



CONSOLIDATED QUESTIONS & ANSWERS – SUPPLY, INSTALLATION AND CONFIGURATION OF ENTERPRISE IT MONITORING SOLUTION

RFP/IT/2020/13

1. Questions:

SABC Information Technology has posted RFP for the Appointment of a Service Provider for the Supply, Installation and Configuration of Enterprise IT Monitoring Solution

Could you kindly assist with the following technical questions?

- Network performance Monitor (NPM) – how many network devices to monitor?/
how many switch ports to be monitored?
- **Ans:** Please Refer to Annex 1-2
- NetFlow Traffic Analyser (NTA)- Do you have a flow capable router or layer 3 device?
- **Ans:** Please Refer to Annex 1-2
- -Network Configuration Manager (NCM)- how many nodes??

South African Broadcasting Corporation SOC Limited: Registration Number: 2003/023915/30

Non-Executive Directors: Mr B E Makhathini (Chairperson); Ms M Mohlala-Mulaudzi (Deputy Chairperson); Prof S Cooper; Adv M B B Lekalakala; Mr D M Maimela; Mr M G Markovitz; Mr D K Mohuba; Ms J Patel; Mr J H Phalane; Ms M B Papayya; Dr M Socikwa

Executive Directors: Mr M T Mxakwe (Group Chief Executive Officer); Mr I C Plaatjes (Chief Operations Officer); Ms Y van Biljon (Chief Financial Officer); **Company Secretary:** Ms L V Bayi

- **Ans:** Please Refer to Annex 1-2
- User Device tracker (UDT)- how many switch ports?
- **Ans:** Please Refer to Annex 1-2
- Log Analyser (LA)- how many devices to monitor syslogs from?
- **Ans:** Please Refer to Annex 1-2
- Server & Application Monitor (SAM) – how many physical servers and what vendors being used? How many VM's? what hyper visors being used?
- **Ans** Please Refer to Annex 1-2
- Virtualization Manager (VMAN)- how many physical CPU sockets on the host machines ? **Ans** Please Refer to Annex 1-2
- Server Configuration Monitor (SCM)- how many servers to monitor log config changes? **Ans** Please Refer to Annex 1-2
- Security Event manager (SEM) – how many nodes/ devices to monitor for log and event Traffic.
- **Ans** Please Refer to Annex 1-2

No.	Date	Description of Question	Answers
1	9/10/2020	Will electronic signatures be accepted	Yes
2	9/10/2020	Can we convert the PDF to word to be able to insert responses	Yes
3	9/10/2020	Can we get a copy of the SLA's they will expect on award of contract	SLA will be drafted on implementation.

4	9/10/2020	In the document there's only mention of .Net applications, are all applications (IT applications and custom internal C.O.T.S applications) .Net based? Or are there other types such as java, PHP, phyton, etc? If so, how many instances of each?	We have a mix of .Net and PHP applications at the SABC. For the .Net applications, they are mostly web based and some are still using Silverlight (this in the process of being updated). On the PHP side we use a mix of standard PHP implementations as well frameworks such as Laravel. We are still curating the exact number of instances for each, however there are several; a discovery session should be run by the vendor as part of their analysis phase.
5	9/10/2020	How many Windows OS instances are running a .Net application or CLR (Common Language Runtime)?	We have at least 8 instances of Windows servers running .Net applications; we are still curating the exact number. The number of instances should also be part of the vendors analysis and discovery process.
6	9/10/2020	Are the above mentioned applications based on traditional or container based architectures?	There are no container based implementations currently. All are traditional/standard implementations with some utilising 3 rd party tools like

			DotNet Nuke for .Net, and others using frameworks like Laravel for PHP.
7	9/10/2020	Are there applications running on Z/OS and are they in scope? If so, please provide the application instance breakdown.	Not currently
8	9/10/2020	Website Monitoring : Client Session - Is this for consumer applications (marketing and business to consumer applications) or business applications (internal employee facing business-to-business applications)?	Web Stats are both for Internal Purposes as well as Business This needs to be an Enterprise wide monitoring solution.
9	9/10/2020	Website Monitoring : How many unique users are expected to visit the websites to be monitored on a monthly basis?	An exact number of unique users is not possible. The SABC has several hundred employees and our client base numbers in the thousands. We cannot predict, for example, when a client decides they are going to visit the website to pay their tv licence or visit the website to find out some information. Vendor will need to extrapolate this value.

10	9/10/2020	Are there any mobile applications included in the scope? If so, how many applications? And how many estimated users per application?	There are least 2 main mobile applications but we envisage more apps for radio as we're an evolving organisation. For the number of users, the same applies for the number of users as per Q9 answer i.e. impossible to give an exact number and the vendor should estimate and extrapolate.
11	9/10/2020	Please specify the amount of physical or virtual servers to be monitored.	Please Refer to Annex 1-2
12	9/10/2020	Please specify the number of containers (e.g. Docker containers) to be monitored.	Please Refer to Annex 1-2
13	9/10/2020	How many zVM / zLinux instances must be monitored?	Please Refer to Annex 1-2
14	9/10/2020	How many LPAR's form part of the monitoring scope for the IBM Mainframe ZOS?	3 LPAR's but only production will form part of the monitoring scope
15	9/10/2020	How many network devices (switches, routers, firewalls, etc) form part of the monitoring scope? Please specify count per device type.	Please Refer to Annex 1-2

16	9/10/2020	How many AD servers forms part of security monitoring?	Please Refer to Annex 1-2
17	9/10/2020	Please specify on how many devices policy enforcement are to be executed as part of the solution scope? Also indicate how many of these are network devices vs servers.	Please Refer to Annex 1-2
18	9/10/2020	How many electrical components are to be monitored. What vendor technology is in scope? What management systems are in place and what monitoring protocols are supported?	Currently there is no management system in place. The winning bidder will scope what system or Technology is suitable.
19	9/10/2020	How many mechanical/Air Conditioning Units are to be monitored. What vendor technology is in scope? What management systems are in place and what monitoring protocols are supported?	All data centres as per Annex 2 Currently there is no management system in place
20	9/10/2020	How many devices are monitored with 3rd party monitoring tools. (assume these are in addition to quantities provided for direct monitor.)	<ul style="list-style-type: none"> • CiscoWorks • Oracle Grid Manager • SQL Manager • HP Insight Manager

			MainView & CMF Monitor
21	9/10/2020	How many applications are monitored with 3rd party monitoring tools. (assume these are in addition to quantities provided for direct monitor.)	None
22	9/10/2020	Section 4.0 Point 2.3 Configuration: Will the bidder be required to scope AND provide pricing details for the procurement and implementation of server hardware, operating systems and database software required for the deployment of the monitoring solution?	Yes
23	9/10/2020	Please provide details of the Remedy Service Management instance that the solution need to integrate to. (including, deployment architecture, version & on-premise or cloud.	SABC is in a process to of implementing the Net-helpdesk by HALO. Details and architecture will be made available to the winning bidder

- How many assets/IP do you want to monitor?
- **Ans** Please Refer to Annex 1-2
- Do you have the relevant virtual machines and software on the proposed platforms or do you require us to quote on each?

- **Ans** Provide quote for each.
- Support & maintenance is required for how many months/years?
- **Ans 5** years
- What is the duration of the contract?
- **Ans 5 years**
- **Please clarify the below as per an extract from the tender document w.r.t B-BBEE.**
Pre-qualification criteria for preferential procurement
4. (1) If an organ of state decides to apply pre-qualifying criteria to advance certain designated groups, that organ of state must advertise the tender with a specific tendering condition that only one or more of the following tenderers may respond-
(a) a tenderer having a stipulated minimum B-BBEE status level of contributor;
(b) an EME or QSE;
(c) a tenderer subcontracting a minimum of 30% to-
(i) an EME or QSE which is at least 51% owned by black people;
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(ii) an EME or QSE which is at least 51% owned by black people who are youth;

(iii) an EME or QSE which is at least 51% owned by black people who are women;

(iv) an EME or QSE which is at least 51% owned by black people with disabilities;

(v) an EME or QSE which is 51% owned by black people living in rural or underdeveloped areas or townships;

(vi) a cooperative which is at least 51% owned by black people;

(vii) an EME or QSE which is at least 51% owned by black people who are military veterans;

(viii) an EME or QSE.

(2) A tender that fails to meet any pre-qualifying criteria stipulated in the tender documents is an unacceptable tender

- **Ans**

There is no prequalification criteria required for this bid only Mandatory criteria so that means the bidders can still bid irrespective of the size of their companies