

# RFP 16–2020: Procurement of an Application Performance Monitoring solution including maintenance and support services

## RFP Communication

**Date of Issue: 04/01/2021**

### **1. Answers to questions posed by Bidders.**

*This communication is issued in terms of paragraph 9.2 of “SARS RFP 16-2020 1-1 Summary, Guidelines, Instructions and Conditions”  
These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS’s website at [www.sars.gov.za](http://www.sars.gov.za)*

### **Question and Answer Table**

| <b>No</b> | <b>Question</b>   | <b>Answer</b>   |
|-----------|---|---|
| 1.        | In the Request for Proposal document (page 33 of 38) for the above mentioned tender it states that the hard copies must be printed single-sided. Could you please confirm if we will be penalised if some of the documents is printed double sided. | No, you will not be penalized<br><ul style="list-style-type: none"><li>- you are encouraged to follow the prescribed format</li><li>- there is a risk that the response may not be identified because the evaluator might “miss” the “other side”</li></ul> |
| 2.        | 1. In reference to the requirement for real user monitoring, is this to monitor users accessing Business applications (internal employee facing or business-to-business) or Consumer Applications (business-  | 1. It can be any type of user that is a user of a system that is controlled by SARS, these can include internal users (SARS employees) and  |

| No | Question  | Answer  |
|----|---|---|
|    | <p>to-consumer or marketing)? AXA - The RUM is it for Business or Consumer usage?</p> <p>2. In the pricing template, Sheet “APM.2”, Section “APM 2.3 Full Monitoring Agent Subscription” - Is the quantity specified next to the JAVA applications, the quantity of the servers or the quantity of the JVMs? If it's the number of servers, can we please have the breakdown of the number of JVMs per line item?</p> <p>3. Synthetic - How many applications/websites needs to be monitored using synthetic monitoring?</p> <p>4. Synthetic – Is the requirement only for monitoring (ie. Is the site up and responding)? Or more in-depth analysis and testing as well? Such as:</p> <p>a. <b>Performance testing:</b> Simulate thousands or millions of virtual users from 56 geo-locations. Control threads, hits/sec, arrival rates, and more - in real time.</p> <p>b. <b>Functional testing:</b> Using a UI or recording tools to create tests or reuse existing scripts and run them at scale as part of their continuous testing strategy. Test and generate detailed reporting and see historic trends.</p> | <p>external users (SARS customers/taxpayers). Such systems can be hosted in SARS server farm or in the cloud and publicly accessible.</p> <p>2. The quantity column reflects the number of servers. Since exact number of JVMs is not currently available, please assume an average of 3 JVMs or CLR's per server.</p> <p>3. The assumptions made in the pricing sheet for synthetic monitoring are 24 hours x 365 days, 15 locations, 20-page navigations/hour/location. If licensed by number of applications, please assume 5 applications with 3 locations each (which still comes to 15 locations total)</p> <p>4.</p> <p>a. <b>Performance testing:</b> <i>It is not meant to be used for performance testing in the traditional sense (i.e. to create significant load to the server) but must provide performance metrics such as response time at the user per click and so on.</i></p> <p>b. <b>Functional testing:</b> <i>The expectation is that it is possible to use some form of scripted mechanism to simulate a user's process flow. The solution then needs to report response times and as much of the details as requested in Functional Requirements (such as browser, connectivity ISP, etc.) This is</i></p> |

| No | Question   | Answer   |
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|    | <p>c. <b>Mock Services:</b> Virtualize and continue to test all parts of a system. Simulate slow service responses and network latency to ensure quality and performance.</p> <p>d. <b>API Monitoring:</b> Full visibility to perform health and performance of code to ensure structure and content of API calls are returning data you expect</p> <p>5. Are these web applications externally accessible?</p> <p>6. Should there be added country restrictions (Lockdown Level change etc.), will the bidder be allowed to submit only electronically?</p> <p>7. Due to Covid 19, we have tried to lower contact within the organisation. One of the ways we do this is through electronic signatures (Impressions). Will SARS accept these electronic signatures on the tender returnables</p> <p>8. How deep do you need to drill down into MQ, CICS &amp; Db2</p> | <p><i>still a production monitoring function primarily and historic trends will thus be useful.</i></p> <p>c. <b>Mock Services:</b> <i>We are requiring a production monitoring solution primarily. There will be no mocks in production.</i></p> <p>d. <b>API Monitoring:</b> <i>We are requiring a production monitoring solution primarily. A synthetic test against an API will require basic validation of the response, but it is not used as a fully-fledged testing tool so structure is not evaluated.</i></p> <p>5. Some are, and some are internally facing applications only.<br/>Example: SAP (internal) and e-Filing (external)</p> <p>6. At present the process as documented in the main RFP document still prescribes the method of submission and any change will be published on the SARS website</p> <p>7. Yes (please ensure the signature is identifiable and agrees to the designated bidders representative)</p> <p>8. This is for an APM solution that can clearly pinpoint the cause of a problem to a level that proves who is responsible to investigate further if further investigation is required. We do acknowledge that specialist tools for MQ, CICS or DB2 will still provide additional insight but the APM solution must show clearly that it is a MQ, CICS or DB2 issue that is causing user impact. Expected capabilities in aid</p> |

| No | Question   | Answer  |
|----|--|---|
|    | <p>9. Certain parts of the tender has missing information that is attempting to reference another place in the document. The error reads "Error! Reference source not found". I see this at 7.3.2, 7.3.5 and a few other places.</p> | <p>of this are outlined in Functional Requirements section 7.20 to 7.33 for CISC and MQ.</p> <p>9. This error was corrected, please download the latest version from the SARS website</p> |