SARS RFP 16-2020

Procurement of an APPLICATION PERFOrMANCE MONITORING SOLUTION INCLUDING MAINTENANCE AND SUPPORT SERVICES

**Technical Response Template**

***Instructions***

1. *Bidder is instructed to follow the exact format (section numbering, headings etc.) of this technical response template exactly. Bidder must not deviate from the numbering scheme nor deviate from the order in which the sections and subsections are presented in this template.*
2. *Each section of this Technical Response Template corresponds to a Technical criterion in terms of which the Bidder’s Proposal will be evaluated. Within each section is an explanation (in italics) of what the Bidder is required to provide. Omitting a section; a required response, answer or required documentation will result in SARS not being able to allocate points for that criterion. Each section has a Response Table A and a Response Table B: Response Table A poses questions and requires a response within Response Table A; Response Table B is to contain references to external documentation that is provided in support of the responses given in Response Table A.*
3. *The response to each section of this Technical Response Template must be separated by a file divider in the Bidder’s hardcopy response.*
4. *The Bidder must attach documentary evidence of claims where specifically requested and may attach additional documentation and a reference to the documentation must be made by the Bidder in the ‘Response Table B: References to Attached Documentation’ of the referring section. SARS is not under any obligation to evaluate material that is not referenced within ‘Response Table B: References to Attached Documentation’ and in the manner set out above.*
5. *The Bidder must use this document to use as a template for its response. The Bidder may delete these italicised instructions and the tables headed by “Instructions for completing Response Table A” and “Instructions for completing Response Table B” from the completed template in its Proposal.*
6. *The Bidder must enter the Bidder’s Name where indicated below in [square brackets].*

***Important note regarding the contents of the Bidder’s response***

1. *The accuracy of the content of the Bidder’s response is paramount. SARS may, at its discretion, conduct a due diligence to verify the claims made in the Bidder’s Proposal during or after SARS’s evaluation of the technical criteria. The Bidder is advised to note the provision of the RFP with regard to misrepresentation and disqualification in the RFP Main Document*
2. *Unless otherwise specified, where responses are required to indicate Bidder’s capability, the Bidder’s current capabilities must be given.*
3. *The Bidder must make clear every aspect of its response to the information sought. SARS does not take any responsibility to clarify any aspect of the Bidder’s response. SARS may at its own discretion seek clarification from the Bidder. Any interpretation of an ambiguous response that is made by SARS evaluators will be final and need not be clarified by SARS.*
4. *SARS will evaluate the Bidder’s Proposal based on the information contained in the Proposal (and any clarifications, verifications or due diligence conducted by SARS). SARS has no responsibility to take extraneous information into account in its evaluation.*
5. *It is the Bidder’s responsibility to provide sufficient information to support its claim to satisfying the pre-qualification requirement.*

**Technical Response**

**[Bidder Name]**

Table of Contents

[1. BIDDER’S PRODUCT POSITIONING 4](#_Toc55455885)

[2. BIDDER’S MAINTENANCE, SUPPORT AND SERVICES 6](#_Toc55455886)

[3. IMPLEMENTATION PLAN 8](#_Toc55455887)

[4. BIDDER’S SOLUTIONS ARCHITECTURE 11](#_Toc55455888)

[5. SECURITY 16](#_Toc55455889)

[6. Functional Requirements 20](#_Toc55455890)

[7. Additional TECHNICAL REQUIREMENTS 26](#_Toc55455891)

[8. BIDDER’S EXPERIENCE 35](#_Toc55455892)

[9. Authorised Signature of Bidder 38](#_Toc55455893)

1. BIDDER’S PRODUCT POSITIONING

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| --- | --- | --- | --- | --- | --- | --- | --- |
| *Reference: RFP Main Document paragraph 9.4.4 Table 6*  *The Bidder must set out in the table below the ability of the Bidder to meet the services required for the RFP.*  *SARS aims to establish if the Bidder’s* ***proposed solution*** *(including that of its subcontractor(s))* ***will meet SARS’s technical requirements****. A Bidder who can show adequate functionality and capacity across all the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion****.*** | | | | | | | |
| ***Instructions for completing Response Table A: Product Positioning***   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | |
|  | ***Ref*** | | ***Criteria*** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** |
| *1.1* | | *Percentage of OEM turnover related to the product invested in research and development of the proposed product set* | | | *Provide % of OEM turnover* | *Bidder to provide a report/description to illustrate the response provided in table A* |
| *1.2* | | *Percentage of OEM revenue related to the product spent on support services* | | | *Provide % of OEM revenue* | *Bidder to provide a report/description to illustrate the response provided in table A* |
| *1.3* | | *Illustrate if vendor provided and/or independent forums exist for knowledge exchange amongst customers for your product* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide supporting information to illustrate the response provided in table A* |
|  | | |  | | | |
| ***Instructions for completing Response Table B: References to Attached Customers Documents.***   * *To obtain maximum points for this sub-criterion the Bidder must provide the required proof as indicated above, and referenced in Table B i.e. diagrams, example configurations, example dashboards, schematic diagrams, descriptions and reports to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document paragraph 9.4.4* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying this technical requirement.* * *All additional documentation must be attached and referenced in Table B.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached* | | | | | | | |
|  | | ***Field name*** | | | ***Instructions*** | | |
| *Reference* | | | *The reference where the document can be found must be entered in this field (e.g. Section 1.1).* | | |
| *Document Title* | | | *The name of the document (e.g. “Customer reference”)* | | |
| *Submitted in support of* | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document.(e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | | | | | | |

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| ***BIDDERS PRODUCT POSITIONING*** | | | |
| ***Response Table A:* Product Positioning** | | | |
|  | | | |
| ***Ref*** | ***Criteria*** | ***Response*** | |
| 1.1 | What percentage of OEM turnover related to the product is invested in research and development of the proposed product set? | \_\_\_\_\_\_\_\_\_\_\_\_% of OEM turnover | |
| 1.2 | What percentage of OEM revenue related to the product is spent on support services? | \_\_\_\_\_\_\_\_\_\_\_\_% of OEM revenue | |
| 1.3 | Do any vendor provided and/or independent forums exist for knowledge exchange amongst its customers for your product? If ‘Yes’ please provide links to such forums in Table B | Yes | No |
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| ***BIDDERS PRODUCT POSITIONING*** | | |
| **Response Table B: Product Positioning** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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1. BIDDER’S MAINTENANCE, SUPPORT AND SERVICES

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *Reference: RFP Main Document paragraph 9.4.4 Table 6*  *The Bidder must set out in the table below the ability of the Bidder to meet the services required for the RFP.*  *SARS aims to establish if the Bidder’s* ***proposed solution*** *(including that of its subcontractor(s))* ***will meet SARS’s technical requirements****. A Bidder who can show adequate functionality and capacity across all the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion****.*** | | | | | | | |
| ***Instructions for completing Response Table A: Maintenance, Support and Services***   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | |
|  | ***Ref*** | | ***Criteria*** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** |
| *2.1* | | *The Bidder should have local certified support engineers that are proficient in supporting the proposed solution. Additional certified support engineers may be contracted by the bidder from other local vendors, suppliers, distributors and/or service partners* | | | *Provide number of* ***local*** *certified support engineers that the bidder has access to* | *Bidder to provide a list of companies and number of certified engineers available from each to illustrate the response provided in table A* |
| *2.2* | | *Provide the total number of local certified individuals in your company that are proficient in supporting the proposed solution and provide proof of their certifications* | | | *Provide number of* ***local*** *certified support engineers in your company* | *Bidder to provide names of certified support engineers, CVs and copies of certification to illustrate the response provided in table A* |
| *2.3* | | *The bidder must provide local support backed by OEM support as can be expected for a monitoring solution of this nature* | | | *Specify the number of years that the relationship between the bidder and the OEM exist* | *Bidder to provide a letter from the OEM to illustrate the response provided in table A* |
|  | | |  | | | |
| ***Instructions for completing Response Table B: References to Attached Customers Documents.***   * *To obtain maximum points for this sub-criterion the Bidder must provide the required proof as indicated above, and referenced in Table B i.e. diagrams, example configurations, example dashboards, schematic diagrams, descriptions and reports to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document paragraph 9.4.4* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying this technical requirement.* * *All additional documentation must be attached and referenced in Table B.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached* | | | | | | | |
|  | | ***Field name*** | | | ***Instructions*** | | |
| *Reference* | | | *The reference where the document can be found must be entered in this field (e.g. Section 1.1).* | | |
| *Document Title* | | | *The name of the document (e.g. “Customer reference”)* | | |
| *Submitted in support of* | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document. (e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | | | | | | |

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| ***BIDDERS MAINTENANCE, SUPPORT AND SERVICES*** | | |
| ***Response Table A:* Maintenance, Support and Services** | | |
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| ***Ref*** | ***Criteria*** | ***Response*** |
| 2.1 | How many local certified support engineers, that are proficient in supporting the proposed solution, do you have access to? | \_\_\_\_\_\_\_\_\_\_\_\_ local support engineers |
| 2.2 | How many local certified individuals that are proficient in supporting the proposed solution are in your company? | \_\_\_\_\_\_\_\_\_\_\_\_ local support engineers in company |
| 2.3 | How many years has a formal relationship between the bidder and the OEM been in place? | \_\_\_\_\_\_\_ years |

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| ***BIDDERS MAINTENANCE, SUPPORT AND SERVICES*** | | |
| **Response Table B: Maintenance, Support and Services** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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1. IMPLEMENTATION PLAN

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| *The Bidder must provide details of its proposed implementation project plan for the solution (illustrating activities, showing milestones, resourcing and timing of each activity).*  *SARS aims to assess the Bidder’s proposal for implementing the services effectively. All requirements for Transitioning in the Business Requirements Specification, the Application Performance Management Agreement and the RFP Main Document must be included in the scope of the project.* | | | | |
| ***Instructions for completing Response Table A below.***   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary, to provide details of the transition project.* | | | | |
|  | ***Ref*** | ***Criteria*** | ***Instructions for Table A*** | ***Instructions for Table B*** |
| *3.1* | *Bidder to provide a project plan indicating*  *- The approach*  *- The timeline*  *- Deliverables*  *- Resource allocations and*  *- Responsibilities (including project management)*  *to illustrate the bidder’s implementation plan to meet SARS's requirements.*  *The project timeline should not exceed 2 calendar months from start of implementation.* | *The Bidder must provide a project plan down to activity level that shows the approach, the timelines, deliverables, resource allocations and responsibilities (including project management) to illustrate the bidder’s implementation plan to meet SARS's requirements* | *The Bidder to provide relevant supporting documents where applicable and indicate reference on Table B* |
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| **Instructions for completing Response Table B below.**   * *The Bidder is expected to attach additional documentation to provide sufficient documentation relating to the activities that comprise its Project Plan. It remains the Bidder’s responsibility to provide sufficient information for SARS to understand the Bidder’s approach and level of planning fully.*      * *All additional documentation must be attached (Attached Documentation) at the end of this template.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached.* | | |
|  | **Field name** | ***Instructions*** |
| Reference | *The reference where the document can be found must be entered in this field (e.g. Section 8.1).* |
| Document Title | *The name of the document (e.g. “Transition plan”)* |
| Submitted in support of | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document. (e.g. “Document provides proof of previous transition project experience”)* |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | |

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| ***Transition Plan*** | | |
| ***Response Table A: Implementation Plan*** | | |
|  | | |
| ***Ref*** | ***Criteria*** | ***Response*** |
| **3.1** | Bidder to provide a project plan indicating  - The approach  - Timeline  - Deliverables  - Resource allocations and  - Responsibilities (including project management)  to illustrate the bidder’s implementation plan to meet SARS's requirements.  *The project timeline should not exceed 2 calendar months from start of implementation.* |  |

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| ***Response Table B: Implementation Plan*** | | |
| ***Reference*** | ***Document Title*** | ***Submitted In Support Of*** |
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1. BIDDER’S SOLUTIONS ARCHITECTURE

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *Reference: RFP Main Document paragraph 9.4.4 Table 6*  *The Bidder must set out in the table below the ability of the Bidder to meet the services required for the RFP.*  *SARS aims to establish if the Bidder’s* ***proposed solution*** *(including that of its subcontractor(s))* ***will meet SARS’s technical requirements****. A Bidder who can show adequate functionality and capacity across all the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion****.*** | | | | | | | |
| ***Instructions for completing Response Table A: Solutions Architecture***   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | |
|  | ***Ref*** | | ***Criteria*** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** |
| *4.1* | | *The Bidder should propose a single vendor, single product solution that can cover all the requirements within this document* | | | *Specify if proposal is for a single vender, single product solution or single vender, multiple product solution or multi-vendor, multi-product solution. Specify ‘yes’ or ‘no’ as applicable.* | *Bidder to provide detail of the solution components and online references to the solution capabilities to illustrate the response provided in table A* |
| *4.2* | | *The Bidder must provide a conceptual solution architecture including a brief overview and description of the various components required within the solution to provide an optimal Unified Enterprise Application Performance Management solution aligned to SARS requirements and industry best practices* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide a conceptual solution architecture including a brief overview and description of the various components required within the solution to illustrate the response provided in table A* |
| *4.3* | | *The solution should be non-intrusive, with all agents on any given host having a combined average CPU overhead of no more than 2% and a maximum overhead of 5%. This needs to be achievable under full monitoring conditions of the host metrics as well as deep-dive diagnostics of .NET and/or JAVA processes on such a host with no sampling of analysed data* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide information to illustrate the response provided in table A* |
| *4.4* | | *The Bidder’s proposed solution should be able to be implemented in a high availability configuration (H/A)* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide a brief explanation of the various high availability and recovery options available to SARS as part of the proposed solution to illustrate the response provided in table A* |
| *4.5* | | *The bidder should provide a solution to facilitate multi-tenancy* | | | *Tick either "yes" or "no" to each question* | *Bidder can provide information to illustrate the response provided in table A* |
| *4.6* | | *Additionally, the solution should also have APIs that provide external access to the following information:*  *• Log Monitoring information*  *• Audit logs*  *• Metric data in time series and point in time format*  *• Topology information*  *• Entity monitored* | | | *Tick each box describing an API that forms part of the solution* | *Bidder to provide online documentation references to illustrate the response provided in table A* |
| *4.7* | | *The APM solution should integrate with BMC Remedy to enable automatic ticket logging for problems identified in the APM solution* | | | *Tick either "yes" or "no" to each question* | *Bidder can provide information to illustrate the response provided in table A* |
| *4.8* | | *The APM solution should offer bi-directional integration to the Remedy change management tool for the intelligent analysis of metrics against specific changes in infrastructure or application code. If not currently supported, are there plans to support such integration with Remedy?* | | | *Tick either “integration already in place”, “integration part of future plan” or “no integration possible”* | *Where needed the Bidder to provide a roadmap to illustrate the response provided in table A* |
| *4.9* | | *The APM solution should integrate with IBM Netcool for event correlation* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide information to illustrate the response provided in table A* |
| *4.10* | | *The solution must provide API integration. The bidder is to provide details around its API integration approach and options. The minimum required APIs must include at least 3 of the 4 below API capabilities:*  *• export of a problem identified (not events)*  *• export of individual events*  *• export of user experience monitoring session data*  *• bulk configuration to be made in the solution* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide information to illustrate the response provided in table A* |
|  | | |  | | | |
| ***Instructions for completing Response Table B: References to Attached Customers Documents.***   * *To obtain maximum points for this sub-criterion the Bidder must provide the required proof as indicated above, and referenced in Table B i.e. diagrams, example configurations, example dashboards, schematic diagrams, descriptions and reports to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document paragraph 9.4.4* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying this technical requirement.* * *All additional documentation must be attached and referenced in Table B.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached* | | | | | | | |
|  | | ***Field name*** | | | ***Instructions*** | | |
| *Reference* | | | *The reference where the document can be found must be entered in this field (e.g. Section 1.1).* | | |
| *Document Title* | | | *The name of the document (e.g. “Customer reference”)* | | |
| *Submitted in support of* | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document. (e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | | | | | | |

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| ***BIDDERS SOLUTIONS ARCHITECTURE*** | | | | | | | | | | | | | |
| ***Response Table A:* Solutions Architecture** | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| ***Ref*** | ***Criteria*** | ***Response*** | | | | | | | | | | | |
|  |  |  | | | | | | | | | | | |
| *4.1* | Is the propose solution a single vendor, single product solution or single vendor, multiple product solution or a multi-vendor, multi-product solution that cover all the requirements within this document? | Single vendor, single product solution (specify only Yes/No) | | | Single vendor, multiple product solution (specify only Yes/No) | | | | | | Multi-vendor, multi-product solution (specify only Yes/No) | | |
|  | | |  | | | | | |  | | |
| *4.2* | Is a conceptual solution architecture including a brief overview and description of the various components required within the solution to provide an optimal Unified Enterprise Application Performance Management solution aligned to SARS requirements and industry best practices? | Yes | | | | | | No | | | | | |
|  | | | | | |  | | | | | |
| *4.3* | Is the solution non-intrusive, with all agents on any given host having a combined average CPU overhead of no more than 2% and a maximum overhead of 5%? | Yes | | | | | | No | | | | | |
|  | | | | | |  | | | | | |
| *4.4* | Is the proposed solution able to be implemented in a high availability configuration (H/A)? | Yes | | | | | | No | | | | | |
|  | | | | | |  | | | | | |
| *4.5* | Does the proposed solution facilitate multi-tenancy? | Yes | | | | | | No | | | | | |
|  | | | | | |  | | | | | |
| *4.6* | Does the solution have APIs that provide external access to the specified information? | Log Monitoring information (Yes/No) | Audit logs (Yes/No) | | | | Metric data in time series and point in time format (Yes/No) | | Topology information (Yes/No) | | | | Entity monitored (Yes/No) |
|  |  | | | |  | |  | | | |  |
| *4.7* | Does the proposed APM solution integrate with BMC Remedy to enable automatic ticket logging? | Yes | | | | | | No | | | | | |
|  | | | | | |  | | | | | |
| *4.8* | Does the proposed APM solution offer bi-directional integration to the Remedy change management tool for the intelligent analysis of metrics against specific changes in infrastructure or application code? | Integration already in place | | | | Integration part of future plan | | | | No integration possible | | | |
|  | | | |  | | | |  | | | |
| *4.9* | Does the proposed APM solution integrate with IBM Netcool for event correlation? | Yes | | | | | | No | | | | | |
|  | | | | | |  | | | | | |
| *4.10* | The solution must provide API integration. The bidder is to provide details around its API integration approach and options. Does the proposed APM solution provide the following API capabilities? | Export of a problem identified (not events) (Yes/No) | | Export of individual events (Yes/No) | | | | Export of user experience monitoring session data (Yes/No) | | | | Bulk configuration to be made in the solution (Yes/No) | |
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| ***BIDDERS SOLUTIONS ARCHITECTURE*** | | |
| **Response Table B: Solutions Architecture** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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1. SECURITY

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| *Reference: RFP Main Document paragraph 9.4.4 Table 6*  *The Bidder must set out in the table below the ability of the Bidder to meet the services required for the RFP.*  *SARS aims to establish if the Bidder’s* ***proposed solution*** *(including that of its subcontractor(s))* ***will meet SARS’s technical requirements****. A Bidder who can show adequate capacity across all the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion****.*** | | | | | | | |
| ***Instructions for completing Response Table A: Security***   * *The Bidder must complete all fields in Response Table A in full* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | |
|  | ***Ref*** | | ***Criteria*** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** |
| *5.1* | | *The solution should provide the option to segregate data from different systems where some systems may contain SARS internal data and others may contain taxpayer information* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide information to illustrate the response provided in table A* |
| *5.2* | | *The proposed solution should provide various connectivity from agents to other APM solutions, as well as between other APM solution components. All data in transit over such connections must be encrypted* | | | *Tick all options that are provided* | *Bidder to provide information to illustrate the response provided for all options ticked in table A* |
| *5.3* | | *The APM solution must be able to secure sensitive data discovered by the solution for the entire data lifecycle. This must comply with the minimum requirements in all applicable regulations and industry standards transactions and measurements are/can be handled. (This includes from the point of data/transaction discovery, transportation, storage to presentation in dashboards)* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide online documentation reference to illustrate the response provided in table A* |
| *5.4* | | *The proposed solution should be certified to comply with the Service Organisation Control 2 audit standard as well as General Data Protection Regulation (GDPR).* | | | *Tick all certified compliance* | *Bidder to provide copies of the certificates or online documentation reference in support of the response provided in table A.* |
| *5.5* | | *The proposed APM solution should provide comprehensive auditing capabilities. bidder is to show how auditing on the user activities is tracked* | | | *Tick either "yes" or "no" to each question* | *Bidder to provide information indicating how auditing on the user activities is tracked to illustrate the response provided in table A* |
| *5.6* | | *The solution must provide AD integration for role-based security and capable of handling fine-grained access through Security Policies.*  *Please provide details around the user profile and role-based access methodologies and authentication used within the proposed solution.* | | | *Tick either “yes” or “no” to each questions* | *Bidder to provide details around the user profile and role-based access methodologies and authentication used within the proposed solution to illustrate the response provided in table A* |
|  | | |  | | | |
| ***Instructions for completing Response Table B: References to Attached Customers Documents.***   * *To obtain maximum points for this sub-criterion the Bidder must provide the required proof as indicated above, and referenced in Table B i.e. diagrams, example configurations, example dashboards, schematic diagrams, descriptions and reports to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document paragraph 9.4.4* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying this technical requirement.* * *All additional documentation must be attached and referenced in Table B.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached* | | | | | | | |
|  | | ***Field name*** | | | ***Instructions*** | | |
| *Reference* | | | *The reference where the document can be found must be entered in this field (e.g. Section 1.1).* | | |
| *Document Title* | | | *The name of the document (e.g. “Customer reference”)* | | |
| *Submitted in support of* | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document. (e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | | | | | | |

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| ***SECURITY*** | | | |
| ***Response Table A:* Security** | | | |
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| ***Ref*** | ***Criteria*** | ***Response*** | |
| *5.1* | Does the proposed solution provide the option to segregate data from different systems where some systems may contain SARS internal data and others may contain taxpayer information? | Yes | No |
|  |  |
| *5.2* | Does the solution provide various encrypted connectivity from agents to, as well as between other APM solution components? | Encrypted connectivity from agents to other APM solution components | Encrypted connectivity between other APM solution components |
|  |  |
| *5.3* | Does the proposed solution provide data masking to protect sensitive data for the entire data lifecycle by default? | Yes | No |
|  |  |
| *5.4* | Is the proposed solution certified to comply with the Service Organisation Control 2 audit standard and General Data Protection Regulation (GDPR)? | SOC2 compliance | GRPR compliance |
|  |  |
| *5.5* | Does the proposed APM solution provide **comprehensive** auditing capabilities? | Yes | No |
|  |  |
| *5.6* | Does the proposed solution provide AD integration for role-based security and is it capable of handling fine-grained access through Security Policies? | Yes | No |
|  |  |

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| ***Security*** | | |
| **Response Table B: Security** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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1. Functional Requirements

|  |  |  |  |  |  |  |  |
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| *Reference: RFP Main Document paragraph 9.4.4 Table 6*  *The Bidder must set out in the table below the ability of the Bidder to meet the services required for the RFP.*  *SARS aims to establish if the Bidder’s* ***proposed solution*** *(including that of its subcontractor(s))* ***will meet SARS’s technical requirements****. A Bidder who can show adequate capacity across all of the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion****.*** | | | | | | | |
| ***Instructions for completing Response Table A: Functional Requirements***   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | |
|  | ***Ref*** | | ***Criteria*** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** |
| *6.1* | | *The proposed APM solution should be able to monitor end-to-end real user experience (UX) as well as the creation and monitoring of synthetic end user transactions. Does the proposed solution offer user experience monitoring* ***for on-premise and cloud locations****?* | | | *Tick all options applicable to the solution* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.2* | | *The proposed APM solution should be able to monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions, including an* ***integrated view of end user experience across real user monitoring, synthetic monitoring, mobile and other browser-based interactions?*** | | | *Tick either "yes" or "no" to each question* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.3* | | *The proposed APM solution should be able to monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions. The bidder should provide a list of all supported browsers and browser versions and any known unsupported browsers and browser versions of the user experience monitoring (both synthetic and real user technologies).*  *As a minimum MS Edge and Chrome desktop browsers should be supported for at least versions N and N-1.* | | | *Tick the box for all listed desktops browsers supported by the solution* | *Bidder should provide a list of all supported desktop browser and browser versions, as well as a list of un-supported browser and browser versions* |
| *6.4* | | *The proposed APM solution should be able to monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions. The bidder should provide a list of all supported browsers and browser versions and any known unsupported browsers and browser versions of the user experience monitoring (both synthetic and real user technologies).*  *As a minimum Chrome, Samsung Internet, Safari and Opera mobile device browsers should be supported under their respective operating systems (Android and/or iOS) for at least versions N and N-1.*  *Please note: Samsung Internet and Opera is only available for Android.* | | | *Tick all listed mobile browsers supported by the solution* | *Bidder should provide a list of all supported mobile browser and browser versions, as well as a list of un-supported browser and browser versions* |
| *6.5* | | *The proposed APM solution should be able to monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions. The proposed solution must be able to monitor mobile device interactions, including insight into how end users engage with native mobile applications, i.e. showing (1) which application version is used, (2) which device and OS they connect with and (3) the user interactions as they navigated through the native mobile application.* | | | *Tick all information that can be provided through the native mobile applications monitoring functionality* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.6* | | *The proposed APM solution should be able to monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions. The proposed solution must be able to monitor mobile device interactions, including insight into how end users engage with browser based mobile applications, i.e. metrics such as (1) which browser is used, (2) which browser version is used, (3) which device and OS they connect with as they navigated through the browser based mobile application.* | | | *Tick all information that can be provided through the browser based mobile applications monitoring functionality* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.7* | | *The proposed APM solution should be able to monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions. The proposed solution must be able to monitor mobile device interactions, including insight into (1) what connectivity is used, (2) who the ISP is and (3) the user interactions as they navigated through the mobile application.* | | | *Tick all information that can be provided through the mobile device interactions monitoring functionality* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.8.1* | | *The proposed solution should assist SARS to improve its system availability, stability and performance through rapid root cause identification, leveraging advanced analytics and automation with the objective to pro-actively diagnose performance problems and avoid negative impact of application/infrastructure outages* | | | *Tick either "yes" or "no"* | *Bidder to provide screenshot an example root cause analysis flow to illustrate the response provided in table A* |
| *6.9* | | *The bidder should indicate if the bidder or OEM have any plans to enhance or replace analytic tasks with intelligent monitoring software that utilizes anomaly detection, big data analysis and artificial intelligence or does this functionality already exists?* | | | *Tick option applicable to the solution at the time of tender response* | *Bidder to provide a roadmap where relevant to illustrate the response provided in table A* |
| *6.10* | | *If the solution already offers AI/ML capabilities, please list all metrics that become input to the AI/ML capability to deliver predictive capabilities. As a minimum the following metrics should form input to the AI/ML capability:*  *> Log information*  *> Host metrics*  *> User experience metrics*  *> APM metrics*  *> Event metric*  *> 3rd party tool metrics* | | | *Tick all metrics that already form part of the AI/ML capability of the solution* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.11* | | *The proposed solution should have capabilities to baseline the metrics manually and automatically and automatically alert upon breached thresholds based on “learned” behaviour of the application* | | | *Tick all baseline functionality that already form part of the solution* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.12* | | *Does the solution provide interactive (incl. drill-down capability) web-based dashboards and real-time user monitoring?* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.13* | | *Does the solution provide HTML reporting capability? State which* | | | *Tick all reporting capability provided by the proposed solution* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.14* | | *Does the solution's built-in alerting capabilities effectively utilise ML, AI and anomaly detection* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* |
| *6.15* | | *Can the solution provided by the bidder integrate across operations and development environments leveraging CI/CD pipeline and DevOps principles? Please provide supporting information.* | | | *Tick either "yes" or "no"* | *Bidder to provide supporting information to illustrate the response provided in table A* |
|  | | |  | | | |
| ***Instructions for completing Response Table B: References to Attached Customers Documents.***   * *To obtain maximum points for this sub-criterion the Bidder must provide the required proof as indicated above, and referenced in Table B i.e. diagrams, example configurations, example dashboards, schematic diagrams, descriptions and reports to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document paragraph 9.4.4* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying this technical requirement.* * *All additional documentation must be attached and referenced in Table B.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached* | | | | | | | |
|  | | ***Field name*** | | | ***Instructions*** | | |
| *Reference* | | | *The reference where the document can be found must be entered in this field (e.g. Section 1.1).* | | |
| *Document Title* | | | *The name of the document (e.g. “Customer reference”)* | | |
| *Submitted in support of* | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document. (e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | |
| * *The Bidder may add more rows to the ‘Response Table B: References to Attached Documentation’ table if necessary.* | | | | | | | |

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| ***FUNCTIONAL REQUIREMENTS*** | | | | | | | | | | | | |
| ***Response Table A:* Functional Requirements** | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
| ***Ref*** | ***Criteria*** | ***Response*** | | | | | | | | | | |
| 6.1 | Does the proposed solution offer user experience monitoring **for on-premise and cloud locations (**including the creation and monitoring of synthetic end user transactions)? | On Premise AND cloud location monitoring offered for real user AND synthetic monitoring | | | On Premise AND cloud location monitoring offered for real user OR synthetic monitoring | | | | On Premise OR cloud location monitoring offered for real user OR synthetic monitoring | | | |
|  | | |  | | | |  | | | |
| 6.2 | Can the solution provide an entire and **integrated view of end user experience across real user monitoring, synthetic monitoring, mobile and other browser-based interactions?** | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 6.3 | Does the proposed APM solution monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions for MS Edge and Chrome desktop browsers for both version N and N-1. | MS Edge | | | | | Chrome | | | | | |
|  | | | | |  | | | | | |
| 6.4 | Does the proposed APM solution monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions for Chrome, Samsung Internet, Safari and Opera **mobile** device browsers under their respective operating systems (Android and/or iOS) for at least versions N and N-1? | Chrome | | Samsung Internet | | | Safari | | | | Opera | |
|  | |  | | |  | | | |  | |
| 6.5 | Does the proposed APM solution monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions for mobile device interactions, including insight into how end users engage with native mobile applications, i.e. showing  (1) which application version is used,  (2) which device and Operating System (OS) they connect with and  (3) the user interactions as they navigated through the native mobile application? | Native mobile application monitoring indicates which application version is used | | | | Native mobile application monitoring indicates which device and OS users connect with | | | | Native mobile application monitoring indicates user interactions as they navigated through the native mobile application | | |
|  | | | |  | | | |  | | |
| 6.6 | Does the proposed APM solution monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions for mobile device interactions and provide insight into how end users engage with browser based mobile applications, i.e. metrics such as  (1) which browser is used,  (2) which browser version is used,  (3) which device and OS they connect with as they navigated through the browser based mobile application. | Browser based mobile application monitoring indicates which browser is used | | | | Browser based mobile application monitoring indicates which browser version is used | | | | Browser based mobile application monitoring indicates which device and OS they connect with as they navigated through the browser based mobile application. | | |
|  | | | |  | | | |  | | |
| 6.7 | Does the proposed APM solution monitor end-to-end real user experience as well as the creation and monitoring of synthetic end user transactions for mobile device interactions and provide  (1) what connectivity is used,  (2) who the Internet Service Provider (ISP) is and  (3) the user interactions as they navigated through the mobile application. | Mobile device interactions monitoring indicates what connectivity is used | | | | Mobile device interactions monitoring indicates the ISP | | | | Mobile device interactions monitoring provides a view of the user interactions as they navigate through the mobile application | | |
|  | | | |  | | | |  | | |
| 6.8.1 | Does the solution support rapid root cause identification by monitoring all user interactions as well as the associated method calls, downstream integration calls and database calls all of the time (no sampling)? | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 6.8.2 | Does the solution support rapid root cause identification by augmenting user experience and APM data with infrastructure and application log metrics through correlation and causation? | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 6.8.3 | Does the solution leverage advanced analytics and automation to pro-actively diagnose performance problems and avoid negative impact of application or infrastructure outages to business? | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 6.9 | Does the bidder or OEM have any plans to enhance or replace analytic tasks with intelligent monitoring software that utilizes anomaly detection, big data analysis and artificial intelligence or does this functionality already exists? | Intelligent monitoring software already part of solution | | | | Intelligent monitoring software planned to be introduced into the solution | | | | No plans to introduce intelligent monitoring software in solution | | |
|  | | | |  | | | |  | | |
| 6.10 | Which metrics form input to the AI/ML capability of the proposed solution to deliver predictive capabilities? | Log information | Host metrics | | | User experience metrics | | APM metrics | | Event metric | | 3rd party tool metrics |
|  |  | | |  | |  | |  | |  |
| 6.11 | Does the proposed solution have capabilities to baseline the metrics manually and automatically and automatically alert upon breached thresholds based on “learned” behaviour of the application | Automatic baselining supported | | | | | Manual baselining supported | | | | | |
|  | | | | |  | | | | | |
| 6.12 | Does the solution provide interactive (incl. drill-down capability) web-based dashboards and real-time user monitoring? | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 6.13 | Does the solution provide HTML reporting capability? | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 6.14 | Does the solution's built-in alerting capabilities effectively utilise ML, AI and anomaly detection? | Yes | | | | | | No | | | | |
|  | | | | | |  | | | | |
| *6.15* | Can the proposed solution integrate across operations and development environments leveraging CI/CD pipeline and DevOps principles? | Yes | | | | | | No | | | | |
|  | | | | | |  | | | | |

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| ***FUNCTIONAL REQUIREMENTS*** | | |
| **Response Table B: Functional Requirements** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
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1. Additional TECHNICAL REQUIREMENTS

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Reference: RFP Main Document paragraph 9.4.4 Table 6*  *The Bidder must set out in the table below the ability of the Bidder to meet the services required for the RFP.*  *SARS aims to establish if the Bidder’s* ***proposed solution*** *(including that of its subcontractor(s))* ***will meet SARS’s technical requirements****. A Bidder who can show adequate capacity across all the component areas of scope, with substantiation, will be eligible to score maximum points for this criterion****.*** | | | | | | | | |
| ***Instructions for completing Response Table A: Technical Requirements***   * *The Bidder must complete all fields in Response Table A in full.* * *The Bidder may add more lines to Response Table A if necessary* | | | | | | | | |
|  | ***Ref*** | | ***Criteria*** | | | ***Instructions for Table A*** | ***Instructions for Table B***  ***(Required proof to be submitted and referenced in Table B)*** | |
| *7.1* | | *The proposed solution must be able to monitor at least 3000 application hosts. Assuming that host monitoring and full deep-dive diagnostics are enabled on hosts, the bidder must state the number of such hosts fully monitored in the largest implementation of the solution anywhere in the world.* | | | *Provide number of hosts fully monitored* | *Bidder to provide detail on the use case to illustrate the response provided in table A* | |
| *7.2* | | *The proposed solution should be able to monitor gapless data and provide full stack analysis* | | | *Tick all functionalities provided by the solution* | *Bidder to provide a report/description to illustrate the response provided in table A* | |
| *7.3* | | *The proposed solution’s analytics engine must provide root cause analytics with an indication of the actual problems and not just symptoms and events.* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.4.1* | | *The proposed solution should provide monitoring of VMware (not the virtual hosts but providing VMWare statistics).* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.4.2* | | *The proposed solution should provide monitoring of Azure.* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.4.3* | | *The proposed solution should provide monitoring of Docker* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.4.4* | | *The solution should have containerization monitoring capabilities.* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.4.5* | | *If a new container is spun up dynamically, the application on it should be automatically instrumented.* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.5* | | *The proposed solution should provide monitoring of VB5/VB6.* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.6* | | *The proposed solution should offer dependencies and topology mapping with the ability to access the topology data via API’s.* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.7* | | *The proposed solution should offer QoS, packet loss and connection issues network monitoring capabilities.* | | | *Tick all network monitoring capabilities (QoS, Packet Loss, Connection Issues)* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.8* | | *The proposed solution should provide log file analytics and include log file analytics into the root cause analytics. Alternatively, detail what integration with log analytics vendors is available* | | | *Tick the log file analytics functionality that is provided by the solution* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.9* | | *Monitoring of processes on a monitored host and the detailed metrics associated to it* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.10* | | *Incorporation of process monitoring and detailed metrics with the overall root cause analysis* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.11* | | *Provision of detail on every file change on a host and when events occur on a host such as server shutdowns* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.12* | | *Replay of the evolution of problems that occurred* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.13* | | *Provisioning of the customer and environment impact when a problem occurs* | | | *Tick either "yes" or "no"* | *Bidder to provide information to illustrate the response provided in table A* | |
| *7.14.1* | | *Summarize the ease of use of the proposed solution*  *Out-of-the-box drill down capability from dashboard charts to information and/or charts.* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.14.2* | | *Summarize the ease of use of the proposed solution.*  *Ability to follow every user interaction to the very method it triggered on the web/application server and the query that was executed for that method.* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.15* | | *The proposed solution should use the least amount of agents possible to instrument all tiers of a web application (example IIS Web Server/ .NET app on IIS app pool/ MSSQL DB) hosted on a single server including any instrumentation required for user experience monitoring* | | | *Tick the option that most closely describes the proposed solution* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.16* | | *Complexity to reconfigure monitoring of applications in the event that the memory allocation of a JAVA Virtual Machine are upgraded.* | | | *Tick the option that most closely describes the reconfiguration process for the proposed solution* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.17* | | *Auto deployment option.* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.18* | | *The proposed solution should be able to* ***auto-discover applications, transactions and monitoring candidates*** | | | *Tick the items that can be auto-discovered* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.19* | | *Monitoring of C/C++ based application including data centre transactions that are not user centric. Examples of these would be windows services and batch jobs* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.20* | | *Monitoring of IBM Z systems (Mainframe) using CICS* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.21* | | *Provisioning of host metrics of the IBM Z systems (Mainframe) host showing physical mainframe or logical partitions (LPARs)* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.22* | | *Monitoring of IBM Z systems (Mainframe) should include the ability to show processes that represent the CICS regions themselves* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.23* | | *Monitoring of IBM Z systems (Mainframe) should include the ability to show each interaction with a region and how those service calls are connected?* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.24* | | *Ability to trace and stitch transactions from non-mainframe systems that make calls to the mainframe together with the mainframe transactions called (e.g. a JAVA method call on an application server that calls a CICS transaction on the mainframe via the middleware layer)* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.25* | | *Monitoring of IBM MQ* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.26* | | *Inclusion of IBM MQs in the solution's topology view* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.27* | | *Ability to list the queues that a service sends messages to or receives messages from (assuming IBM MQ)* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.28* | | *Ability to identify the origin of an IBM MQ message* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.29* | | *Monitoring of messages to/from z/OS MQ queues for CICS mainframe systems* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.30* | | *Monitoring of the Queue Manager metrics such as percentage availability, connections and active channels* | | | *Tick the Queue Manager metrics that can be monitored* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.31* | | *Monitoring of per channel metrics such as availability, state and number of messages* | | | *Tick the per channel metrics that can be monitored* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.32* | | *Monitoring of IBM MQ Queue metrics such as Queue Depth, Oldest Message Age, Enqueue/Dequeue Rate and time indicator* | | | *Tick the IBM MQ Queue metrics that can be monitored* | | *Bidder to provide information to illustrate the response provided in table A* |
| *7.33* | | *Monitoring percentage availability per IBM MQ listener* | | | *Tick either "yes" or "no"* | | *Bidder to provide information to illustrate the response provided in table A* |
|  | | |  | | | | |
| ***Instructions for completing Response Table B: References to Attached Customers Documents.***   * *To obtain maximum points for this sub-criterion the Bidder must provide the required proof as indicated above, and referenced in Table B i.e. diagrams, example configurations, example dashboards, schematic diagrams, descriptions and reports to substantiate claims made in its answer(s) in Response Table A – please refer to RFP Main Document paragraph 9.4.4* * *It remains the Bidder’s responsibility to provide sufficient information to support its claim to satisfying this technical requirement.* * *All additional documentation must be attached and referenced in Table B.* * *The Bidder must provide the following information in the Response Table B: References to Attached Documentation for each document the Bidder has attached* | | | | | | | | |
|  | | ***Field name*** | | | ***Instructions*** | | | |
| *Reference* | | | *The reference where the document can be found must be entered in this field (e.g. Section 1.1).* | | | |
| *Document Title* | | | *The name of the document (e.g. “Customer reference”)* | | | |
| *Submitted in support of* | | | *The Bidder must indicate what aspect of the Bidder’s response in Response Table A is supported by the document. (e.g. “Document is provided to support the claim of services delivered to the named customer”)* | | | |
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| ***TECHNICAL REQUIREMENTS*** | | | | | | | | | | | | | |
| ***Response Table A:* Technical Requirements** | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| ***Ref*** | ***Criteria*** | ***Response*** | | | | | | | | | | | |
| 7.1 | Please provide the number of hosts fully monitored (host monitoring and full deep-dive diagnostics are enabled on hosts) in the largest implementation of the proposed solution anywhere in the world. | \_\_\_\_\_\_\_\_\_\_\_\_hosts fully monitored | | | | | | | | | | | |
| 7.2 | Does the proposed solution monitor gapless data and provide full stack analysis? | Provide gapless data monitoring | | | | | Provide full stack analysis | | | | | | |
|  | | | | |  | | | | | | |
| 7.3 | Does the proposed solution’s analytics engine provide root cause analytics which indicated the actual problems and not just symptoms and events? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.4.1 | Is monitoring of VMWare (not the virtual hosts but providing VMWare statistics) supported? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.4.2 | Is monitoring of Azure supported? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.4.3 | Is monitoring of Docker supported? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.4.4 | Is monitoring of containers possible? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.4.5 | If a new container is spun up dynamically, is the application on it automatically instrumented? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.5 | Is monitoring possible for VB5/6? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.6 | The proposed solution should offer dependencies and topology mapping with the ability to access the topology data via API’s. | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.7 | Does the proposed solution provide Quality of Service (QoS), packet loss and connection issue network monitoring metrics? | QoS | | | Packet Loss | | | | | | Connection Issues | | |
|  | | |  | | | | | |  | | |
| 7.8 | What level of log file analytics does the proposed solution provide? | Log file analytics available and included in root cause analytics | | | Log file analytics available but not included in root cause analytics | | | | | | Integration with 3rd party log file analytics solution available | | |
|  | | |  | | | | | |  | | |
| 7.9 | Can the proposed solution monitor every process on a monitored host and the detailed metrics associated to this? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.10 | Do these metrics in 7.M get incorporated with the overall root cause analysis? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.11 | Does the proposed solution provide detail on every file change on a host and when events occur on a host such as server shutdowns? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.12 | Is the proposed solution able to replay the evolution of problems that occurred | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.13 | Can the proposed solution provide the customer and environment impact when a problem occurs? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.14.1 | Does the proposed solution provide out-of-the-box ability to drill down from dashboard charts to information and/or charts provided in the solution out of the box? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.14.2 | Does the proposed solution provide the capability to follow every user interaction to the very method it triggered on the web/application server and the query that was executed for that method? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.15 | Specify the number of agents and configuration requirements to instrument all tiers of a web application (example IIS Web Server/ .NET app on IIS app pool/ MSSQL DB) hosted on a single server including any instrumentation required for user experience monitoring | Single agent install with no configuration required | | | Multiple agents install with no configuration required | | | | | | Multiple agents install with configuration required | | |
|  | | |  | | | | | |  | | |
| 7.16 | What steps are required to reconfigure the monitoring of the application, if the memory allocation of a JAVA Virtual Machine is being upgraded, what steps are required to reconfigure the monitoring of the application, i.e. is any manual intervention required for the monitoring solution to pick up this change and/or monitor correctly according to the changed memory footprint? | No manual re-configuration required | | | Requires reconfiguration through GUI | | | | | | Requires adjustments in configuration files | | |
|  | | |  | | | | | |  | | |
| 7.17 | Does the proposed solution have an auto deployment option? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.18 | Does the proposed solution auto-discover applications, transactions and monitoring candidates? | Applications | | | Transactions | | | | | | Monitoring candidates | | |
|  | | |  | | | | | |  | | |
| 7.19 | Does the proposed solution monitor C/C++ based application including data centre transactions that are not user centric (e.g. windows services and batch jobs)? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.20 | Does the proposed solution support monitoring of IBM Z systems (Mainframe) using CICS? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.21 | Does the proposed solution provide host metrics of the IBM Z systems (Mainframe) host showing physical mainframe or logical partitions (LPARs)? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.22 | Does the monitoring of IBM Z systems (Mainframe) include showing processes that represent the Customer Information Control System (CICS) regions themselves? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.23 | Does the monitoring of IBM Z systems (Mainframe) include showing each interaction with a region and how those service calls are connected? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.24 | Are transactions from non-mainframe systems that make calls to the mainframe traced and stitched together with the mainframe transactions called (e.g. a JAVA method call on an application server that calls a CICS transaction on the mainframe via the middleware layer)? | Yes | | | | | No | | | | | | |
|  | | | | |  | | | | | | |
| 7.25 | Does the proposed solution support the monitoring of IBM MQ? | | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 7.26 | Does the proposed solution include IBM MQs in the solution's topology view? | | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 7.27 | Is the proposed solution able to list the queues that a service sends messages to or receives messages from (assuming IBM MQ)? | | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 7.28 | Is the proposed solution able to identify the origin of an IBM MQ message? | | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 7.29 | Does the proposed solution include monitoring of messages to/from z/OS MQ queues for CICS mainframe systems? | | Yes | | | | | No | | | | | |
|  | | | | |  | | | | | |
| 7.30 | Does the proposed solution offer monitoring of the Queue Manager metrics such as percentage availability, connections and active channels? | | The solution offers monitoring of the Queue Manager metrics such as Percentage availability | | | The solution offers monitoring of the Queue Manager metrics such as Connections | | | | | | The solution offers monitoring of the Queue Manager metrics such as Active channels? | |
|  | | |  | | | | | |  | |
| 7.31 | Does the proposed solution offer monitoring of per channel metrics such as availability, state, and number of messages? | | The solution offers monitoring of per channel metrics such as ‘Availability’ | | | The solution offers monitoring of per channel metrics such as ‘State of messages’ | | | | | | The solution offers monitoring of per channel metrics such as ‘Number of messages’ | |
|  | | |  | | | | | |  | |
| 7.32 | Does the proposed solution offer monitoring of IBM MQ Queue metrics such as Queue Depth, Oldest Message Age, Enqueue/Dequeue Rate and time indicator? | | The solution offers monitoring of IBM MQ Queue metrics such as Queue Depth | The solution offers monitoring of IBM MQ Queue metrics such as Oldest Message Age | | | | | The solution offers monitoring of IBM MQ Queue metrics such as Enqueue/Dequeue Rate | | | | The solution offers monitoring of IBM MQ Queue metrics such as Time indicator |
|  |  | | | | |  | | | |  |
| 7.33 | Does the proposed solution offer monitoring percentage availability per IBM MQ listener? | | Yes | | | | | | | No | | | |
|  | | | | | | |  | | | |

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| --- | --- | --- |
| ***TECHNICAL REQUIREMENTS*** | | |
| **Response Table B: Technical Requirements** | | |
| **Reference** | **Document Title** | **Submitted In Support Of** |
|  |  |  |
|  |  |  |
|  |  |  |

1. Authorised Signature of Bidder

*I declare that the responses and the information provided are accurate, complete and correct and that I am authorised to sign this declaration on behalf of the Bidder.*

|  |  |
| --- | --- |
| **Signature of Bidder’s Authorised Signatory** |  |
| **Name** |  |
| **Capacity** |  |
| **Date** |  |