

ANNEXURE E

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

1. TECHNICAL SOLUTION REQUIREMENTS

OPERATIONAL REQUIREMENTS FUNCTIONALITY			
REQ#	Technical Requirements	Comply or Not Comply	Provide details of how your solution satisfies Sasria requirements
FRQ1	Provide a single, centralised management console for monitoring network devices, physical servers, virtual servers, applications and related IT services.		
FRQ2	Support automatic discovery and classification of network devices, servers, virtual hosts, virtual machines and other monitored infrastructure assets.		
FRQ3	Support monitoring protocols and methods such as SNMP, SNMPv3, WMI, ICMP, CLI, API or equivalent secure methods, where applicable to the monitored device or platform		
FRQ4	Provide real-time and historical monitoring of device availability, response time, packet loss, CPU utilisation, memory utilisation, interface utilisation and device health		
FRQ5	Provide interface and port-level monitoring, including bandwidth utilisation, traffic rates, link status, errors, discards and total traffic transmitted and received.		
FRQ6	Monitor physical and virtual servers, including availability, CPU utilisation, memory utilisation, disk utilisation, network utilisation, running processes and critical services		

FRQ7	Support monitoring of Windows and Linux servers using appropriate supported monitoring methods.		
FRQ8	Support virtualisation monitoring for the organisation's virtual environment, including Nutanix AHV, and must provide visibility of hosts, virtual machines, resource utilisation and capacity trends.		
FRQ9	Provide application and service monitoring for critical applications, services and processes, including availability and service health status		
FRQ10	Provide configurable threshold-based alerts for availability, performance degradation, service outages, hardware health, capacity utilisation and other critical events.		
FRQ11	Support alert notifications via email and equivalent notification channels, including escalation rules where required.		

SUPPORT AND MAINTENANCE REQUIREMENTS FUNCTIONALITY			
REQ#	Technical Requirements	Comply or Not Comply	Provide details of how your solution satisfies Sasria requirements
FRQ12	The bidder must provide support and maintenance services for the proposed Network Monitoring Solution for the contract period.		

2. NON-FUNCTIONAL REQUIREMENTS

NFR1	Dashboard	The solution must provide dashboards showing network, server, application and service health, top utilisation, availability, active alarms and performance trends.		
NFR2	Reporting	The solution must provide reporting and historical monitoring data to support troubleshooting, trend analysis and capacity planning.		