PROJECT: SYSTEM PERFORMANCE MONITORING TOOL

I. QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE

	Query/Clarifications	TWG/BAC Reply
1	May we request a longer period of delivery date? Same with the payment terms, can you consider a milestone payment upon delivery and another one upon completion.	Requests are denied.
2	Regarding the functional requirement of the project which is stated in Special Conditions of Contract, do we need to transfer that in the Section 7 part of the Technical Specification to comply?	No.
3	Regarding the detailed training requirement, it says you required a 16 hour training for installation and maintenance, a 24 hours administration training and 40 hours systems administration training which sum up to two (2) weeks. Is a 5 days training period acceptable for these training course?	No. Five (5) days training period is not acceptable for these training courses. This amends Section VI, Schedule of Requirements, Item 3, Training/ Knowledge Transfer Requirements: From: a. SPMT Installation and Maintenance (Minimum of 16 Training Hours) b. SPMT Administration (Minimum of 24 Training Hours) c. SPMT System Operations (Minimum of 40 Training Hours) To: a. SPMT Installation and Maintenance (Minimum of 16 Training Hours) for at least 5 participants b. SPMT Administration (Minimum of 24 Training Hours) for at least 5 participants c. SPMT System Operations (Minimum of 40 Training Hours) for at least 10 participants per batch, to be conducted in 2 batches.
	These 10 participants will be training simultaneously?	Yes. Refer to above response.
4	Regarding the Proof of Concept (POC) requirement, which is either	Yes. Both online and client visits are acceptable. Note that the required inspections

	an online demonstration or actual visit. If in case the actual visit demo does not suffice the SSS, can we also conduct an online demo simultaneously?	and tests must be conducted within five (5) calendar days upon notice by the BAC for submission of additional documents.
5	Clarification in the Special Conditions of Contract under Server Monitoring – "should be able to discover devices in the network with SNMP and ICMP". Can this be either of the two, as long as the discovery of device is delivered?	We require both protocols because SNMP or the Single Network Monitoring Protocol is the one responsible for discovering network equipment while ICMP or the Internet Control Message Protocol is designed for the messaging.
6	In Section VI, item number 1, these are enforced to the deliverables of the bidder even they are not needed just to comply with Section VII and the Special Condition of Contract?	Yes, because this will be used in the installation process.
	Even though our solution were not utilizing the TAPs and the packet analyzer to comply with all the provisions of the Bid Docs, you still be requiring us these items just because it is specified in Section VI?	The TAPs and Network Packet Broker (Packet Analyzer) are a hard requirement of our Network Department. The additional 12 units of TAPs will be used for another external network.
7	You will be using the TAPs because you have an existing packet analyzer?	Yes.
8	Regarding the Special Conditions of Contract – Applications and Network Performance Monitoring Item A, specifically to the database monitoring and server monitoring, are you expecting an agentless performance?	Yes, that is why we require the Network Packet Broker (NPB).
	Even the details are facilitated by the application per se and the solution has an agent this will result to the non compliance? The SSS is not expecting a non-agent deployment during the 90-day deployment?	Yes, because based on our experience we are encountering problems if there are agents installed in the systems.
9	How many network devices and servers will be monitor by the winning bidder?	An inventory of the current SSS network devices, including OS versions, shall be provided to the winning bidder during the project implementation planning sessions.
10	As mentioned earlier, no agent and the solution must not be invasive to the network and application. There is a need to optimize the database	The goal of this is monitoring, then the system will give alerts or recommendations to optimize the database.

	performance, in doing so, is this referring to systems generated recommendation?	
11	Regarding the Server Monitoring, what are we monitoring here the HTTPD processes or the Server processes?	The web server, particularly the number of HTTPD processes.
12	Under Scope of Work – Application and Network Performance Monitoring Letter F, can we suggest a similar approach where we can detect and monitor an abnormal volume of traffic that is related to security?

Same with letter A of the Application and Network Performance Monitoring, we can provide a similar report but different name and it is still agentless as you required. | Yes, that is acceptable, as long as the requirement to monitor suspicious activities and potential breaches, and detection of security vulnerabilities and anomalies are also met.

Yes, as long as it is agentless. |
13	The delivery period of 90-days includes the delivery lead time from the receipt of the Notice of Proceed or Purchase Order?	Yes.
14	About the compatibility, it is right to conclude that the systems are capable of monitoring applications running on those platforms?	Yes.
15	Regarding the Statement of Ongoing Government and Private Contracts, do we need to attach a supporting document or only the list will enough?	Only the list is needed.
16	The ICMP can be seen as flag in the network and also by security devices like IPS and Firewall. Do you really see the need for ICMP or the SNMP will suffice?	Actually, we do have an amendment in our bidding documents, particularly under Server Monitoring Item F.

Refer to II.D.4 below. |

II. WRITTEN QUERIES:

	Query/Clarifications	TWG/BAC Reply
A. First Data Corporation		
1	We would like to inquire if these training courses are expected to be a paid certification training, or the bidder can provide it to SSS?	No. The required training can be provided by the Winning Bidder.
2	What is your current monitoring tool that you are using?	Riverbed AppResponse, NetIM, AppInternals, and RPM Dashboard.
3	What is the current Network broker and TAP, we need to verify the compatibility on the additional TAPs we are required to provide?	The current Network Packet Broker/TAP is Keysight IXIA Vision E100.
4	Is it allowed if the bidder will just deliver the TAP unit regardless if the proposed solution will utilize it or not? As long as the bidder complies to the functionality on the TOR.	Our project includes the need for the configuration of a Network Packet Broker and Network TAPs for the Main Office and Disaster Recovery Sites. The TAPs shall be the source of data collection, providing a reliable method for capturing and analyzing network traffic without interrupting the flow of data.
5	Can your Network packet broker or Network packet analyzer can generate a netflow to ingest data on our Solution? Our solution can accept netflow or ipfix and will not use Network TAP	Refer to Item II.A.4 above.
6	For the data retention, the solution we will provide can only retain metrics data that you can use in generating reports would that suffice? as long as we comply on our data retention.	The data retention requirement allows SSS to access relevant data from up to a year ago, not just the metrics used for generating reports. This capability allows us to retain comprehensive datasets, facilitating in-depth analysis of historical trends, patterns, and performance metrics. In other words, the solution is not limited to merely producing reports; it allows users to drill down into the underlying data for better decision-making and strategic planning.
7	It is indicated that you need System performance monitoring tool, our solution can provide system performance metrics. The tracking user session and monitor user activity on your applications seems a little far from what you need. Is this a deal breaker if we don't have this feature?	Yes, SSS requires incorporating user session tracking into a system performance monitoring tool which is vital for gaining a complete understanding of application performance, user behavior, and troubleshooting needs. By tracking user sessions, SSS can quickly identify any delays or issues users

		encounter. Additionally, session tracking enhances troubleshooting by allowing administrators to review specific user interactions, making it easier to diagnose and resolve problems efficiently.
8	For licensing how many managed network devices will we monitor?	License requirement is for "User Licenses". Refer to Section VI., Schedule of Requirements, Item1., Provision of user Licenses, of the bidding document.
9	For licensing how many managed services will we monitor?	Refer to Item II.A.8 above.
10	How many Regional offices will be monitored?	Approximately 189 SSS branches and service offices are accessing various internal applications that require monitoring to ensure optimal performance and reliability.
11	How many network devices are located in the remote offices?	Refer to I.9 above.
12	If the bidder will propose a subscription license, how many months is expected to be provided to SSS?	License requirement shall be perpetual.
13	For SLLC requirement, our completed contract of APPLICATION PERFORMANCE MONITORING is one of the major components of a 1 lot project and indicated in the Project/Contract title, can you please confirm if this will comply to your requirement:	Yes, as long as the value of the Application Performance Monitoring component is at least P18,000,000.00, which is 50% of the Approved Budget for the Contract for this project.
B. Nexus Technologies Inc.		
1	Product Literature and Technical Specifications: - Are there any specific formats or templates required for the product literature and technical specifications? - Should the technical specifications include detailed performance benchmarks?	- None. - Not required but can be included if the bidder wants to.
2	Detailed System Diagram: - What level of detail is expected in the system diagram? - Are there any specific components or connections that must be highlighted in the diagram?	- High-Level Diagram - Yes, The APM/NPM, NPB, TAPs.

3	Bill of Materials: - Should the Bill of Materials include cost estimates for each item? - Are there any preferred vendors or brands for the hardware components?	- Not required but can be included if the bidder wants to. - No preference as long as the proposed brands are compliant with the required technical and functional specifications.
4	Supply and Delivery: - What are the delivery timelines for the SPMT to the SSS Main Office and DR Site? - Are there any specific delivery requirements or restrictions for either site?	- The Delivery/Completion Period is within Ninety (90) calendar days from receipt of Notice to Proceed and Signed Contract. - There are no delivery requirements for the SSS Main Data Center. For the SSS Disaster Recovery site, SSS shall arrange with facility management for the necessary permissions and gate pass for the delivery and installation of the equipment.
5	Installation: - Will there be any on-site support provided during the installation process? - Are there any specific installation guidelines or protocols that need to be followed?	- SSS shall provide on-site assistance to the Winning Bidder during project implementation. - SSS shall issue passes to the winning bidder's personnel that will be assigned to handle the project for Main Data Center and Disaster Recovery sites.
6	Configuration: - Are there any pre-existing configurations or settings that need to be maintained during the setup? - What are the expected outcomes or performance metrics post-configuration?	- Configurations or settings shall be dependent on the proposed SPMT. - The proposed SPMT shall undergo product performance testing for fifteen (15) calendar days, with acceptance criteria based on the Scope of Works, Schedule of Requirements, and Technical Specifications stated in the bidding document. Additional criteria for the configuration work may be required from the supplier as deemed necessary by SSS.

7	Network Packet Broker and Network Taps: - Are there any specific models or brands of Network Packet Brokers and Network Taps preferred? - What are the expected data throughput and performance requirements for these components?	- None, as long as the proposed models or brands are compliant with the required technical and functional specifications. - Data throughput shall be dependent on the proposed models or brands of NPB and TAPs.
8	Operational State: - What criteria will be used to determine that the SPMT is in an operational state? - Are there any specific tests or validations required to confirm operational status?	Operational State Criteria: 1. Performance Metrics: The SPMT will be operational if it meets key performance indicators, such as page time and availability. 2. User Access: Successful access by authorized users without errors indicates that the SPMT is operational. 3. Data Accuracy: The tool should accurately capture and report data in real time. 4. Integration: All integrated systems and applications must function correctly without disruption. Tests and Validations: 1. Functional Testing: Conduct tests to ensure all features and functionalities are working as intended (Please refer to Bid doc - Scope of Work) 2. Load Testing: Validate that the SPMT can handle the expected load and performance during peak usage. 3. User Acceptance Testing (UAT): Involve end-users in testing to confirm that the tool meets their needs and expectations. 4. Monitoring Alerts: Set up monitoring to trigger alerts for any operational issues, enabling quick resolution.

		The items enumerated above shall be incorporated in the required Project Implementation Plan (PIP).
9	Patch Cables, Connectors, and Other Devices: - Are there any specific types or standards for the patch cables and connectors? - Should these components be included in the initial supply, or can they be sourced separately?	- For cabling standards, UTP includes Cat 5e and Cat 6, while fiber uses multimode LC-LC connectors. - The components shall be included in the bid, as required.
10	Server Rack Cabinets: - What are the dimensions and specifications for the server rack cabinets? - Are there any specific requirements for cooling, power, or security for the server racks?	- Standard 42U rack. - High-Availability Power Distribution Units (HA PDU).
11	Passive Monitoring: - What specific metrics or data points are expected to be monitored passively at both sites? - Are there any specific protocols or standards that the passive monitoring solution must adhere to?	- Application Performance (Page load time, Page views, Number of users, Error 400/500, etc.), Network Performance (Throughput, Retransmission, Packet Loss, etc.), Server Metrics (CPU, Memory, Disk I/O, Number of HTTPD Processes, etc.), and other metrics related to the SSS requirements. - SNMP, ICMP, and other relevant protocols and methods
12	Integration with Existing Network Packet Analyzer: - What is the current model and configuration of the existing Network Packet Analyzer? - Are there any compatibility requirements or constraints for integrating with the existing Test Access Points (TAPs)?	- Keysight IXIA Vision E100 - None, as long as the proposed models or brands are compliant with the required technical and functional specifications.
13	Deployment of New Network TAPs: - Are there any preferred models or specifications for the new network TAPs to be deployed in the DMZ and Server Farm segments?	- None, as long as the proposed models or brands are compliant with the required technical and functional specifications.

	- What are the expected data throughput and performance requirements for these new TAPs?	- 10G Fiber Test Access Points (TAPs) for both Main Data Center and Disaster Recovery sites.
14	Storage and RAM Capacity: - What type of storage (e.g., SSD, HDD) is preferred for supporting one year of data retention?	- SSD or higher
	- Are there any specific requirements for data redundancy or backup solutions?	- Need backup enterprise
	- What are the minimum and recommended RAM specifications to handle the average captured data size of 525 GB per day? 1.5TB or higher	- 1.5TB or higher
15	Central Processing Units: - Are there any specific brands or models of CPUs preferred for this setup?	- Intel
	- Is there a requirement for additional processing capabilities, such as GPU support, for data analysis or processing tasks?	- Higher GPU version
16	Inventory list - Is it possible to get the quantity of network devices - Also a list of OS versions	Refer to I.9 above.
C. SERVICE IT+		
1	Request to extend the Delivery/Completion Period from (90) calendar days to (120) calendar days	Request is denied.
2	Request for a Milestone Payment from "One-time payment upon issuance of certificate of project acceptance based on deliverables under Section VI (Schedule of Requirements)" to 3 Milestone payment listed below: - Upon provision of hardware and licenses for the System Performance Monitoring Tool - 50% payment - Upon Training/Knowledge Transfer Requirements - 30% payment - Go Live - 20% payment	Request is denied.

	D. TRENDS AND TECHNOLOGIES INC.	
1.	On page 22, Application and Network Performance Monitoring, Item f. Monitoring for suspicious activities and potential breaches. Detection of security vulnerabilities and anomalies." Question 1.1 As discuss during pre-bid, this item is more like a Security Monitoring rather than an Application & Network Performance monitoring, can we suggest a similar approach where we can detect abnormal traffic in the network that can be a possible security event?	Yes, as long as a similar approach meets the SSS requirements outlined on page 22, item f, regarding monitoring for suspicious activities and potential breaches, including the detection of security vulnerabilities and anomalies.
2	On page 22, Application and Network Performance Monitoring, Item c. "Measure the average page time per page, number of views, web pages or URL, number of users of each application, and other metrics to measure the performance of application, server, and network." Question 2.1: Since it was confirmed by SSS during the pre-bid that all reports must be gathered from agentless, non-invasive methods, we respectfully request SSS BAC and TWG to include this revision in the upcoming Bid Bulletin.	This amends Section V, Special Conditions of Contract, GCC Clause 1, Application and Network Performance. Item c. From: Measure the average page time per page, number of views, web pages or URL, number of users of each application, and other metrics to measure the performance of application, server, and network. To: Measure the average page time per page, number of views, web pages or URL, number of users of each application, and other metrics to measure the performance of application, server, and network using agentless, non-invasive methods for data collection.
3	On page 23, item A under Server Monitoring: "Monitoring of server resource utilization such as, but not limited to, CPU usage, memory usage, Disk I/O, HTTPD processes, Syslog events." Question 3.1: Since it was confirmed by SSS during the pre-bid that the HTTPD process is referring to HTTP/HTTPS transaction-based monitoring such as Web Server HTTP request or processes, we respectfully request the SSS	This amends Section V, Special Conditions of Contract, GCC Clause 1, Server Monitoring, Item a. From: Monitoring of server resource utilization such as, but not limited to, CPU usage, memory usage, Disk I/O, HTTPD processes, Syslog events.

	BAC and TWG to include this revision in the upcoming Bid Bulletin.	To: Monitoring of server resource utilization, including but not limited to CPU usage, memory usage, Disk I/O, number of HTTPD processes (to monitor web traffic load and performance), and Syslog events.
4	On page 23, item F under Server Monitoring: "Should be able to discover devices/server in the network with SNMP and ICMP capabilities." Question 4.1: It was mentioned by SSS during the pre-bid that there will be amendments to the bidding document, particularly for Item F requirement above, as well as that the scope of work will be open to other solutions. With this, we respectfully request SSS BAC and TWG to consider the compliance of either SNMP or ICMP for this requirement. SNMP is sufficient for this device discovery requirement, while using the ICMP method could trigger ICMP Flooding DDoS attacks on internal network devices like IPS, firewalls, and anti-DDoS systems, potentially blocking ICMP traffic. SNMP would provide a more efficient approach to discovering devices and servers on the network. Finally, requiring both SNMP and ICMP will limit the bidding to a certain brand only.	This amends Section V, Special Conditions of Contract, GCC Clause 1, Server Monitoring, Item f. From: Should be able to discover devices/server in the network with SNMP and ICMP capabilities. To: Should be able to discover devices/servers in the network using SNMP, ICMP, or other relevant protocols and methods.
5	On page 23, item A under Database Monitoring: "Monitor the performance of SQL queries executed against the database. Identify slow-running queries and optimize database performance." Question 5.1: Since it was confirmed by SSS during the pre-bid that the "optimize database performance" requirement is referring to a non-intrusive/non-invasive and agentless approach that provides alerts and system- generated recommendations to help SSS optimize database performance, we respectfully request the SSS BAC and TWG to include this revision on the upcoming Bid Bulletin.	This amends Section V, Special Conditions of Contract, GCC Clause 1, Server Monitoring, Item a. From: Monitor the performance of SQL queries executed against the database. Identify slow-running queries and optimize database performance. To: a. Monitor the performance of SQL queries executed against the database. Identify slow-running queries and optimize database performance using a non-intrusive,

		agentless approach that provides alerts and system-generated recommendations.
6	On page 36 A list of Support Personnel of the Winning Bidder that will be assigned to the project with detailed resume on experience and training. The Support Personnel must be under the Winning Bidder's direct employment. Objective / Purpose: Item 3 : Enable Faster Detection and resolution of incidents to reduce system downtime by providing timely alerts and detailed diagnostic information. Item 4 : Provide management with accurate and timely information to make informed decisions and generate reports and analytics for performance assessment and strategic planning. Question 6.1:To ensure that SSS Objective/Purpose and list of personnel requirements will be fully realized, may we respectfully recommend SSS to consider not only experienced personnel but also an in-country certified engineer for both bidder and principal?	The requirement is, "Service Provider must utilize experienced and certified technicians or engineers under its direct employment and supervision in rendering the required services".
7	Page 26 Item 4 A. During Post-qualification 4 The inspections and tests that will be conducted are: A. DURING POST-QUALIFICATION 1. The Bidder with the lowest calculated bid is required to provide an onsite/online demonstration of the proposed System Performance Monitoring Tool or may facilitate a TWG visit to the Bidder's existing APM/NPM installations within five (5) calendar days upon notice by the BAC. The result of the demonstration/visit shall be used by the TWG in determining the bidder's compliance with the minimum technical specification as indicated in Section VII of this PBD.	Refer to I.4 above.

	Question 7.1: As discussed during Prebid, may we request SSS to consider both online demo and client visit for the POC requirement. This will give us enough avenue to showcase our products and solutions.	
8	Page 26, Terms of Payment Question 8.1: May we request for a progress billing for above project. Fifty percent (50%) upon complete delivery of the equipment and Fifty percent (50%) upon project acceptance.	Request is denied.
9	Page 33 item 3 Training/Knowledge Transfer Requirements Question 9.1: As discussed during pre-bid, our solution can cover up to five (5) training days for all the three (3) training requirements of SSS. With this, may we humbly recommend five (5) training days for all three (3) training requirements of SSS? We can also accommodate by batches for the 10 pax should SSS wish to consider by batches.	Refer to I.3 above.