

**BANKI
KUU YA
KENYA**



**CENTRAL
BANK OF
KENYA**

**Haile Selassie Avenue
P.O. Box 60000 - 00200 Nairobi Kenya
Telephone: 2861000/2863000,
Email: supplies@centralbank.go.ke**

ADDENDUM NO. 4

TENDER FOR SUPPLY, IMPLEMENTATION, DEPLOYMENT AND COMMISSIONING OF A CENTRALIZED APPLICATION SERVICE & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRASTRUCTURE & APM) FOR CENTRAL BANK OF KENYA, TENDER NO.CBK/013/2021-2022

The above captioned tender was published on 28th September, 2021 and Addenda Nos. 1-3. issued on 7th, 13th and 18th October 2021, respectively. In response to the clarifications sought by prospective bidders, the Bank is hereby issuing **Addendum No. 4** as follows:

No.	Clarification	Response
1	How many physical servers are required to be monitored?	Refer to ADDENDUM NO. 3
2	How many virtual servers are required to be monitored?	Refer to ADDENDUM NO. 3
3	How many Network Components and Devices are required to be monitored?	Refer to ADDENDUM NO. 3
4	For the Network Management, how many Network Components will be managed and discovered? Please include details and vendor/model of each network component.	ADDENDUM NO. 3. Network devices are Cisco based. The finer details cannot be disclosed for control reason.
5	For the Application Monitoring, how many servers (physical and virtual) will be monitored?	Refer to ADDENDUM NO. 2 and the Tender document. Information adequately provided.
6	Please include a list of all the Enterprise and Business Applications required to be monitored along with the middleware details and exact versions (Database, Application Server... etc.) of each application.	Information adequately covered on tender document. Refer to: 5.2 SUMMARY OF THE CURRENT CBK IT ENVIRONMENT
7	How many client devices (laptops, desktops, ... etc.) are required to be monitored as part of the solution?	End user devices are not part of the scope
8	How many sites are required to be monitored as part of the solution?	Refer to ADDENDUM NO. 2 and the Tender document. Information adequately provided.
9	How many data centres do you have and are required to be monitored as part of the solution?	Refer to addendum no 2

No.	Clarification	Response
User Sizing		
10	How many personnel are there in the IT Department?	As a control measure, this cannot be disclosed.
11	Do you have a dedicated NOC/SOC team?	Work in Progress
12	How many dedicated engineers do you have for the monitoring of your IT Infrastructure and Applications?	Refer to addendum 2
Discovery of Current IT Solutions		
13	What is the current solution used for Help Desk or Service Desk?	Microsoft Service Manager
14	What is the current solution used for IT Service Management?	None
15	What is the current solution used for Infrastructure Monitoring?	None
16	What is the current solution used for Applications Performance Management?	None
17	What is the current solution used for Discovery and IT Asset Management?	None
18	What is the current solution used for Network Monitoring?	None
19	What is the current solution used for Log Analysis?	None
20	What is the current solution used for Business Intelligence and Reporting?	As a control measure, this cannot be disclosed.
21	From the solutions above, please indicate which solutions needs to be considered for replacement or upgrade to better solutions?	Refer to SECTION V - REQUIREMENTS OF THE INFORMATION SYSTEM for the scope
22	Please list any other solutions that are used in the IT Domain that is considered to be replaced, or currently you are facing an issue with and are not fully satisfied with the current solution	None. Refer to SECTION V - REQUIREMENTS OF THE INFORMATION SYSTEM for the scope definition
Modules and Application Scope of Work		
23	From the below functionalities, please indicate (Yes or No) to select the ones that you require to be implemented as part of the Monitoring Solution and as part of the scope for this project. For each functionality, please provide a brief description of the expected functionality and the number of servers, network components, applications components, and middleware components, where applicable, required to be scoped as part of this project.	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM)
	a) Event Management	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) states the requirements. Table 7.19 Environment Monitoring Capabilities
	b) Event Correlation	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) states the requirements. Table 7.17 Artificial Intelligence for IT Operations (AIOPs)

No.	Clarification	Response
	c) Event Enrichment	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) Table 7.7
	d) Network Monitoring	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) Table 7.19 Environment Monitoring Capabilities
	e) Network Management	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) Table 7.19 Environment Monitoring Capabilities
	f) Network Performance Monitoring	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) Table 7.19 Environment Monitoring Capabilities
	g) Applications Monitoring	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) states the requirements. Table 7.15 Real Time Performance Monitoring of Applications
	h) User Experience Monitoring	section 5.1.2 Capabilities Sought
	i) Automatic Applications Discovery and CMDB with relationships between all CIs?	section 5.1.2 Capabilities Sought
	j) Log Analysis	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM). Table 7.1 Proven, Integrated Platform Capabilities
	k) Service Topology Management	section 5.1.2 Capabilities Sought
	l) Dashboards and Reporting	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM). Table 7.4 Pre-Packaged Content and Capabilities for Service Intelligence
	m) End-to-end application resource monitoring	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM). Table 7.1 Proven, Integrated Platform Capability
	n) Anomaly Detection and Cognitive Service Analysis for Unstructured Data	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) Table 7.1 Proven, Integrated Platform Capabilities
	o) Anomaly Detection and Performance Metric Analysis for Structured Data	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM). Table 7.8 Flexible Search and Alerting Capabilities
	p) Applications Diagnostics	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM). Table 7.5 Ability to Be Used for a Broad Range of Use Cases Beyond IT, Table 7.6 Ability to Ingest all the Original Machine Data / Log Files from any
	q) Transaction tracking to isolate application level performance bottlenecks	SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM). Table 7.6 Ability to Ingest all the Original Machine Data / Log Files from any, Table 7.15 Real Time Performance Monitoring of Applications

No.	Clarification	Response
	r) Dynamic and historical topology	Addendum No. 2
	s) Dynamic Topology mapping of Network Components	5.1.2 Capabilities Sought
	t) Automation and Runbooks	Table 7.18 Alerting Capabilities, Table 7.17 Artificial Intelligence for IT Operations (AIOPs)
	u) Other Functionalities - Please specify any other functionalities required for Monitoring	Refer to SECTION V - REQUIREMENTS OF THE INFORMATION SYSTEM and SECTION VI – CENTRALIZED APPLICATION & INFRASTRUCTURE PERFORMANCE MONITORING SOLUTION (INFRA&APM) states the requirements
24	Do you have a requirement to monitor containerized applications hosted on Docker, Redhat OpenShift, Kubernetes, or similar?	Current applications are monolithic
25	Do you have any applications running on a public cloud that you need to monitor? If yes, can you please list all of these applications including their technical details and where they are hosted.	None
26	Do you have any applications running on a hybrid-cloud that you need to monitor? If yes, can you please list all of these applications including their technical details and where they are hosted.	None
Data Size, Readiness, and Network Connectivity		
27	On average, how many events are generated by different components per day? (In terms of number of events)	No monitoring solution is in place to give a view of the number of events generated across the organization. However, the size of logs generated within 24 hours is 700GB. 5.2 SUMMARY OF THE CURRENT CBK IT ENVIRONMENT
28	Roughly, how many reports are required as part of the solution required? Please list some of the reports required.	refer to addendum 2
29	In total, how many different branches/facilities/locations/sites are to be monitored in-scope of this implementation? This can be divided by Building or Area depending on the nature of the Facility.	Refer to addendum 2
30	Are all the locations connected via a High-Speed Network?	Refer to addendum 2
31	What is the speed and latency of the Network connecting all branches/sites?	Refer to addendum 2
32	Do you have locations that require a proxy or a jump server (back-to-back) cables to be accessed?	None
33	Do you have tracked discovery and inventory of all Network Devices allowing for a single database or register of all network devices? If not, is this discovery activity considered part of the scope for this project?	Inventory maintained manually. For the scope of the project, refer to tender document.
34	Do you have tracked discovery and inventory of all Applications allowing for a single database or register of all Business and Enterprise Applications? If not, is this	Inventory maintained manually. For the scope of the project, refer to tender document.

No.	Clarification	Response
	discovery activity considered part of the scope for this project?	
35	Do you have an updated and tracked register of all your Network LANs, VLANs, and Subnets across the enterprise for all locations? If not, is this discovery activity considered part of the scope for this project?	Inventory maintained manually. For the scope of the project, refer to tender document.
Integration with Systems		
36	Do you have a requirement to integrate the Monitoring Solution with any existing Monitoring Component from any vendor or Element Management System (EMS)? If yes, can you please list all the Monitoring Components and the Element Management Systems (EMSs) that requires to be integrated with the solution.	None
37	Do you have a requirement to integrate the Monitoring Solution with any existing system or application in your organization? Please indicate in details each system, with its version and the required integration scenario or integration benefit from integrating with the monitoring Solution.	Refer to the tender document. Listing of the applications and systems adequately provided. Versions cannot be disclosed due for control measures. 5.2 SUMMARY OF THE CURRENT CBK IT ENVIRONMENT
Support and Maintenance		
38	For the 24/7 on-site support required, do you need to have a number of on-site engineers for each shift (3 shifts) for 3 years? Or do you only need remote support?	Bank's working days are Monday to Friday. The support is in terms of break& fix and proactive services. Table 7.25 Support & Solution Maintenance in the tender
39	Do you require to have a number of on-site engineers working on weekends and national holidays to support the solution on a 24-hours bases (3 shifts)?	No operations during holidays and weekends except for break and fix activities and scheduled tasks. Refer to Table 7.25 Support & Solution Maintenance in the tender document.
40	If we provide a support option with three first-level support engineers (one per shift), backed up by a team of second-level and third-level support for the solution, would this model be accepted	Bidders are allowed to propose their best/ideal support options.
41	What is your required SLA for solving any incidents with the monitoring solution (in Hours for Contact, Response and Resolution, for each severity/priority critical, high, medium and low)?	Bidders are allowed to propose their best/ideal support options as specified in the tender
42	Do you want your SLA to include enhancements to the monitoring solution for changes that might be required in the 3-Years support period for the implemented in-scope functionality of the monitoring solution?	Yes.
43	What is your required SLA for implementing enhancements for the monitoring solution (in Hours for Contact, Response and Resolution, for each severity/priority simple, average, and complex)?	Bidder is requested to propose an SLA as per Table 7.25 Support & Solution Maintenance

No.	Clarification	Response
44	Do you want your SLA to include implementation for new requirements for the monitoring solution to cover new functionalities of the provided solution that might not have been included in the in-scope functionality of the monitoring solution?	Yes
45	What is your required SLA for implementing new requirements for the monitoring solution (in Hours for Contact, Response and Resolution, for each severity/priority simple, average, and complex)?	Bidder is requested to propose an SLA as per Table 7.25 Support & Solution Maintenance
46	Do you want your SLA to include installation of fix packs and patches for the monitoring solution?	section 23 Product Upgrades
47	Do you want your SLA to include upgrades to the monitoring solution when a new version is released?	section 23 Product Upgrades
Remote Connectivity		
48	Can you provide VPN / Remote Connectivity for the installation, implementation, configuration, and support of the Monitoring Solution?	A hybrid model of operational can be supported by the bank. Some engineers onsite and others working remotely
49	Would you accept to have the Monitoring Solution implemented remotely, with the Project Manager and Senior Functional Consultant on-site, and the rest of the technical team working from a remote location?	A hybrid model of operational can be supported by the bank.
Procurement Process and Financial Negotiations		
50	Do you expect us to provide the best and final pricing for the Monitoring Solution Licenses and Implementation from the first round of submission? Or do you have several rounds of financial negotiations for this RFP?	Refer to the tender document for a detailed evaluation criteria. SECTION III - EVALUATION AND QUALIFICATION CRITERIA
General Inquiries		
51	Where is the main office / HQ where the implementation will take place?	Refer to Addendum 2. Main site is in Nairobi and Disaster recovery site in Kisumu.
52	What are the expected dates/timeline for delivery of this project?	Refer to tender document for information. SECTION VIII – PROJECT PLAN & IMPLEMENTATION SCHEDULE
53	We are assuming all products will be implemented in English only. Please confirm.	Yes
54	Do you want the solution as an On-Premise Solution or as a Cloud Software as a Service Solution? - On-Premise Solution means that you will host the solution on your Internal Servers. - Cloud Software as a Service Solution means that IBM will host the solution and provide you with a link to use the software	refer to Technical Mandatory Requirements (TMR) section

No.	Clarification	Response
55	What do you hope to improve with the required solution? Do you have certain Priorities? (Ex: Better tracking of Events? Trend recognition? Proactive identification of issues? Better reporting? a single repository holding all events? ... etc.)	Refer to section 5.1.2 Capabilities Sought
56	Please add any comments you might have that would help in giving us a clear scope as you see necessary.	Refer to section 5.1.2 Capabilities Sought
57	What is the number of VMs where the application deployed?	Refer to ADDENDUM NO. 2
58	What is the number of network devices to monitor (switches, routers...)?	Refer to ADDENDUM NO. 2
59	Is it possible to provide more information about the following use cases (Security analytics, business analytics, industry data and IOT)?	Refer to ADDENDUM NO. 2
60	As we are eager to provide the best solution for your requirements, is it possible to postpone the submission date for this RFP for 2 weeks after receiving answers to our questions provided.	Tender closing date remains 29th October, 2021 at 10.30 a.m. Refer to addendum 2.

All other terms and conditions of the Tender Document remain the same.

**ASSISTANT DIRECTOR, HEAD OF PROCUREMENT FUNCTION
GENERAL SERVICES DEPARTMENT**

22nd October, 2021