

ADDENDUM No. 1 FOR TENDER NO. OAG/OT/04/2015-2016: SUPPLY, DELIVERY AND INSTALLATION OF ICT MONITORING TOOL

All prospective bidders are advised to take note of the following queries that were raised by some of the prospective bidders and the responses for the queries from Office of the Auditor - General

Set 1. Queries

Specifications		Question	OAG Remarks
1. Business Service Management (BSM)	Must be able to Monitor and report on business objectives and SLAs	No. of Tentative SLOs & SLAs	Ans: We do have quite a number of Suppliers and Clients that we receive from or provide service to. The minimum number of SLAs and SLOs will be 50 but the system should be able to allow us to adjust this number on site without any Extra cost.

	<p>The user must be able to see and calculate the financial impact of issues</p>	<p>Please elaborate</p>	<p>This software must enable us perform in-depth examinations of resource utilization and performance trends of applications, physical and virtual systems, and services. This means that the system must provide key business metrics of individual business processes that fail, such as order backlog or Shillings impact when this service/ system is down. Must also monitor the end-user application experience and services using both synthetic and real-user performance monitoring</p>
	<p>Must have a Real Time Service Model with Discovery & Dependency Mapping</p>	<p>No of Servers, No of Network Devices</p>	<p>Ans: The system should be able to have its own discovery systems to find out how many nodes, servers (both Physical and Virtual) that have been connected to the network but we will start with 12 Physical servers and 50 Virtual servers. But the systems should be able to monitor other extra servers at no extra cost</p>

	Must be Capable of monitoring infrastructure, applications, services, processes and service levels	No. of Tentative applications , no. of services ,no. of processes per each application	Ans: The system should be able to have its own discovery systems to find out how many applications are running in our environment
	Must have a integration capabilities with 3rd Party Solutions	No of 3rd party solutions to be integrated	The software should be built on open standards thus allowing integration with other systems that have their own monitors to be integrated wit the system.
2. Monitor the availability and performance of distributed IT infrastructure and applications	Must be able to monitor the following:- <ul style="list-style-type: none"> · Servers, · Operating systems, · Network services, · Virtualization software, · Applications, and · Application components. 	<ul style="list-style-type: none"> · No of Servers, · No of Network services, · No of Hyper-V/Vcenter, · No of Applications 	Ans: The system should be able to have its own discovery systems to find out how many nodes, servers (both Physical and Virtual) that have been connected to the network but we will start with 12 Physical servers and 50 Virtual servers. But the systems should be able to monitor other extra servers at no extra cost
3. Database Monitors	The server monitors must be able to monitor the following Database components:- <ul style="list-style-type: none"> · Database Counter, · Database Query, · Oracle Database, · Microsoft SQL Server, · Sybase Database 	<ul style="list-style-type: none"> · No of Oracle Database, · No of Microsoft SQL Server, · No of Sybase Database 	Ans: The system should be able to have its own discovery systems to find out how many databases are in our environment.

4. Web Monitors	<p>The server monitors must be able to monitor the following web components:-</p> <ul style="list-style-type: none"> · e-Business Transaction, · Web Script, · Link Check, · URL, · URL Content, · URL List, · URL Sequence 	No of URLs to be monitor	Ans: The system should be able to have its own discovery systems to find out how many URLs are open in our environment.
5. Virtualization Monitors	<p>The server monitors must be able to monitor the following:-</p> <ul style="list-style-type: none"> · Solaris Zones, · Microsoft Hyper-V (using MS Resource Monitor) 	<ul style="list-style-type: none"> · No of Solaris Zones, · No of Microsoft Hyper-V 	Ans: The system should be able to query the Solaris server and report back to the system the number of Zones in the system.
6. Application Systems Monitors	<p>The server monitors must be able to monitor the following application server components:-</p> <ul style="list-style-type: none"> · Apache Server · Broad vision Application Server · MS ASP Server · Check Point, Cisco Work, Citrix · ColdFusion Server, COM+ Server · MS Exchange, MS IIS Server · F5 Big-IP, News, Radius · WebSphere MQ Server · Oracle Application Server · SAP, SAP CCMS, Java web application server, work process · Siebel Application server, Siebel log, Siebel web server · SunOne Web Server, Tuxedo, UDDI Server · WebLogic Application server · WebSphere Application Server · WebSphere Performance Servlet 	<ul style="list-style-type: none"> · No of Apache Server · No of Broad vision Application Server · No of MS ASP Server · No of Check Point, No of Cisco Work, No of Citrix · No of ColdFusion Server, No of COM+ Server · No of MS Exchange, No of MS IIS Server · Nof F5 Big-IP, No of News, No of Radius · No of WebSphere MQ Server · No of Oracle Application Server · No of SAP, No of SAP CCMS, No of Java web application server · No of Siebel Application server, No of Siebel web server · No of SunOne Web Server, No of Tuxedo, No of UDDI Server · No of WebLogic Application server · No of WebSphere Application Server 	Ans: The system should be able to have its own discovery systems to find out the applications open in our environment and report on them.

7. Training	· Administrator Training for 12 Officers plus Training manual and Course content in CD/DVD	Do you want us to propose onsite HP education training at your premises & do we need to propose for all products	The training should be Offsite
8. Go Live Support		Please let us know if we can propose remote go-live support & for how many days, you require go-live support?	The Go-live support will be a three year support contract but Billed annually.
9. Commercials		Please let us know if we should allow to bid in USD	Please quote in Kenya Shillings.

Set 2. Queries

1. How many Database e.g. Oracle? How many SQL? How many Sybase

Ans: We will start with 1(one) oracle Database and 1(one) Microsoft SQL Database But the systems should be able to monitor other databases at no extra cost

2. How many servers (physical/virtual) do you want to monitor for performance metrics (Disk, CPU, Memory)?

Ans: In this first Phase we will monitor 12 Physical servers and 50 Virtual servers. But the systems should be able to monitor other extra servers at no extra cost

3. How many of these servers do you want to monitor application availability and performance on? i.e. Exchange, SQL, AD, etc –

Ans: We want to monitor everything that has been include in the Tender Document: And not limited to:-

- Active Directory Replication Monitor
- Apache Server Monitor
- Application Server Monitor
- Cisco Works Monitor
- Citrix Monitor
- ColdFusion Server Monitor
- COM+ Server Monitor
- IP Monitor
- Proxy server Monitor
- Mail Monitor
- MAPI Monitor

- Memory cached Statistics Monitor
- Microsoft ASP Server Monitor
- Microsoft Exchange Monitor
- Microsoft Exchange Mailbox Monitor
- Microsoft Exchange Message Traffic Monitor
- Microsoft Exchange Public Folder Monitor
- Microsoft IIS Server Monitor
- News Monitor
- Oracle 9i Application Server Monitor
- Oracle 10g Application Server Monitor
- Radius Monitor
- SAP CCMS Monitor
- SAP CCMS Alerts Monitor
- SAP Java Web Application Server Monitor
- SAP Performance Monitor
- SAP Work Processes Monitor
- UDDI Monitor
- WebLogic Application Server Monitor
- Web Server Monitor
- WebSphere Application Server Monitor
- WebSphere MQ Status Monitor
- WebSphere Performance Servlet Monitor

4. Number of Nodes, interface and Volumes for Network Devices

Ans: The system should be able to have its own discovery systems to find out how many nodes have been connected to the network

5. No. of Devices

Ans: The system should be able to have its own discovery systems to find out how many nodes have been connected to the network

6. No. of Monitors and

Ans: The system should be able to have its own discovery systems to find out how many nodes have been connected to the network

7. No. of Interfaces

Ans: The system should be able to have its own discovery systems to find out how many nodes have been connected to the network