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Addendum # 1

REQUEST FOR PROPOSAL
Digital Data Disaster Recovery and Electronic Records Backup Project

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Question and Answer:

Q: Collaboration**:** While this project encompasses the 6 KBCSC members in appendix B is all of the data involved here still only intended to be shared in that respective organization?

A: Yes

Q: Would there be any circumstance where someone from Kutenai Art Therapy would want to access Trail Fair Society's repository?

A: The data backup and access for an individual member organization's information would be specific to that organization. Member A would not have access to Member B's repository.

Q: Internally are different people going to require access to each others files?

A: The Member organization will determine who has internal access and how many users there are within their system.

Q: Are people going to require remote access?

A: A Member organization may require people have remote access.

Q: Are there plans to have a central repository in addition to personal data backups for each user?

A: With regards to whether each user will have a central repository plus personal backups, we are asking for the consultant to identify and recommend digital data storage and recovery best practices for non-profit community social service organisations and develop standardized digital storage, backup retention, and recovery policies and procedures.

Q: Is it safe to assume that only one user will be using each system or would there be multiple users per system?

A: The Member organization will determine if there will be more than one user per system. We suggest a per user cost that is scalable and there may be a need to differentiate between a regular user and an administrator

Q: Data Retention vs Recovery Time/Business Resumption: While related it's important to

prioritize which one is more important in this scope of work.

For example, if we were using a service like dropbox or sync it might suffice for data but it doesn't backup the entire system (what we refer to as an image backup).

Scenario #1: We have a system for a user where we are backing up all of their 'data', this might include all of their work files.

Scenario #2 We are performing an 'image' level backup of their system, this includes everything, every bookmark, every program, every settings.

In case of a catastrophic failure in scenario #1 we would have all of the data which is great but we still could still spend a large amount of time restoring the actual system. As a rough estimate it could take 3-4 hours* of labour and 1-2 days to restore, in the case of a server or a very complicated system it could be much longer. We could restore a system in Scenario #2 much quicker and with minimal impact to the user but the cost and amount of data would be quite a bit higher.

While the options aren't mutually exclusive I'd like to understand which one would be a priority for you. Judging by the scope of the project (amount of systems plus cost) I would theorize that data was more important for the majority of your systems with Image level backup's only being critical for certain systems (such as servers).

*numbers are estimates and dependent on a variety of factors

A: The recovery of the data is priority, considering a broad project goal of "Improving member organizations' ability to reduce the associated risk from, and restore day to day operations in a reasonable time following, unplanned incidents or events." All of the members are non-profit community social service organisations, with limited funding for IT, and so affordability of data recovery is a consideration. Proponents are requested to propose methodologies for providing services that support the goals and identified requirements.

Q: Budget: With nearly any type of solution for Disaster Recovery or Backup it is important to have an ongoing IT presence that would be constantly evaluating the solution to make sure it still fits the organization's requirements. Ongoing user education is also going to be a very important factor. Without an ongoing IT presence who would be in charge of adding/removing users? Setting security privileges? Who would be your escalation path if an issue with the backup solution arises or a user has questions? I think it's very important to look at a long term relationship, without oversight a solution that is provided today may not be appropriate in the future.

A: Providing training to members on implementation of standardized digital data storage and recovery policies and procedures and support adoption of procedures to fit the individual service needs of each organisation is a mandatory component of the RFP. Each Member has a designated IT resource person (internal and/or external), who would be responsible for the basic management. The KBCSC is also facilitating the networking of Members' internal IT person (usually an office manager who is the "accidental techie") so they can support each other in the long term. This is why a standardized process is needed.

Q: Typo: I assume the "shared payroll/benefits management systems project" mentioned in section 9 was supposed to read "Digital Disaster Recovery Backup Project"? Is the budget range accurate?

A: Yes, my apologies, there was a typo in the RFP, “shared payroll/benefits management systems project” mentioned in section 9 was supposed to read “Digital Disaster Recovery Backup Project”. The budget range is accurate.

Q: Myra recommendation on Sync: Section 6 of the RFP states that the MYRA evaluation recommends Sync as their preferred tool. Sync is a great tool….all data is stored in Canada and highly encrypted. It’s important though to ensure that your own passwords are kept securely as Sync would be able to offer limited assistance and would not be able to decrypt your data. They also only offer annual billing. Sync also has some limitations and does not really have an ‘enterprise’ type offering. While it works great for smaller offices as a substitute for Dropbox, Sync themselves do not recommend their solution for anyone over 50 users, depending on how you want to view this project you’d be looking at 90-100 systems/users in total.

As mentioned in my first comment Sync only backs up data itself, there still could be a significant downtime in rebuilding a system and re-installing all relevant programs. Using Sync (or nearly any other Cloud based backup tool) would also require significant user education and continued training. Users would need to understand that only files on the Sync/Dropbox/etc are backed up. Filed saved locally on your desktop/C drive would not be. With any proposed Disaster Recovery or Backup project the most important thing is to understand the scope and risk tolerance of the organizations involved.

A: Sync.com has been recommended as the best fit for our Members’ context.

> “The File Sync by Sync.com approach was identified as the most aligned to the financial and technical capabilities of Koop members. This approach is not without its risks attributed to its low maturity approach to backups. This low maturity rating is due to:
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> - No ability to identify and flag files corrupted during the backup process.
> - All files are backed up without ability to provide incremental backups. Each time a backup runs it includes all files not just files that have changed since the previous run. This full backup approach has the potential to fill up an organization’s storage allocation faster requiring more oversight by the organization to ensure there is sufficient storage space prior to each backup instance; and
> - A zero-knowledge password security approach. The Sync.com File Sync offering does not store passwords and has no password recovery mechanism. If an account password is “lost” there is no ability to regain that account’s access to the files. To mitigate this risk more than one user account should have access to files.
>
> However, when considering the overall risk/cost benefit, File Sync (Sync.com) emerges as the overall best-fit for Koop members.” (MYRA, 2017)

End of Addendum#1