

Bid Addendum

Attention	:	All Prospective Bidders
From	:	Supply Chain Management
Date	:	17 August 2023
Issue	:	First (1 st) Issue
Bid Number	:	RFB 03/23
Bid Title	:	APPOINTMENT OF A SERVICE PROVIDER FOR THE IMPLEMENTATION OF AN APPLICATION PERFORMANCE MONITORING SOLUTION (APM)

1. ISSUE ADDENDA

Supply Chain Management policy states... *“When any additions, deletions or changes are made to any part of the original bid documentation, all potential vendors, which collected a bid document, must be notified of these changes. It should be noted that amendments must allow bidders enough time to adjust their offers before submitting the bid to ITHALA. Any additions, deletions or changes must be done in writing and records should be maintained in the relevant file; and Bidders must acknowledge receipt of the amendments”*

2. YOU ARE HEREBY ADVISED OF THE FOLLOWING questions and answers

Questions raised by bidders before the closing date:

No.	Questions And Answers
1	Ithala to please provide Standard Terms and Conditions before can agree to and sign this. These conditions will only be shared with the awarded service provider when SLA is being signed
2	Are there any Special Conditions of the Contract that Ithala can share? We did not see any in this RFB. These conditions will only be shared with the awarded service provider when SLA is being signed
3	What does the existing infrastructure comprise of, as it relates to and the counts of each component: Servers (eg. Physical, Virtual) Virtual Platforms (eg. Vmware, MS HyperV,etc.) Operating Systems (eg. MS Windows 2019, AIX,etc) Databases Management Systems (eg. MS SQL, Oracle,etc) WebServers (eg. IIS, Tomcat,etc.) Appllication frameworks (eg. Java, .Net, etc) Please state if any device is a DR / Non production 1. Infrastructure comprises of 1 IBM Power 9 Server at a Primary data center, hosting the Banking application. 2. The Operating system is OS400 3. The DBMS is DB2 4. WebServers (eg. IIS, Tomcat,etc.) is Websphere 5. Application frameworks (eg. Java, .Net, etc) Banking Application is written in RPG
4	How many datacenters host applications that requires monitoring. Please indicate state (eg. Active/Pasive , Active/Active) One (1) data center active-active datacentre

5	Please provide us with your Technical Application, Network and Service Architecture - Network is SD WAN
6	How many applications will be monitored? (Banking, Orbital (AML), Insurance, CCAM (credit and arrears management, Insurance, Email, SharePoint and Enterprise) How many of these applications are in the Azure cloud environment and how many are in the datacenter? 5 in the Azure environment and 3 at the data center.
7	Based on the listed applications above: How many are Java applications and for each Java application how many running JVM instances are utilised? Orbital / SQL
8	Based on the listed applications above: How many are .NET and .NET core applications / CLR (common language runtime) DT Enterprise - Java and .net on SQL
9	Based on the listed applications above: How many are PHP applications? None
10	Based on the listed applications above: How many are NodeJS applications? None
11	Based on the listed applications above: How many are OpenSource Tracing tool monitored applications? Orbital
12	Based on the listed applications above: How many are Python applications? None
13	Based on the listed applications above: How many are C++ applications? None
14	By systems do you mean applications or servers? Both server problems and application errors
15	Is the demonstration capability a Proof of Concept / Value or a demo that we must build out on our own labs? The demo should be based on a tool built out from own lab or already available
16	Is there AS400 technology that must be included? CCAM
17	Please clarify acronyms and give detail around: -DT Enterprise - banking application for card transactions, EFT's, internet banking outsourced to Direct Transact company -Orbital - Anti Money Laundering system to be hosted on the cloud -CCAM - Credit Control and Arrears management application developed in Lotus Notes 6.1 / Domino hosted on premise. -MIS - Profida insurance system still at project phase and will be cloud-based
18	How many Synthetic transactions are to be run? At what frequency must they be run (eg. 10-minute, 5-minute, 1-minute) TBD
19	How many Real Browser Monitors are to be run? At what frequency must they be run (eg. 10-minute, 5-minute, 1-minute) DT and Orbital
20	How many mobile and browsers will be accessing applications that are Business Applications? DT Internet banking "Business Applications" are internal employee-facing or business-to-business (B2B) applications monitoring core apps none
21	How many mobile and browsers will be accessing applications that are Consumer Applications? "Consumer Applications" are marketing and business-to-consumer (B2C) applications. To be determined TBD
22	Please elaborate on the service desk that we will need to send incidents too (API enabled?) ITSM service desk application hosted on premise. There is no API implemented.

23	Supply Use cases. Standard reports and dashboards will suffice.
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NB: Cover quoting sometimes referred to as “*shadow quoting*” or “*bid rigging*” is an offense which represents both corruption and acquisition of fraud. It undermines the fair determination of a supplier, corruptly eliminating free and open competition. Therefore, it is not allowed.