



**BID BULLETIN NO. 2**  
**For LBP-HOBAC-ITB-GS-20180326-01**


**PROJECT** : **Servers, Network, Database and Application Monitoring Tools**  
**IMPLEMENTOR** : **Procurement Department**  
**DATE** : **May 10, 2018**

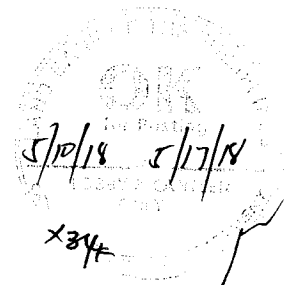
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This Bid Bulletin is issued to modify, amend or clarify items in the Bid Documents. This shall form an integral part of the Bid Documents.

The modifications, amendments or clarifications are as follows:

- The Terms of Reference (Annex A-1 to A-8), Section VII (Specifications) and Checklist of the Bidding Documents (Item 3.h, 3.j, 3.k & 6) have been revised. Please see attached revised Annexes A-1 to A-8 and the specified sections of the Bidding Documents.

  
**ALWIN I. REYES, CSSP**  
Assistant Vice President  
Head, Procurement Department and  
HOBAC Secretariat



# Specifications

<b>Specifications</b>	<b>Statement of Compliance</b>
	<p style="text-align: center;"><b>Bidders must state below either “Comply” or “Not Comply” against each of the individual parameters of each specification.</b></p> <p>Statements of “Comply” or “Not Comply” must be supported by evidence in a Bidders Bid. Evidence shall be in the form of manufacturer’s un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause 3.1(a)(ii) and/or GCC Clause 2.1(a)(ii)</p>
<p style="text-align: center;"><b>Servers, Network, Database and Application Monitoring Tools</b></p> <p><b>Minimum specifications and other requirements per attached Revised Terms of Reference (Annexes A-1 to A-8).</b></p> <p>The following documents shall be submitted inside the eligibility/technical envelope:</p> <ul style="list-style-type: none"> <li>▪ <b>Duly filled-out Revised Terms of Reference signed in all pages by authorized representative/s.</b></li> <li>▪ <b>Manufacturer’s authorization or back-to-back certification evidencing that the bidder is a certified partner of the product being offered.</b></li> <li>▪ <b>List of at least five (5) engineers with at least two (2) certified engineers for the proposed solutions (available locally) with copies of their certifications.</b></li> </ul>	<p><b>Please state here either “Comply” or “Not Comply”</b></p>

<ul style="list-style-type: none"><li>▪ List of local reference sites of at least seven (7) organizations with successful implementation of the monitoring solution/tool with contact person/s, addresses and contact details.</li> <li>▪ Certificate of Satisfactory Performance/No Pending Project issued by the Head, Network Operations Department not earlier than thirty (30) calendar days prior to the deadline of submission of quotation, if the prospective supplier has existing or completed contract/s with LANDBANK.</li></ul>	
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**Conforme:**

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Name of Bidder

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Signature over Printed Name of Authorized Representative

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Position

## **Checklist of Bidding Documents for Procurement of Goods and Services**

**Documents should be arranged as per this Checklist. Kindly provide folders or guides, dividers and ear tags with appropriate labels.**

**The Technical Component (First Envelope) shall contain the following:**

1. Duly notarized Secretary's Certificate attesting that the signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, if the prospective bidder is a corporation, partnership, cooperative, or joint venture (sample form - Form No.7).
2. Duly notarized Omnibus sworn statement (sample form - Form No.6).
3. Eligibility requirements
  - **Legal Document**
    - 3.a PhilGEPS Certificate of Registration (Platinum Membership). All documents enumerated in its Annex A must be updated; or
    - 3.b Class "A" eligibility documents as follows:
      - Registration Certificate from SEC, Department of Trade and Industry (DTI) for Sole Proprietorship, or CDA for Cooperatives, or any proof of such registration as stated in the Bidding Documents;
      - Valid and current mayor's permit issued by the city or municipality where the principal place of business of the prospective bidder is located; and
      - Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.
  - **Technical / Financial Documents**
    - 3.c Statement of the prospective bidder of all its ongoing government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the PBDs prescribed by the GPPB. (sample form - Form No. 3). The duly signed form shall still be submitted even if the bidder has no on-going contract.

- 3.d Statement of the prospective bidder identifying its single largest completed contract similar to the contract to be bid, equivalent to at least fifty percent (50%) of the ABC supported with contract/purchase order, end-user's acceptance or official receipt(s) issued for the contract, within the relevant period as provided in the Bidding Documents. The statement shall include all information required in the PBDs prescribed by the GPPB. (sample form - Form No. 4).
- 3.e The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
- 3.f The prospective bidder's computation for its Net Financial Contracting Capacity (sample form - Form No. 5).
- 3.g Valid joint venture agreement (JVA), in case the joint venture is already in existence. In the absence of a JVA, duly notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA in the instance that the bid is successful shall be included in the bid. Failure to enter into a joint venture in the event of a contract award shall be ground for the forfeiture of the bid security. Each partner of the joint venture shall submit the legal eligibility documents. The submission of technical and financial eligibility documents by any of the joint venture partners constitutes compliance.
- 3.h Duly filled-out Revised Terms of Reference signed in all pages by authorized representative/s.**
- 3.i Manufacturer's authorization or back-to-back certification evidencing that the bidder is a certified partner of the product being offered.
- 3.j List of at least five (5) engineers with at least two (2) certified engineers for the proposed solutions (available locally) with copies of their certifications.**
- 3.k List of local reference sites of at least seven (7) organizations with successful implementation of the monitoring solution/tool with contact person/s, addresses and contact details.**
- 3.l Certificate of Satisfactory Performance/No Pending Project issued by the Head, Network Operations Department not earlier than thirty (30) calendar days prior to the deadline of submission of quotation, if the prospective supplier has existing or completed contract/s with LANDBANK.
4. Bid security in the prescribed form, amount and validity period (ITB Clause 18.1 of the Bid Data Sheet);

5. Schedule VI - Schedule of Requirements with signature of bidder's authorized representative.
6. **Revised Section VII - Specifications with response on compliance and signature of bidder's authorized representative.**
7. Post-Qualification Documents – (Non-submission of these documents during the bid opening shall not be a ground for the disqualification of the bidder):
  - 7.a Business Tax Returns per Revenue Regulations 3-2005 (BIR No.2550 Q) VAT or Percentage Tax Returns for the last two (2) quarters filed manually or through the BIR EFPS; and
  - 7.b Income Tax Return for 2016 filed manually or through the BIR EFPS

**The Financial Component (Second Envelope) shall contain the following:**

1. Duly filled-out Bid Form signed by the bidder's authorized representative (sample form - Form No.1)
2. Duly filled-out Schedule of Prices signed by the bidder's authorized representative (sample form - Form No.2)
3. Breakdown of cost using Annexes B-1 and B-2.

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Terms of Reference - Servers, Network, DB and Application Monitoring Tool

1	1x Server & Application Monitor (unlimited monitors-Standard Polling Throughput) - License with 3-year MA	
2	1x Storage Resource Monitor (up to 300 disks) - License with 3-Year MA	
3	1x Virtualization Manager (up to 320 sockets) - License with 3-Year MA	
4	15x Database Performance Analyzer per SQL Server, MySQL, or Oracle SE instance (10 to 19 licenses) - License with 3-Year MA	
5	30x Database Performance Analyzer per Oracle EE, DB2, or ASE instance (30 to 49 licenses) - License with 3-Year MA	
6	1x Network Performance Monitor (unlimited elements-Standard Polling Throughput) - License with 3-year MA	
7	1x NetFlow Traffic Analyzer Module for Network Performance Monitor License with 3-year MA	
8	1x Network Configuration Manager (up to 1000 nodes) - License with 3-year MA	
9	1x Web Performance Monitor (up to 5 [recordings x locations]) - License with 3-Year MA	
10	1x Vmware vSphere 6 Essential Plus Kit for 3 Hosts (Max 2 Proc per Host)	
11	1x Production Support / Subscription Vmware vSphere 6 Essential Plus Kit for 3 Years, Technical Support, 24 Hour Sev1 Support - 7 Days a Week	
12	1 Lot Implementation for monitoring tool and virtualized server required with 3 Years Maintenance and 24x7 Support	
<b>Core Monitoring Capabilities</b>		
	The proposed solution should be able to monitor up to 250 elements (interfaces, volumes, nodes).	
	The proposed monitoring solution should be able to monitor: (a) Routers (b) Switches (c) Firewalls (d) Wireless devices (e) Servers (e) Other SNMP-enabled devices	
	Should automatically provide real-time, in-depth network performance statistics after discovery/configuration of devices, including but not limited to, (a) CPU load (b) Memory utilization (c) Interface utilization (d) packet loss	
	Should show statistics like interface bandwidth, current traffic in bps, total bytes received/transmitted etc.	
	Should be able to discover and troubleshoot network paths hop-by-hop for both on premises and cloud environment for specific TCP connections	
	Should monitor hardware health for popular vendors like Cisco, DELL, F5, Juniper, HP etc. and should allow alerting and reporting on hardware health monitoring	

<b>Network Discovery</b>	
The proposed monitoring solution should be able to discover devices in the network with SNMP and ICMP capabilities automatically, on input of, (a) IP address ranges (b) subnets (c) individual IP addresses (d) Active Directory	
Should not add devices with multiple IP addresses as duplicate nodes but should list all known IP addresses for the node	
Should have option to automate and schedule discovery process	
Should use discovered information for creating topology maps	
<b>Graphical User Interface and Customization</b>	
It should have load-balancing options available if too many users login at same time	
It should allow customization by having options to add/remove sections in web pages as necessary	
It should allow creation of custom dashboards and restrict views for users based on devices or interfaces, i.e. it should have role-based access	
It should allow export of any web page in console to PDF format	
It should integrate with Active Directory for user login purposes	
<b>Advanced Reporting</b>	
The proposed monitoring solution should provide current and historical out-of-the-box reports for various statistics monitored	
<b>Advanced Alerting</b>	
It should allow creation of new alerts from scratch and also customizable threshold limits	
Should have various actions that can be taken, including but not limited to, sending out emails, forwarding SNMP traps, running executables, sending SMS text alerts, playing sound, emailing a web page etc.	
Should have the ability to dynamically baseline statistics and automatically set Warning and Critical threshold	
<b>Grouping</b>	
The proposed monitoring solution should allow grouping of devices by various properties -- by department, by location, by name and by other properties gathered	
Should also allow adding members to groups on-the-fly by specifying a property which can dynamically change values, like volumes reaching low free space	
<b>Network Maps</b>	
The proposed monitoring solution should be able to represent the network pictorially and display performance details of devices in real time	
Should be able to display not just the device status on the map but also status of any other detail obtained through custom MIB polling	
Should be able to automatically connect devices by means of topology information gathered during discovery, like Cisco Discovery Protocol or Link Layer Discovery Protocol	
Should have the ability to show the link utilisation as a 'weather map'	
<b>Multi-vendor Support</b>	
The proposed monitoring solution should not be vendor-specific	
<b>Extensibility</b>	
The proposed monitoring solution should allow gathering of custom properties from SNMP-enabled devices by specifying the OID of the properties	



<b>Application Aware Network Performance Monitoring</b>	
Should be able to provide Network Response Time (NRT) and Application Response time (ART) for critical applications	
Should be able to contextually provide QoE data for nodes in Node Details subview	
<b>Additional Components</b>	
Should have wireless reporting option to display wireless thin and autonomous access points and their associated clients	
Should be able to monitor individual member switches, power stack and data stack rings in Cisco switch stacks	
Should be able to monitor entire VMware and Hyper-V virtual infrastructure, including Virtual Centers, Datacenters and ESX clusters, and automatically track VM performance	
Should be able to monitor individual components in F5 BIG-IP load balancing environment	
<b>Integration</b>	
Should be able to integrate with modules serving other monitoring purposes and provide a single-pane-of-glass view	
incidents and synchronize the acknowledgement of incidents bidirectionally	
<b>Enterprise Scalability</b>	
The proposed monitoring solution should be able to accommodate network growth through addition of load-balancing applications	
<b>Product Support</b>	
Active support through forums and community would be a welcome feature	
<b>Core Monitoring Capabilities</b>	
The proposed solution should be able to monitor traffic from up 250 interfaces	
The proposed monitoring solution should be able to monitor network traffic by capturing flow data from network devices, including Cisco NetFlow v5 or v9, Juniper J-Flow, IPFIX, sFlow, NetStream data and also sampled NetFlow data	
Should identify which users, applications, and protocols are consuming the most bandwidth	
Should highlight the IP addresses of the top bandwidth consumers on the network and find out unwanted bandwidth usage	
Should provide flow analysis with 1-minute granularity and support 60k sustained flow per second	
<b>Network Discovery</b>	
The proposed monitoring solution should be able to automatically add flow sources which are already being monitored for performance	
<b>Grouping</b>	
The proposed monitoring solution should allow to create custom IP address groups to categorize flows by geography, department, device type etc.	
<b>Multi-vendor Support</b>	
The proposed monitoring solution should not be vendor-specific and should be able to monitor devices from Cisco, Foundry, Juniper Networks, Extreme Networks, HP, Riverbed etc.	

<b>Configuration Management</b>	<b>Comply</b>
<b>Core Capabilities</b>	
The solution should be able to manage up to 50 devices	
The proposed management solution should be able to automatically backup configuration (for both text based and binary configuration files) on routers, switches, firewall, access points and other network devices	
Should be able to make bulk configuration changes. For example, change community strings, update ACLs etc. across multiple devices	
Should send real-time alerts when network configuration changes happen, with the comparison of which configuration lines were added, deleted and modified	
Should allow comparison of startup and running configuration files to troubleshoot device configuration issues	
Should allow comparison of current configuration with that of past to understand the changes that have happened over time	
Should help automate repeated tasks by defining series of commands as templates and executing them with or without parameters	
Should detect configuration policy violations to ensure compliance with federal regulations and corporate standards	
Should automate change approval process by enabling administrator to review changes submitted by uploaders before they are executed on the devices	
<b>Graphical User Interface and Customization</b>	
Should provide End-of-Life/End-of-Support (EoL/EoS) information to help keep devices current with regards to procurement and maintenance of the deployment	
It should quickly highlight devices which have policy violations, those which have not been backed up for configuration, those with conflicts in configuration etc.	
<b>Advanced Reporting</b>	
Should have policy reports designed for regulations specified in HIPAA, SOX, CISC, Cisco Security Audit etc.	
<b>Multi-vendor Support</b>	
The proposed management solution should not be vendor-specific and should provide built-in configuration management support for network devices from Cisco Systems, Nortel Networks, Extreme Networks, Dell, HP, Adtran, Riverbed, 3Com, Aruba Networks, Juniper Networks, Foundry Networks etc.	
<b>Extensibility</b>	
The proposed management solution should allow creation of modification of device command templates for devices not supported out-of-the-box	
Should be able to create custom policy reports by specifying what content should/should not be present in configuration. The content could be specified either as a string or as a regular expression	
Should have utilities to create device templates for devices which are not supported out-of-the-box	
<b>Application Monitoring</b>	<b>Comply</b>
<b>Core Monitoring Capabilities</b>	
The proposed monitoring solution should be able to monitor: (a) Application status (b) Application performance statistics (c) Services and processes (d) OS performance (e) Hardware	

Should automatically provide real-time view of processes running in systems and in-depth application performance statistics after discovery/configuration of applications	
Should automatically provide real-time view of windows event logs including the level of the event logs, Event ID, and source.	
Should have expert monitoring methods that point out the status and performance of key parameters (like services, queue length in case of Exchange, sql queries in case of databases etc.) of applications based on best practices	
Should be able to put together important parameters of an application, into one single monitoring template that can be uniformly applied to applications on different servers	
Should have options for user experience monitoring for various applications and services like HTTP, FTP, DHCP, DNS, SQL Server, Oracle, JSON, etc. to find out issues even before users notice them	
Should be able to report on hardware details (like CPU, memory, fan state, power etc.) of servers from popular vendors like IBM, HP, DELL and also VMware Hosts	
<b>Cloud Monitoring Capability</b>	
Discover and monitor EC2 cloud instances in AWS	
Discover and monitor EBS volumes in AWS	
Consolidate view for cloud, hybrid, and on-premises systems	
<b>Application Discovery / Monitoring</b>	
The proposed monitoring solution should be able to discover applications in the chosen servers, apply monitoring for them and start report statistics in few minutes	
Should have option to find processes either through WMI or SNMP, Performance Counter Monitors, WMI Monitors, VMware Performance Counter Monitors etc.	
Should have option to find JMX monitors for monitoring Java-based applications like JBoss, Tomcat, WebLogic etc.	
Should be able to discover email and directory servers, databases, network services, operating systems, VMware ESX servers etc. automatically by means of inbuilt monitoring templates	
Should be able to create and set automatic Calculation of Warning & Critical Thresholds From Baseline Data	
Should provide indepth monitoring (AppInsight) of Microsoft SQL out of the box with the following SQL Error Logs, Individual Database Details Views, Status of SQL Agent, Job Results, Index Fragmentation, SQL Server Connections	
Should provide indepth monitoring (AppInsight) of Microsoft Exchange mailbox role servers including performance of Information store, database, storage, replication, etc. It should also trend the sent and received emails and attachments for every mailbox user.	
Should provide indepth monitoring (Appinsight) of Microsoft Internet Information Service (IIS) including services, processes, individual website connections and response time, individual application pool, other statistic like cache and connection.	
<b>Graphical User Interface and Customization</b>	
It should allow creation of custom dashboards and restrict views for users based on applications, i.e. it should have role-based access	



<b>Advanced Reporting</b>	
The proposed monitoring solution should provide current and historical out-of-the-box reports for various statistics monitored	
Should allow emailing of dashboards created in web console	
<b>Grouping</b>	
The proposed monitoring solution should allow grouping of applications by various properties -- by department, by location, by name and by other properties gathered	
<b>Multi-vendor Support</b>	
The proposed monitoring solution should not be application-specific	
The discovered applications should be monitored with inbuilt monitoring templates created based on best practices	
<b>Additional Components</b>	
Should have utilities to view the database, to stop and start application services	
<b>Integration</b>	
Should be able to integrate with modules serving other monitoring purposes and provide a single-pane-of-glass view	
Should integrate with virtualization monitoring software to provide end-to-end application performance view from the application to the VM to the host.	
<b>Virtualization Monitoring</b>	Comply
<b>Core Monitoring Capabilities</b>	
The proposed monitoring solution should be able to do heterogeneous hypervisor management, like VMware vSphere and Microsoft Hyper-V environments, from a single pane of glass	
Should do performance monitoring of VMware environments, including VMware ESX, vSphere, ESXi, vCenter Server	
Should do performance monitoring and point out issues like storage I/O problems	
Should provide predictive recommendations to CPU, memory and storage resources that make use of historical trends and patterns	
Should help control VM sprawl with advanced analytics	
Should find out idle/stale VMs, zombie VMs, orphaned files and overallocated VMs	
Should be able to track VM and host configurations over time and show environmental configuration changes	
Should enable chargeback automation, identify cloud costs and display showback	
<b>Graphical User Interface and Customization</b>	
It should allow customization by having options to add/remove widgets in web pages as necessary	
It should allow creation of custom dashboards for different purposes, like separate dashboards for performance monitoring, capacity planning, chargeback etc.	
It should have integration options to automatically visualize relevant applications and storage objects such as LUNs to the relevant virtual infrastructure objects such as datastores and clusters	
<b>Grouping</b>	
Should be able to display relationships between connected resources over time to map dependencies between virtual datacenter objects such as VMs, hosts, datastores, clusters and vApps	
<b>Extensibility</b>	

Should be able to fetch virtualization properties and customize them into dashboards views by advanced search capabilities	
<b>Deployment</b>	
Should be installable either in a VMware or Hyper-V environment and should require only one installation to manage a mixed VMware and Hyper-V environment	
<b>Integration</b>	
Should integrate with application monitoring software to provide end-to-end application performance view from the application to the VM to the host.	
Should help to identify if the application is having problems because of the VM where it is present or because of other resource-intensive VMs on the same shared resource	
Should be able to integrate with modules serving other monitoring purposes and provide a single-pane-of-glass view	
<b>Enterprise Scalability</b>	
The proposed monitoring solution should be able to monitor large-scale, distributed environments of over 10,000 VMs	
<b>Core Capabilities</b>	
The proposed monitoring solution should be able to monitor performance and capacity of physical and virtual storage infrastructure	
Should provide real-time, in-depth performance statistics after discovery/configuration of devices, including but not limited to, (a) Array performance (b) Controller Performance (c) LUN performance (d) Disk performance	
Should show statistics like Total IO/sec, service time, IO response time, queue length etc.	
Should show storage growth rates and project when the storage capacity will be reached	
Should isolate storage I/O hot spots and source of contention	
Should automatically map VMs and logical connections to physical storage environment to enable root-cause analysis	
Should show capacity, allocation, usage and forecasting at all level of storage environment (raw, RAID, LUN, datastore and file system)	
Should display device status by different colors to represent warning and critical status	
Should have integration options to see automatically visualize relevant virtual machines and application status for the various storage objects such as LUNs	
<b>Network Discovery</b>	
The proposed monitoring solution should be able to discover devices in the network with SMI-S capabilities automatically, on input of, (a) IP address ranges (b) individual IP addresses	
<b>Graphical User Interface</b>	
It should quickly highlight devices with issues, based on different properties like Total IOPs, latency, reads and writes.	
<b>Multi-vendor Support</b>	
The proposed monitoring solution should not be vendor-specific	

Should be able to monitor storage devices from various vendors like 3PAR, Dell, EMC, Hitachi, HP, IBM, NetApp etc.	
should be able to monitor storage arrays hardware health for Dell EqualLogic, IBM XIV	
<b>Integration</b>	
Should be able to integrate with modules serving other monitoring purposes and provide a single-pane-of-glass view	
<b>Enterprise Scalability</b>	
The proposed monitoring solution should be able to monitor over 15,000 disks	
<b>General requirement</b>	
The solution must be able to monitor up to 4 or up to 8 instances of databases	
should monitor database from different aspects of the system including SQL Statement, Wait types, server resources, Storage I/Os, Virtualization layer, Users, etc	
Provides root cause analysis information by correlating SQL statements, context, system and Storage health, wait time and response time.	
should not have a load of more than 1% on the monitored databases	
should support agentless deployment architecture	
should be able to help DBA identify SQL blocks and corresponding locks	
should support MS SQL, Oracle, Sybase, DB2 and MySQL.	
should support using MS SQL, Oracle or MySQL for repository database	
should support databases on-premise, in the cloud, and in virtualized environment.	
should provide a detailed view of Storage, including latency and I/O, from both a current and historical perspective.	
should show a direct correlation between SQL response time and Vmware resource metrics.	
should include a description of the wait events so as to better understand the precise cause of slow SQL response time.	
should provide analysis of blockers for MSSQL, Oracle, MySQL and Sybase, with the ability to show top root blockers and top waiters.	
<b>Alerts</b>	
should be able to alert on the potential issue with the database from various category	
<b>Reports</b>	
should have report scheduler to allow reports to be sent out automatically	
<b>Integration</b>	
should integrate with Active Directory/LDAP for user authentication to the monitoring software	
<b>Vendor Requirements</b>	
Vendor must provide a list of 5 engineers available locally, whether from the vendor or principal, for the proposed solution and minimum 2 should be certified to ensure smooth implementation and after sales support	
Vendor must provide at least 2 engineers' certification of the proposed solution	
To ensure the quality of service and implementation to Landbank, vendor must provide local reference sites of at least seven (7) organizations with successful implementation of the monitoring solution or tool.	