculation? **Approx. 10%**
- Is there any legacy data that needs to be migrated? **The data to be migrated is the existing backup data hosted with the current service provider, to ensure the smooth transition and mitigate any loss of data.**