



SOUTH AFRICA

Electoral Commission

Auction Number: 0010509960

**Infrastructure and Application Performance Monitoring
Solution (IT Operations Monitoring Tools)**

IMPORTANT NOTICE

Failure to comply with the completion of the auction conditions and the required information (i.e. technical and functional requirements of the system) or submission of the required stipulated documents indicated in the bid document

1 Purpose

- 1.1 The Electoral Commission seeks to appoint a suitably qualified service provider to supply, install, configure and maintain an Infrastructure and Application Performance Monitoring solution. The solution must be supplied with a support and maintenance of 3 years.

2 Background

- 2.1 The Electoral Commission has invested extensively in Information and Communications Technology (ICT) solutions, which provide a platform to effectively support and enable its business processes and to meet its goal of providing a free and fair election process in an open and transparent environment. The Electoral Commission's ICT Department intends to continue running a highly efficient and stable ICT environment making full use of industry standards, best practices and disciplines based upon stable and reliable technologies.
- 2.2 The Electoral Commission is increasingly using digital assets such as websites, social media, mobile applications to interact with its stakeholders to among others, register voters, enable the nomination of political party candidates, enable the application for jobs and tendering for business opportunities. Internally, the Electoral Commission is also using its fleet of over 40,000 Voting Management Devices (VMDs) and laptops accessing the back-end systems from all over South Africa to register voters and manage the voting process remotely. The VMDs are Android based devices.
- 2.3 This growing use of digital assets brings many operational benefits including that interactions with our stakeholders is not limited to office hours or location, but our stakeholders can interact with the Electoral Commission anytime from anywhere. Also the use of VMDs allows for user verification of the data as is captured, instant confirmation of the registration process and the retrieval and dissemination of up to the minute statuses in regards to the voting process.
- 2.4 The use of these technology solutions; however also mean that the Electoral Commission's ICT platform must be available and reliable so as to provide users with adequate user response times. Availability is the probability that the system can perform its mission when needed. Reliability is closely related to availability, however, a system can be 'available' but not be working properly. Reliability is the probability that a system

will work as designed. It is therefore very important to monitor the reliability and availability of systems on an on-going basis.

- 2.5 To achieve this, the Electoral Commission is looking for an Infrastructure and Application Performance Monitoring solution that will provide proactive, end-to-end infrastructure and application monitoring and reporting capabilities that will help identify bottlenecks, faults and areas of poor performance.
- 2.6 Bidders must place a bid on the Votaquotes (eProcurement) system and then provide all the required documentation before the closing dates as specified in this document and on the Votaquotes web site.**

3 Technical Specifications

- 3.1 The technical and functional specifications for the required system are detailed below and it must be noted that these are the minimum requirements. The only deviation that will be accepted will be in a case where the bidder's offering or proposal is better, anything below the minimum technical and functional specifications will be disqualified.
- 3.2 The solution must assist the Electoral Commission to achieve the following high level objectives:
 - 3.2.1 Servers Health - The solution must provide real-time insights into the health and utilization of servers, including CPU usage, memory utilization, and disk space. This will enable the Electoral Commission to identify potential issues with server capacity and ensure application performance is not affected.
 - 3.2.2 Optimize applications and network performance - By monitoring metrics like response times and network availability, the Electoral Commission can identify areas for improvement and fine-tune our applications and network infrastructure accordingly.
 - 3.2.3 Identify bottlenecks, congestion and other issues - By monitoring metrics such as network traffic, latency, bandwidth usage and packet loss; the solution must assist the Electoral Commission to identify and correct bottlenecks, congestion and other issues that may degrade the network performance
 - 3.2.4 Assist with capacity and scalability planning - The solution must provide insights on the use of the networks, infrastructure and applications. By

analyzing historical performance data and trends using artificial intelligence, the Electoral Commission must be able to forecast future infrastructure requirements and make informed decisions regarding network upgrades, bandwidth allocation, and other infrastructure investments.

3.3 Licensing Model

- 3.3.1 The solution proposed must be an on-premises solution. The solution must have both the infrastructure (Network, Servers, Storage) monitoring and application performance monitoring capabilities in one product. The Electoral Commission has about 300 Virtual and Physical Server instances in Production and about a similar number at the DR environment.
- 3.3.2 The Electoral Commission is looking for licenses and support and maintenance for a period of 3 years. Payment will be annually in advance.
- 3.3.3 The solution must be able to centrally monitor assets or devices over the Wide Area Network. The Electoral Commission has at least one municipal office in every municipality, a provincial office in each province, and during election period the Electoral Commission sets up the National Results Operations Centre (NROC) and 9 Provincial Results Operation Centers (PROCs). Over and above that, the Electoral Commission sets up a Hosting facility at an ISP. The Electoral Commission also has a remote Disaster Recovery Data Centre.
- 3.3.4 The license should include a passive DR instance that gets activated when Production is down. The license should cater for non-productive environments of Development, Test and Training environments.

3.4 Technology Agnostic

- 3.4.1 The solution proposed must be technology agnostic, i.e. system must be able to monitor and report on the performance on a variety of technologies deployed at the Electoral Commission's ICT environment including routers, switches, servers (both remote and local), Virtual Machine (VM) environment, Wide Area Network, Local Area Network, printers, firewalls, application performance, database performance and Storage Area Network (SAN).

- 3.4.2 The bidder must provide the list of different brand devices that are supported out of the box that can be monitored by the solution.

3.5 Dashboard and Visualization of the environment

- 3.5.1 The Electoral Commission would like to set up a Network Operations Centre (NOC) to centralise the monitoring of the network of the different components of the network including Provincial offices, Provincial Results Operations Centres, National Results Operations Centre, Hosting Facility, its data centres located in different physical locations, the networks connecting all these areas and everything in between.
- 3.5.2 The solution must provide a dashboard that provides a full view of the entire IT environment on one panel of glass to make it easier to identify faults. There must also be business views for all the different locations. The dashboard should be web based and optimized to be accessed through various platforms including mobile devices (Tablet or Cellphone). The solution must enable internal staff to draw reports & create dashboards through its built in feature.

3.6 Implementation services, Support and Maintenance

- 3.6.1 The solution must include implementation services to cater for all the requirements in the bid specification. The bidder is to also provide knowledge and skills transfer. Bidder must include a skills transfer plan as part of the submission.
- 3.6.2 Support and maintenance should include product level support, access to patches and upgrades during the term of the support agreement (3 years)

3.7 Application Performance Monitoring

- 3.7.1 Application Performance Monitoring (APM) is the process of tracking and collecting key software metrics to pinpoint potential problems and identify improvement opportunities.

- 3.7.2 The Electoral Commission has commissioned Data Flows for almost all its applications to map out the journey and the touch points of the transactions that make up the services provided by the application. The solution must be able to measure and monitor performance of the application between the different touch points and report on these. The Electoral Commission has standardized on Microsoft products including Operating Systems, Databases, Mail server and applications development platform. It will be required that the Exchange servers, all the servers, all the databases and about 70 different in-house developed applications be monitored
- 3.7.3 The solution must be able to provide Information about CPUs running at full capacity, System processes using high resources, Network load in the server, CPU, memory, Disk Input/ Output (I/O) analytics, test and monitor application performance before its launch and after, become aware of performance issues before the end user does ,measuring impact of third party components in applications, performance stats for application access across geographies and on various platforms and servers such as server monitoring, virtualization monitoring, converged monitoring, database monitoring, web server monitoring, web application monitoring, website monitoring and services monitoring
- 3.7.4 The solution must be able to provide End-to-End observability of an application's complete HTTP/S transactional behavior to understand the effect on business outcomes and user experience. The solution must be able to provide Mobile and desktop application monitoring on mobile and desktop browsers to track user experience across platforms.
- 3.7.5 The solution must be able to provide Root Cause Analysis of application performance problems and business outcomes for faster, more reliable incident resolution.
- 3.7.6 The solution must be able to detect and alert on application errors, helping to identify and fix issues promptly. Error monitoring tracks errors, exceptions, and crashes in applications' code and provides detailed diagnostic information, such as stack traces, error messages, and affected users. Error monitoring helps improve applications' reliability and availability.
- 3.7.7 The solution must support applications based on .NET 4.7 or higher applications.

- 3.7.8 The solution must support SAP Enterprise Resource Planning (ERP) Central Component (ECC) 6 and higher.

3.8 Fault Management and Monitoring

- 3.8.1 The solution must be able to detect, isolate, notify, and assist the IT team to correct faults encountered in the network. Must be able to do root Cause Analysis, event correlation management, alert management, automation. The solution must have in-built tools such as Ping, Traceroute, Windows Management Instrumentation (WMI) Query, Command-Line Interface (CLI) Query etc. that can assist in digging deeper with identified faults.
- 3.8.2 The solution must be able to proactively monitor faults on the network and send notifications and real time alerts to relevant technical support personnel via email or cell phone. All monitoring must be proactive, all monitored devices must have their statuses shown live on dedicated monitors with escalation features.
- 3.8.3 The solution must be able to correlate events and categorize into different criteria, Critical Alarms, Major Alarms, Minor Alarms and Warnings.
- 3.8.4 The solution must have ability to send alerts via SMS & email at premeditated thresholds when breached & must be able to auto log call with call logging system, Remedy.
- 3.8.5 The solution must be able to report on availability of all network components and services but not limited to such as: Website availability, email availability, server availability, bandwidth availability and network connectivity availability and switch port availability.

3.9 Performance Monitoring

- 3.9.1 The solution must be able to monitor and measure various aspects of performance across various vendor platforms so that overall performance can be maintained at an acceptable level. System must be able to collect performance data, store it and present in graphic form and provide network traffic analysis and provide utilization reports.

3.10 SAN Storage Monitoring

- 3.10.1 The solution provides monitoring to SAN devices, tape libraries and SAN switches. Monitoring should include such metrics as performance measurements, capacity management and forecasting.

3.11 Network Monitoring

- 3.11.1 The solution must be able to monitor switch availability, performance, capacity, i.e. port availability, port usage, Central Processing Unit (CPU) usage, traffic type, application by protocol type, Network Flow and Sample Flow traffic types. The Electoral Commission has at least one switch per office (Municipal, Provincial, National, Warehouses, Disaster Recovery Site and Results Operations Centers that get setup during major elections). For adjudication purposes bidders can work on around 300 ARUBA/HPE switches of different models and sizes. Details to be provided to the successful bidder.
- 3.11.2 The solution must be able to monitor router availability, performance, capacity, Quality of Service (QoS adherence, Service Level Agreement (SLA), link performance. The routers are mainly Cisco routers.
- 3.11.3 The solution must be able to follow, path analysis and measure data packet time at each hop from desktop to application transaction server and back to the desktop.

3.12 Network Discovery

- 3.12.1 The solution must be able to auto discover devices connect to the network via IP addressing, Address Resolution Protocol (ARP) tables, routing points and active directory. The Discovery rule engine must be smart enough to associate every new device with an existing definition / template that fits the description of the new device, this will assist in automating what could otherwise be a manual task.

3.13 Virtual Machine Monitoring

- 3.13.1 The solution must allow for the discovery, mapping, monitoring, alerting and reporting on VMware performance for hosts, guests and clusters on the

network. The solution must also be able to set alert thresholds for resource consumption of hosts and guests.

3.14 Database Monitoring

3.14.1 The Electoral Commission uses Microsoft SQL Server, Oracle, MongoDB and PostgreSQL for its core databases. The databases need to be monitored for such things as Server CPU state, low amounts of free memory, dangerous disk utilization, and issues with cache utilization, system processes, transactions, users, page buffers, and wait for locks.

3.14.2 The solution should also show the availability of all SQL Server services based upon monitoring the SQL Server database engine, as well as indexing, search, and reporting services.

3.14.3 The solution must support Microsoft SQL Server 2016 and later, Oracle 19c or later, PostgreSQL 10 or later and MongoDB 4 or later.

3.15 Improve Security Posture

3.15.1 The solution must assist the Electoral Commission to improve its security posture by monitoring and analyzing the network traffic patterns and anomalies and report on these.

3.16 Topology mapping

3.16.1 Each network device must be represented by a graphical element on the management platform's console. Different colors on the graphical elements represent the current operational status of network devices. Different geographical locations should also be mapped.

4 Planning Assumptions

The Electoral Commission has made the following assumptions:

- 4.1 The Electoral Commission will provide technical resources for all Electoral Commission's designated work including setup and configuration of own applications and databases. Included are the provision of servers, desktops and switching at its premises.
- 4.2 Whenever the need arises the successful bidder shall do initial equipment configuration of operating systems and environmental specific requirements.

- 4.3 The recommended service provider shall provide all relevant details needed to ensure successful operations capability within the organization.
- 4.4 The bidder's change control management process must be flexible enough to align with the Electoral Commission's change control management processes so as to facilitate speedy deployment and resolution of problems without compromising management controls and security.

5 General Auction Conditions

The following standard auction conditions must be adhered to and complied with; failing of which the bid will be disqualified.

- 5.1 Bidders must place bids online on the Electoral Commission's eProcurement website by not later than the stipulated closing date and time on the auction
- 5.2 The bidder must provide detailed technical specifications in accordance with the technical requirements to demonstrate compliance by completing and submitting Appendix A: Technical Response Sheet.
- 5.3 The bidder must be authorized to sell the solution supplied; an OEM proof of reseller authorization is required. Likewise, an OEM proof of accreditation for maintenance of the product is required.
- 5.4 An OEM letter(s) of proof of the reseller agreement, authorization and/or maintenance accreditation must accompany the written documentation for this bid.
- 5.5 Should the reseller authorization and/or maintenance accreditation be from a distributor, then a proof of authorization authorizing the distributor to resell and/or to authorize others by the OEM, must be submitted.
- 5.6 The bidder must provide a formal proof of OEM statement of licensing stating associated services, terms and conditions thereof.

- 5.7 The bidder must provide at least three (3) contactable references of past services of a similar nature that the bidder provided or was involved in. Reference details must include the following: customer name, contact person, contact details (telephone, email, physical address) and service description and value of services offered, per annum. The bidder must use [Guideline Reference Table](#) as guideline.
- 5.8 The bidder must have at least three-(3) years' experience in providing the services required. Bidder must provide a profile or letter to confirm.
- 5.9 Preference will be given to a solution that is based on a standard existing product/service in the market and not product specifically designed and/or cloned for this bid. The bidder is required to provide proof of available local (South African) support for the proposed solution. The bidder is also required to provide a data sheet for the solution being proposed.
- 5.10 Bidder must include a skills-transfer and training plan as part of the submission.

6 Quality Control

The following quality control conditions must be adhered to and complied with, failing of which the bid will be disqualified.

- 6.1 By bidding the bidder undertakes and warrants that the proposed system in line with auction specifications;
- 6.2 The bidder will have the primary responsibility of ensuring that the proposed system complies with the required specifications in terms of functionality and technical specifications including quantity and quality;
- 6.3 The proposed system must be a complete turnkey solution that provides end to end Infrastructure and Application Performance Monitoring
- 6.4 It must be noted that the Electoral Commission seeks to gain the best product technically, functionally and financially, and will select the product that it deems to give the best investment.
- 6.5 Upon a successful bid being accepted, the Electoral Commission reserves the right to request an inspection of the preferred service provider's facilities.
- 6.6 The Electoral Commission will issue a formal purchase order to the successful bidder before any services can be delivered.

- 6.7 Awarding of the auction to any successful bidder shall be subject to the Electoral Commission's due diligence audit requirements, where applicable.
- 6.8 In addition, the Electoral Commission may also call on bidders to make further submissions and/or presentations in order for the Electoral Commission to ensure full compliance with all its requirements and as part of the bid evaluation process prior to the conclusion of the adjudication of the auction.

7 Pricing Requirements

- 7.1 Total bid price must be submitted online on the eProcurement (Votaquotes) portal.
- 7.2 Completion of the detailed pricing schedule, Appendix B – Pricing Schedule, by responding to each item is compulsory. Failure to complete and submit this detailed pricing schedule as part of the bid submission shall lead to disqualification.
- 7.3 The total bid price must be firm for 180 days from the closing date and time of this bid and must be in South African Rand inclusive of VAT. Once awarded the prices will remain firm for the duration of the contract. Bidders must, therefore, ensure that they provide for any forward cover or any other provision that may be necessary to ensure that the bid price remains firm for the duration of the contract with the provision of 7.7 below.
- 7.4 The total bid price must be inclusive of all factors which may contribute the cost of fulfilling the bid, factors such as:
- a) Licensing costs including support and maintenance costs over 3 years
 - b) Licensing costs should include an active Production instance and a passive Disaster Recovery (DR) instance.
 - c) Note that the IEC will pay the license renewal annually at the beginning of each licensing period, no upfront three year payments will be entertained, neither will the Electoral Commission enter into any financing agreement with any bidder or financial institution.
 - d) Delivery costs to the Electoral Commission's national office in Centurion, Gauteng, South Africa and Implementation (Installation and Configuration) costs of the solution
 - e) Skills and Knowledge transfer and Training costs to technical employees of the Electoral Commission.
- 7.5 The Electoral Commission reserves the right to adjust costs by excluding some cost factors.
- 7.6 All costs associated with the solution must be captured on the pricing table - no additional

costs will be entertained.

- 7.7 In the event that the price has FOREX dependencies, the bidder must state the portion of the price that has FOREX dependency and state the exchange rate that the price is based on. Where applicable FOREX based up or down adjustments will be allowed in subsequent years to account for the movement of the value of the Rand. The exchange rate must be based on a specified Bank Selling Rate on a given date. Likewise, subsequent adjustments will be based on the Bank Selling Rate applicable at that time.

8 Supplier Performance

- 8.1 Contracting of any service provider to render goods and/or services to the Electoral Commission are subject to the fulfilment of the Electoral Commission's due diligence audit requirements.
- 8.2 An essential component of the Electoral Commission's due diligence audit requirements may involve site visits to potential suppliers/contractors as well as inspection of various key documents underpinning the establishment of the companies involved in bids of the Electoral Commission. This also includes confirmation of capability and capacity requirements to execute the services specified in such bids.
- 8.3 Upon notification of the Electoral Commission's intention to award a contract, the successful bidder may be required to enter into a service level agreement (SLA/contract) with the Electoral Commission.
- 8.4 The purpose of the SLA (if applicable other than what the Electoral Commission's standard purchase orders provide for) is to fix performance criteria within the key requirements of this request for quotation, namely quantity, quality and delivery.
- 8.5 The SLA may contain elements such as supplier progress milestones, delivery schedules, quality checkpoints and invoicing procedures.
- 8.6 The Electoral Commission reserves the right to reject any services delivered not conforming to the bid specification.
- 8.7 Where previously-agreed delivery schedules are not met by a supplier, the Electoral Commission shall have the right to appoint an alternative supplier to make good the shortfall in supply. Any additional costs incurred by the Electoral Commission in obtaining such corrective services or products from another source will be for the account of the

defaulting supplier.

9 Adjudication and Award of Contract

- 9.1 Bidders are advised to refer to the Bid Evaluation Criteria in Appendix E to ensure that they have addressed all critical bid requirements.
- 9.2 The bid will be awarded to a bidder whose solution successfully conforms to specifications and is able to deliver the services, and in terms of the provisions of the Preferential Procurement Policy Framework Act, 2022
- 9.3 The Electoral Commission will issue a formal purchase order before any services can be delivered
- 9.4 Awarding the bid to a successful bidder is subject to the bidder entering into a service level agreement (SLA) with the Electoral Commission that will formalize and regulate the delivery of the service.

10 Delivery and Implementation Timeframe

- 10.1 Delivery of licenses to be made no later than fourteen (14) calendar days after the issuing of the purchase order.
- 10.2 The successful bidder will be required to complete implementation within three (3) months from receipt of a formal purchase order for these services.

11 Duration

- 11.1 The support and maintenance on the licenses is for 3 years and may be extended at the sole discretion of the Electoral Commission as may be deemed necessary.

12 Written Submissions

- 12.1 All submissions must be received before the closing date and time for submissions as stipulated on the eProcurement website <https://votaquotes.elections.org.za>
- 12.2 Submissions received after the closing date and time will lead to bids being disqualified and not considered.

12.3 All bids must be placed online on eProcurement website

<https://votaquotes.elections.org.za>. Supporting documentation can be submitted in any or both of the following options:

- Upload to the auction site.
- Place in the Electoral Commission tender box situated in the foyer of the Electoral Commission National Office in Centurion at the following address before the closing date and time of this auction

Election House

**Riverside Office Park,
1303 Heuwel Avenue,
Centurion,
0157**

Note: Clearly mark your submission: For the attention of Procurement and Asset Management Department – Auction 0010509960

Failure to submit all of the required documentation before the closing date and time shall invalidate the bid. It remains the responsibility of the bidder to confirm receipt of the required documentation with the Electoral Commission Procurement and Asset Management Department.

13 Summary of Submission Requirements

- 13.1 All bids must be submitted online on eProcurement (Votaquotes) portal.
- 13.2 All written supporting documentation must be submitted as stipulated on the bid requirement.
- 13.3 Submissions received after the closing date and time will lead to the bidder's proposal being disqualified and not considered.
- 13.4 The bidder must provide a list of different brand devices that are supported out of the box that can be monitored by the solution.

13.5 The following supporting documents must be submitted as part of the written submissions. Failure to submit these will lead to the bid being disqualified:

13.5.1 Completed technical specifications in accordance with the requirements in **Appendix A - Technical Bid Response Sheet** to demonstrate compliance with the bid specification as per [5.2](#).

13.5.2 Three (3) relevant contactable References, **Appendix C - Guideline Reference Table** as per **5.7**

13.5.3 Completed pricing schedules [Appendix B: Pricing Schedule](#) as per **7.2**

13.5.4 A proof of reseller authorization as per 5.3, 5.4 and 5.5

13.5.5 A profile or letter showing three (3) years' experience as per **5.8**

13.5.6 A proposed solution / product data sheet as per 5.9

13.5.7 An OEM Statement of licensing as per 5.6

14 Enquiries

Enquiries must be directed to the following responsible persons. In case of written/emailed enquires it is recommended that all three be copied for quicker and coordinated response.

a) e-Procurement related enquiries must be directed to:

Ms. Mavis Louw (012) 622-5550 or email votaquotes@elections.org.za

b) Technical enquiries must be directed to:

Mr. Libisi Maphanga (012) 622 5700 or email maphangal@elections.org.za

Ms Bridget Ndlovu (012) 622 5700 or email ndlovub@electoins.org.za

15 Closing Date and Time of the Auction

The closing date and time of this auction is specified on the eProcurement (Votaquotes) website (https://votaquotes.elections.org.za/eproc_inter/Default.aspx) in accordance with the specified bidding requirements. The closing date and time is determined by the clock on the Electoral Commission's servers and is not negotiable.

16 Appendix A – Technical Bid Response Sheet

Appendix A – Technical Bid Response Completion of this technical response sheet by the bidder is compulsory. Bidder must respond to each and every item in the response sheet. Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.					
	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
1.	General Requirement	The solution is able to monitor the entire ICT environment including:			
2.		a) routers			
3.		b) switches,			
4.		c) servers (both remote and local)			
5.		d) Virtual Machine (VM) environment			
6.		e) Wide Area Network			
7.		f) Local Area Network			
8.		g) printers			
9.		h) firewalls			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
10.		i) application performance			
11.		j) database performance.			
12.		k) Storage Area Network (SAN)			
13.	Optimize applications and network performance	The solution must monitor metrics such as the following to help the Electoral Commission to identify areas for improvement and fine-tuning.			
14.		a) Applications response times			
15.		b) Network Availability			
16.		c) Network Reliability			
17.	Identify Bottlenecks, Congestion and other issues	The solution must monitor metrics such as the following to help the Electoral Commission to identify and correct bottlenecks, congestions and other issues that may degrade the network performance.			
18.		a) network traffic latency			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
19.		b) bandwidth usage			
20.		c) packet loss			
21.	Capacity and Scalability Planning	The solution must provide reports, analysis and insights on the use of the networks including:			
22.		a) bandwidth utilization and identification of top talkers etc.			
23.		b) Infrastructure (CPU, Memory and Disk Utilization etc.),			
24.		c) and applications (Availability, Response times etc.).			
25.		The solution must be able to analyse historical performance data and trends using Artificial Intelligence to assist the Electoral Commission to forecast future infrastructure requirements and make informed decisions regarding network upgrades, bandwidth allocation and other infrastructure investments			
26.	Improve Security Posture	The solution must be able to analyze network traffic patterns and identify anomalies and report on these thereby assist the Electoral Commission to detect potential security breaches, unauthorized access attempts and abnormal behavior.			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
27.	Licensing	The solution is an on-premises solution			
28.		The solution can be deployed on a VMWare environment			
29.		The solution can monitor assets deployed in different locations			
30.		The solution is a centralized Enterprise solution covering a multitude of assets including servers, firewalls, switches, routers, printers, Network, SAN Storage and Backup facilities dispersed over 9 provinces at National Office, Hosting Facility (ISP), Disaster Recovery site, Provincial offices, Provincial Results Operations Centers, National Results Operations Center and areas in between.			
31.	Technology Agnostic	The service must be able to monitor and report on a variety of technologies deployed at the Electoral Commission.			
32.		The bidder has submitted a list of devices supported out of the box by the solution			
33.	Dashboard Visualization	The solution must provide a dashboard that provides a full view of the entire IT environment on one panel of glass to make it easier to identify faults.			
34.		The dashboard is web-based and optimized to be accessed through			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		various platforms including mobile devices (tablet / cell phone)			
35.		The solution allows for reports to be drawn from the system.			
36.		Each network device must be represented by a graphical element on the management platform's console. Different colors on the graphical elements represent the current operational status of network devices. Different geographical locations should also be mapped			
37.	Implementation and Support Services	The solution must include implementation services to cater for all the requirements in the bid specification.			
38.		The bidder is to also provide knowledge and skills transfer and training			
39.		Support and maintenance should include product level support, access to patches and upgrades during the term of the support agreement (3 years)			
40.	Application Monitoring	The solution must assist to identify performance bottlenecks, such as:			
41.		a) slow database queries			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
42.		b) network latency			
43.		c) CPU spikes			
44.		The solution must be able measure the response time and throughput of applications to maintain optimal performance levels.			
45.		The solution must be able to provide End-To-End observability of an application's complete HTTP/S transactional behavior to understand the effect on business outcomes and user experience			
46.		The solution must support applications based on .NET 4.7 or higher applications.			
47.		The solution must support SAP Enterprise Resource Planning (ERP) Central Component (ECC) 6 and higher.			
48.		The solution must be able to provide Root Cause Analysis of application performance problems and business outcomes			
49.	Fault Management	The solution must be able to detect, isolate, notify, and correct faults encountered in the network.			
50.		The solution must be able to do Root Cause Analysis,			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
51.		The solution must be able to provide alert management automation.			
52.		The solution must be able to provide event correlation management,			
53.		The solution must have in-built tools such as Ping, Traceroute, WMI Query, CLI Query etc. that can assist in digging deeper with identified faults			
54.		The solution must be able to monitor faults on the network and send notifications and real time alerts to relevant technical support personnel via Short Message Services (SMS)			
55.		The solution must be able to monitor faults on the network and send notifications and real time alerts to relevant technical support personnel via email.			
56.	Performance Monitoring	The solution must be able to monitor and measure various aspects of performance across various vendor platforms so that overall performance can be maintained at an acceptable level.			
57.		The solution must be able to collect performance data, store it and present in graphic form and provide network traffic analysis and utilization reports.			
58.	SAN Storage Monitoring	The solution provides monitoring of SAN devices,			
59.		The solution provides monitoring of tape libraries			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
60.		The solution provides for monitoring of SAN switches.			
61.		Monitoring includes such metrics as.			
62.		a) performance measurements,			
63.		b) capacity management			
64.		c) Forecasting			
65.	Network Monitoring	The solution must be able to monitor switch availability, performance, capacity, i.e.			
66.		a) port availability,			
67.		b) port usage,			
68.		c) CPU usage			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
69.		d) traffic type			
70.		e) application by protocol type			
71.		The solution must be able to monitor the following in relation to routers			
72.		a) availability,			
73.		b) performance,			
74.		c) capacity, ,			
75.		d) Quality of Service (QoS) adherence			
76.		e) SLA,			
77.		f) link performance			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
78.		The solution must be able to follow, path analysis and measure data packet time at each hop from desktop to application transaction server and back to the desktop			
79.	VMWare Monitoring	The solution must allow for the discovery, mapping, monitoring, alerting and reporting on VMware performance for hosts, guests and clusters on the network.			
80.		The solution must also be able to set alert thresholds for resource consumption of hosts and guests.			
81.	Database Monitoring	The solution can monitor Microsoft SQL Server and Oracle for such things as			
82.		a) Server CPU state, I			
83.		b) low amounts of free memory,			
84.		c) dangerous disk utilization,			
85.		d) issues with cache utilization,			
86.		e) system processes,			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
87.		f) transactions,			
88.		g) users,			
89.		h) page buffers,			
90.		i) wait for locks			
91.		The solution supports the monitoring of			
92.		a) Microsoft SQL Server 2016 or later,			
93.		b) Oracle 19c or later,			
94.		c) PostgreSQL 10 or later.			
95.		The solution should also show the availability of all SQL Server services based upon monitoring the SQL Server database engine, as well as indexing, search, and reporting services.			

Appendix A – Technical Bid Response

Completion of this technical response sheet by the bidder is compulsory.

Bidder must respond to each and every item in the response sheet.

Failure to complete and submit this technical bid response sheet as part of the bid submission shall lead to disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
96.	Network Discovery	The solution must be able to auto-discover devices connected to the network via IP addressing, ARP tables, Routing points and Active Directory			
97.		The discovery rule engine must be smart enough to associate every new device with an existing definition/template that fits the description of the new device			

17 Appendix B: PRICING SCHEDULE

Appendix B – Price Breakdown Response

Completion of this Price Breakdown response sheet by the bidder is compulsory.

Failure to complete and submit this price response sheet as part of the bid submission shall lead to disqualification.

Prices must be inclusive of VAT

	Product Code	Description	QTY	Unit Cost (VAT Inclusive)	Total Cost (VAT Inclusive)
1		Infrastructure and Application Performance Monitoring Solution licenses for both Active Production site and Passive Disaster Recovery (DR) site, non-production sites of Test and Training environments	1		
2		Implementation Services in Year 1 including Training and Knowledge Transfer	1		
3		Support and Maintenance in Year 2	1		
4		Support and Maintenance in Year 3	1		
*TOTAL BID PRICE					

The Total Bid Price will be used for adjudication purposes. No any other additional costs will be accepted for bid evaluation and adjudication purposes.

18 Appendix C: Guideline Reference Table

Reference #1

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:		
Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Products utilized	
	Services Provided	
Service Value	Contract Value (estimate)	
	Was the service provided in the last 36 months?	

Reference #2

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:

Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Products utilized	
	Services Provided	
Service Value	Contract Value (estimate)	
	Was the service provided in the last 36 months?	

Reference #3

EACH REFERENCE MUST CONTAIN THE FOLLOWING DETAILS:

Customer name		
Contact Person		
Contact Details	Email	
	Telephone	
	Physical address	
Service Description	Products utilized	
	Services Provided	
Service Value	Contract Value (estimate)	
	Was the service provided in the last 36 months?	

19 Appendix D: Technical Information

BIDDER MUST PROVIDE THE TECHNICAL INFORMATION BELOW:		
1.	Number of devices supported out of the box by the solution	
2.	The solution supports the monitoring of the following databases: Bidder to list the databases and supported versions for monitoring. E.g. Microsoft SQL Server 2016 or later, Oracle 19c or later, PostgreSQL 10 or later etc.	a) b) c) d) e) f) g) h)
3.	The solution supports the monitoring of the following web servers and web application servers: e.g Microsoft IIS, Apache etc.	a) b) c) d)

20 Appendix E: Evaluation Criteria

Bidders are advised to refer to Appendix E to ensure that they have addressed all critical bid requirements which will be used for assess the bids. Bidders are NOT expected to complete and submit this section.

20.1 Stage 1: Assessment of Bidder's Disclosure

All bids received will be evaluated and assessed in respect of the mandatory information provided in the Bidder's Disclosure (SBD4) as well as the register for restricted suppliers and tender defaulters.

Any potential issues that may arise or transgressions that may identified will be pursued in accordance with statutory obligations and requirements.

In this regard, the following must be noted:

- 20.1.1 The Electoral Commission must, as part of its supply chain management (SCM) processes, identify and manage all potential conflicts of interest and other disclosures made by a person participating in procurement process to enable the accounting officer or delegated authority to make informed decisions about the person participating in the SCM process.
- 20.1.2 As such, the Bidders Disclosure form, issued as Standard Bidding Document (SBD) 4, is attached herewith for all entities who participate in the bid process.
- 20.1.3 As part of the evaluation of the procurement process, the information provided by a person on the SBD4 form must be evaluated.
- 20.1.4 In so doing, it must be noted that if the bid evaluation establishes that:
 - (a) a person within the bidding entity is an employee of the State, the Electoral Commission's CEO must request the relevant accounting officer/accounting authority whether the person-
 - (i) Is prohibited from conducting business with the State in terms of Section 8 of the Public Administration Management Act, 2014; or
 - (ii) has permission to perform other remunerative work outside of their employment, where the PAMA does not apply to such employee;
 - (b) the conduct of a person constitutes a transgression of the Prevention and Combating of Corrupt Activities Act, 2004;
 - (c) the conduct of a person constitutes a transgression of the Competition Act, 1998, the conduct must be reported to the Competition Commission; and
 - (d) the conduct of a person must be dealt with in terms of the prescripts applicable to the Electoral Commission.

20.1.5 If it is established that a person has committed a transgression in terms of the above, or any other transgression of SCM prescripts, the bid may be rejected and the person may be restricted.

20.1.6 The Electoral Commission's CEO must inform National Treasury of any action taken against a person within 30 days of implementing the action.

20.1.7 During the bid evaluation process, the Electoral Commission must in addition to other due diligence measures, establish if a person is not listed in-

(a) the Register of Tender Defaulters; and

(b) the list of restricted suppliers.

20.1.8 A bid related to a restricted bidder or tender defaulter shall be rejected.

20.1.9 The under-mentioned assessment criteria will be used to evaluate the elements relating to SBD4, CSD registration, tax compliance, restricted suppliers and tender defaulters:

	Assessment Criteria	Bidder Requirement (YES/NO)	Comments
1.	Bidder is registered on the National Treasury Central Supplier Database (CSD). *		
2.	Bidder is tax compliant. **		
3.	The bidder is not an employee of the state.		
4.	Having certified the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Prevention and Combating of Corrupt Activities Act.		
5.	Having certified to the SBD4, it is accepted that the bidder's conduct does not constitute a transgression of the Competition Act.		
6.	The bidder is not a tender defaulter as per the register published on the National Treasury website.		
7.	The bidder is not a restricted supplier as per the register published on the National Treasury website.		

* No bid shall be accepted if a supplier is not registered on the National Treasury Central Supplier Database (CSD).

** A bidder must be tax compliant before a contract is awarded. A bid will be disqualified if the bidder's tax affairs remains non-compliant as per the provisions of National Treasury Instruction No 09 of 2017/2018 Tax Compliance Status Verification.

20.2 Stage 2: Key Qualifying Criteria

Stage 2 – Key Qualifying Criteria				
Failure to comply with any of the requirements below will result in the bid being disqualified				
No.	Description	Yes	No	Comments
1.	Bidder completed and submitted technical specification as per 5.2			
2.	The bidder has completed and submitted detailed pricing as per Pricing Schedule (7.2)			
3.	The Bidder submitted three relevant contactable references as per 5.7			
4.	The bidder submitted Letter of Authorization to resell from OEM / Distributor as per 5.3, 5.4 and 5.5			
5.	The bidder has submitted an OEM Statement of Licensing as per 5.6?			
6.	The bidder has submitted a solution / product datasheet for the solution as per 5.9			
Overall Stage 2 Outcomes:		<u>Assessment Comments:</u>		
		Bid qualifies for further consideration: (YES/NO):		

20.3 Stage 3: Technical Evaluation

Stage 3 – Technical Evaluation Failure to comply with any of the requirement will result in bid disqualification.					
	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
1.	General Requirement	The solution is able to monitor the entire ICT environment including:			
2.		a) routers			
3.		b) switches,			
4.		c) servers (both remote and local)			
5.		d) Virtual Machine (VM) environment			
6.		e) Wide Area Network			
7.		f) Local Area Network			
8.		g) printers			
9.		h) firewalls			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
10.		i) application performance			
11.		j) database performance.			
12.		k) Storage Area Network (SAN)			
13.	Optimize applications and network performance	The solution must monitor metrics such as the following to help the Electoral Commission to identify areas for improvement and fine-tuning.			
14.		a) Applications response times			
15.		b) Network Availability			
16.		c) Network Reliability			
17.	Identify Bottlenecks, Congestion and other issues	The solution must monitor metrics such as the following to help the Electoral Commission to identify and correct bottlenecks, congestions and other issues that may degrade the network performance.			
18.		a) network traffic latency			
19.		b) bandwidth usage			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
20.		c) packet loss			
21.	Capacity and Scalability Planning	The solution must provide reports, analysis and insights on the use of the networks including:			
22.		a) bandwidth utilization and identification of top talkers etc.			
23.		b) Infrastructure (CPU, Memory and Disk Utilization etc.),			
24.		c) and applications (Availability, Response times etc.).			
25.		The solution must be able to analyse historical performance data and trends using Artificial Intelligence to assist the Electoral Commission to forecast future infrastructure requirements and make informed decisions regarding network upgrades, bandwidth allocation and other infrastructure investments			
26.	Improve Security Posture	The solution must be able to analyze network traffic patterns and identify anomalies and report on these thereby assist the Electoral Commission to detect potential security breaches, unauthorized access attempts and abnormal behavior.			
27.	Licensing	The solution is an on-premise solution			
28.		The solution can be deployed on a VMWare environment			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
29.		The solution can monitor assets deployed in different locations			
30.		The solution is a centralized Enterprise solution covering a multitude of assets including servers, firewalls, switches, routers, printers, Network, SAN Storage and Backup facilities dispersed over 9 provinces at National Office, Hosting Facility (ISP), Disaster Recovery site, Provincial offices, Provincial Results Operations Centers, National Results Operations Center and areas in between.			
31.	Technology Agnostic	The service must be able to monitor and report on a variety of technologies deployed at the Electoral Commission.			
32.		The bidder has submitted a list of devices supported out of the box by the solution			
33.	Dashboard Visualization	The solution must provide a dashboard that provides a full view of the entire IT environment on one panel of glass to make it easier to identify faults.			
34.		The dashboard is web-based and optimized to be accessed through various platforms including mobile devices (tablet / cell phone)			
35.		The solution allows for reports to be drawn from the system.			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
36.		Each network device must be represented by a graphical element on the management platform's console. Different colors on the graphical elements represent the current operational status of network devices. Different geographical locations should also be mapped			
37.	Implementation and Support Services	The solution must include implementation services to cater for all the requirements in the bid specification.			
38.		The bidder is to also provide knowledge and skills transfer and training			
39.		Support and maintenance should include product level support, access to patches and upgrades during the term of the support agreement (3 years)			
40.	Application Monitoring	The solution must assist to identify performance bottlenecks, such as:			
41.		a) slow database queries			
42.		b) network latency			
43.		c) CPU spikes			
44.		The solution must be able measure the response time and throughput of applications to maintain optimal performance			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
		levels.			
45.		The solution must be able to provide End-To-End observability of an application's complete HTTP/S transactional behavior to understand the effect on business outcomes and user experience			
46.		The solution must support applications based on .NET 4.7 or higher applications.			
47.		The solution must support SAP Enterprise Resource Planning (ERP) Central Component (ECC) 6 and higher.			
48.		The solution must be able to provide Root Cause Analysis of application performance problems and business outcomes			
49.	Fault Management	The solution must be able to detect, isolate, notify, and correct faults encountered in the network.			
50.		The solution must be able to do Root Cause Analysis,			
51.		The solution must be able to provide alert management automation.			
52.		The solution must be able to provide event correlation management,			
53.		The solution must have in-built tools such as Ping, Traceroute, WMI Query, CLI Query etc. that can assist in digging deeper with identified faults			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
54.		The solution must be able to monitor faults on the network and send notifications and real time alerts to relevant technical support personnel via Short Message Services (SMS)			
55.		The solution must be able to monitor faults on the network and send notifications and real time alerts to relevant technical support personnel via email.			
56.	Performance Monitoring	The solution must be able to monitor and measure various aspects of performance across various vendor platforms so that overall performance can be maintained at an acceptable level.			
57.		The solution must be able to collect performance data, store it and present in graphic form and provide network traffic analysis and utilization reports.			
58.	SAN Storage Monitoring	The solution provides monitoring of SAN devices,			
59.		The solution provides monitoring of tape libraries			
60.		The solution provides for monitoring of SAN switches.			
61.		Monitoring includes such metrics as.			
62.		a) performance measurements,			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
63.		b) capacity management			
64.		c) forecasting			
65.	Network Monitoring	The solution must be able to monitor switch availability, performance, capacity, i.e.			
66.		a) port availability,			
67.		b) port usage,			
68.		c) CPU usage			
69.		d) traffic type			
70.		e) application by protocol type			
71.		The solution must be able to monitor the following in relation to routers			
72.		a) availability,			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
73.		b) performance,			
74.		c) capacity, ,			
75.		d) QoS (Quality of Service) adherence			
76.		e) SLA,			
77.		f) link performance			
78.		The solution must be able to follow, path analysis and measure data packet time at each hop from desktop to application transaction server and back to the desktop			
79.	VMWare Monitoring	The solution must allow for the discovery, mapping, monitoring, alerting and reporting on VMware performance for hosts, guests and clusters on the network.			
80.		The solution must also be able to set alert thresholds for resource consumption of hosts and guests.			
81.	Database Monitoring	The solution can monitor Microsoft SQL Server and Oracle for such things as			
82.		a) Server CPU state, I			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
83.		b) low amounts of free memory,			
84.		c) dangerous disk utilization,			
85.		d) issues with cache utilization,			
86.		e) system processes,			
87.		f) transactions,			
88.		g) users,			
89.		h) page buffers,			
90.		i) wait for locks			
91.		The solution supports the monitoring of			
92.		a) Microsoft SQL Server 2016 or later,			

Stage 3 – Technical Evaluation

Failure to comply with any of the requirement will result in bid disqualification.

	Requirements Area	COMPLIANCE MINIMUM REQUIREMENTS	Bidder must indicate whichever is applicable		Bidder's response/technical specification for proposed solution – if providing more than minimum requirement
			Yes	No	
93.		b) Oracle 19c or later,			
94.		c) PostgreSQL 10 or later.			
95.		The solution should also show the availability of all SQL Server services based upon monitoring the SQL Server database engine, as well as indexing, search, and reporting services.			
96.	Network Discovery	The solution must be able to auto-discover devices connected to the network via IP addressing, ARP tables, Routing points and Active Directory			
97.		The discovery rule engine must be smart enough to associate every new device with an existing definition/template that fits the description of the new device			
Overall Stage 3 Outcomes:		<u>Assessment Comments:</u>			
		Bid qualifies for further consideration: (YES/NO):			

20.4 Stage 4: Technical Scoring

Bid Evaluation Criteria Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (37.5/50)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
1.	Relevant Reference	30	References: a) Customer name = 1 point b) Contact Person = 1 point c) Email = 1 point d) Telephone = 1 point e) Physical address = 0.5 point f) Product(s) used = 2 points g) Description of Services provided = 2 points. h) Value (Contract Value Estimate) = 1 point i) Was the service provided in the last 36 months = (YES = 0.5 point) Total for references = maximum 10 points per reference (3 references)		
2.	Relevant Experience	3	Experience with Infrastructure and Application Performance Monitoring Solutions. (Max 3 points) a) The bidder has three to five (3-5) years' experience (2 points). b) Bidder has more than five (5) years' experience (3 points)		

Bid Evaluation Criteria Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (37.5/50)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
3.	Out of the box “sensors” (integration)	2	The solution sensors (integration points): (Max 2 points) a) 20,000 – 30,000 sensors (integrations) out of the box (1 point) b) >30,000 sensors (integrations) out of the box (2 points)		
4.	Database support	7	The solution supports the monitoring of the following databases at a minimum: a) Microsoft SQL Server 2016 or later, (3 points) b) Oracle 19c or later, (2 points) c) PostgreSQL 10 or later (1 point) d) MongoDB (1 point)		
5.	Web Servers support	3	The solution supports the monitoring of the following web servers and web application servers: a) Microsoft IIS, (1 point) b) Apache Web Server (1 point) c) Apache Tomcat (1 point)		
6.	Out of the box sensors	5	The solution supports out of the box monitoring of the following: a) Active Directory (1 point) b) Microsoft Exchange (1 point) c) Java applications (1 point)		

Bid Evaluation Criteria Stage 4 – Technical Scoring					
To qualify to the next phase of adjudication a bidder must score a minimum of 75% (37.5/50)					
	Product Description	Available Score	Points Allocation	Actual Score	Comments
			d) .NET applications (1 point) e) SAP (1 point)		
Overall Stage 4 Outcomes:		<u>Assessment Comments:</u>			
		Bid qualifies for further consideration: (YES/NO):			

20.5 Stage 5: Adjudication of Bids

Only bids that comply with the requirements and conditions of the bid and that meet the minimum criteria in the bid evaluation process as stipulated above will be considered for bid adjudication purposes.

Acceptable bids must be market related.

This bid is deemed not to exceed R50 million including VAT.

Therefore, the 80/20 preference point system (PPPFA scoring) in terms of the Preferential Procurement Policy Framework Act, 2005 (PPPFA) and the Preferential Procurement Regulations, 2022 shall apply in the adjudication process of this auction where all acceptable bids received are equal to or below R50 million including VAT. Preference points will be allocated as follows:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bid Evaluation Committee

	Evaluation Committee Member's Name	Signature
1		
2		
3		
4		
5		

Overall Adjudication Outcomes:
