



**CLOUD BACKUP SERVICES**  
**STATEMENT OF REQUIREMENTS**

Date: August 2025  
Version: 1.0

# OVERVIEW

## PURPOSE AND SCOPE

GOAL is seeking a Backup as a Service (BaaS) solution for Microsoft 365 tenant. Server backup of on-premise and cloud servers if available would be considered as an option. This document has been produced to provide potential vendors with an overview of GOAL's Backup Storage requirements.

## ABOUT GOAL

GOAL is a non-governmental, international humanitarian organisation committed to saving lives and empowering communities to develop resilience and greater control over their lives and livelihoods.

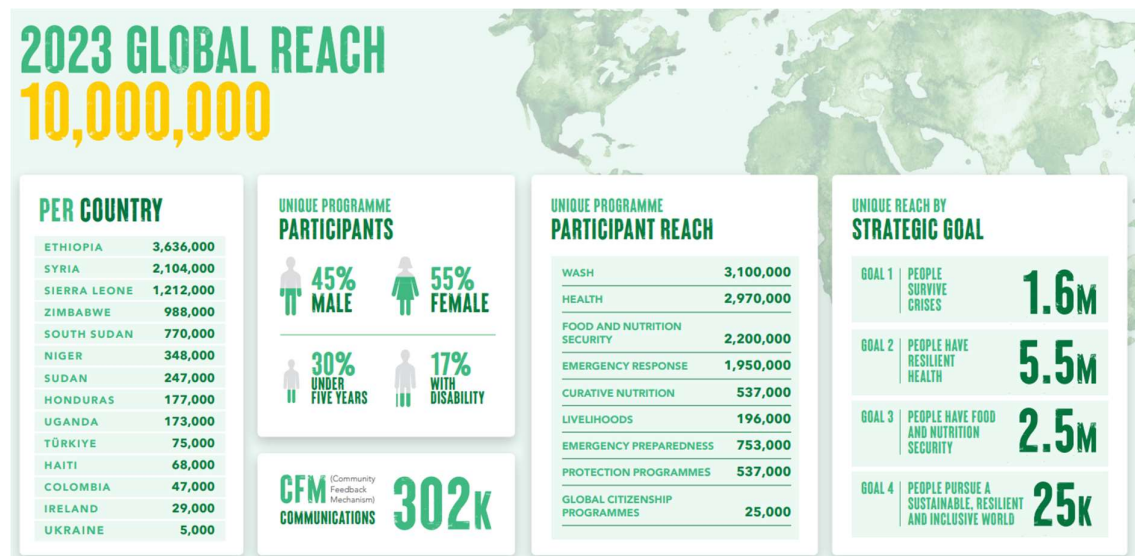
GOAL aims to increase the resilient wellbeing of the world's poorest people and focuses on those who are excluded or marginalised, particularly those who are vulnerable due to socio-economic status, gender or age. Driven by compassion and a desire to help poor street-living children in Calcutta (Kolkata), Irish sports journalist John O'Shea and others established GOAL in 1977. Since then, GOAL has been an agile early responder to humanitarian crises across the world, working in partnership with communities, governments and a range of other actors to deliver effective humanitarian assistance when and where needed most.

Humanitarian crises are increasing in number, magnitude, and complexity across the globe. In our global interconnected world, shocks in one corner can ripple across the globe. They can often worsen crises elsewhere by triggering conflict, displacement and spirals of negative coping behaviours. Never has GOAL's work been more relevant.

The complexity of our working environment is changing rapidly, but GOAL remains resolute in its desire to carry out life-changing work. We are driven by our vision for a world where poverty no longer exists; where vulnerable communities exposed to shock and stresses are resilient; where barriers to well-being are removed, and where everyone has equal rights and opportunities.

In 2023, with the support of our generous donors, partners, and supporters, GOAL teams reached over 10 million people in 14 countries across Africa, the Middle East, Latin America, and Ukraine through our emergency response, resilient health, food and nutrition security and sustainable livelihood programmes, among others.

## OUR IMPACT



## GOAL BACKUP REQUIREMENTS

Please see below for a few details about GOAL Microsoft 365 tenant:

Number of Users

- 1500 - number users

Current size of data to be backed up:

- 22TB Exchange
- 55TB OneDrive
- 46TB SharePoint

These figures are provided as guidance only and we would expect any bidders to be able to backup data more than the amount of data referenced above.

# STATEMENT OF REQUIREMENTS

## 1 OVERVIEW

GOAL is seeking a Backup as a Service (BaaS) solution for Microsoft 365 tenant. A server backup of on-premise and cloud servers if available would be considered as an option.

## 2 GENERAL REQUIREMENTS

The below details our requirements which are 'general' requirements applicable to both Server Backup and Microsoft 365 backup:

ID	DESCRIPTION OF REQUIREMENT	CRITICALITY
2.1	Support of Full and Incremental Backups	Mandatory
2.2	Automated backups including schedules	Mandatory
2.3	Monitoring and Alerts	Mandatory
2.4	Minimum daily backups must be possible	Mandatory
2.5	Immutable backups	Mandatory
2.5.1	<i>No changes to documents or other type of information should be possible in the backup location</i>	Mandatory
2.6	Automated tests of integrity of backups	Mandatory
2.7	Full data compliance	Mandatory
2.7.1	<i>Need to be GDPR compliant, Terms and Conditions in Appendix 4</i>	Mandatory
2.8	Centralised cloud dashboard where GOAL can monitor and control all backups and restores	Mandatory
2.9	Minimum backup security	Mandatory
2.9.1	<i>Intrusion prevention, encryption for storage and data transfer, and multilocation data storage</i>	Mandatory
2.10	High availability service – availability close to 24/7/365.	Mandatory
2.11	Vendor disaster recovery plan	Mandatory
2.11.1	<i>Must have multilocation backup storage facilities. Please state all the countries that GOAL data will be stored.</i>	Mandatory
2.11.2	<i>Please also state if GOAL can choose locations where our data are going to be stored.</i>	Optional

<b>2.12</b>	Error Handling and Logging	Mandatory
<b>2.12.1</b>	<i>The system should provide meaningful Error Logs</i>	Mandatory
<b>2.12.2</b>	<i>The system must provide a continuous service in case of failures in parts of the backup procedure</i>	Mandatory
<b>2.13</b>	Audit logs – for compliance and traceability.	Mandatory
<b>2.14</b>	Granular and bulk backup and recovery features (must be able to backup and recover single item e.g. file, list, document library, SharePoint site etc.)	Optional
<b>2.15</b>	Able to recover items and sites to original location or to on-premise servers	Optional
<b>2.16</b>	Able to restore to 3 <sup>rd</sup> party cloud providers	Optional
<b>2.17</b>	Preferable EU data storage locations.	Optional
<b>2.18</b>	Support should be available 24/7, from at least two of the following communication methods:	Optional
<b>2.18.1</b>	<i>Telephone</i>	Optional
<b>2.18.2</b>	<i>Online Chat</i>	Optional
<b>2.18.3</b>	<i>Email</i>	Optional

### 3 SPECIFIC REQUIREMENTS FOR MICROSOFT 365

The below details our requirements which are 'specific' requirements applicable only to the requirements for Microsoft 365 backup:

ID	DESCRIPTION OF REQUIREMENT	CRITICALITY
<b>3.1</b>	SharePoint Online backup including Teams,	Mandatory
<b>3.2</b>	Exchange Online backup	Mandatory
<b>3.3</b>	OneDrive backup	Mandatory
<b>3.4</b>	Power Platform backup (e.g. canvas and model driven apps, pages, flows etc.)	Mandatory
<b>3.5</b>	PowerBi workspaces backup	Mandatory
<b>3.6</b>	Entra (Azure) ID backup	Mandatory
<b>3.7</b>	Dataverse databases backup	Mandatory
<b>3.8</b>	Retention policy – 7 years but please include pricing options for 3 and 5 years	Mandatory
<b>3.9</b>	Ease\automatic onboarding\offboarding of individual accounts (Exchange\OneDrive)	Mandatory

<b>3.10</b>	Must be able to backup all objects, including but not limited to SharePoint lists, files, permissions, forms, libraries, configuration data, Exchange emails et	Optional
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## 4 SPECIFIC REQUIREMENTS FOR SERVER BACKUP

The below details our requirements which are 'specific' requirements applicable only to the requirements for Server Backup, if that service is being offered as part of the vendor's solution:

ID	DESCRIPTION OF REQUIREMENT	CRITICALITY
<b>4.1</b>	<u>Both physical and virtual server need to be able to be backed up.</u>	Optional
<b>4.2</b>	Compatibility with different platforms, in particular Windows (including 10\11 OS) and SQL	Optional
<b>4.3</b>	Flexible licensing module to be considered-transfer the license to another server.	Optional