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GENERAL NOTICES • ALGEMENE KENNISGEWINGS

DEPARTMENT OF TRADE AND INDUSTRY**NOTICE 96 OF 2019****NOTICE TO SERVICE PROVIDERS****REQUEST FOR INFORMATION (RFI)****FOR AN INTEGRATED APPLICATION PERFORMANCE MANAGEMENT (APM) FRAMEWORK****CIPC RFI NO: 02/2018/2019****1. PURPOSE**

The purpose of this RFI is to gather information and a clear understanding of what the market has to offer regarding the available technologies and solutions that are capable of actively addressing the scenarios and broad requirements described in "Background & Context" Point. 3 below.

In responding to this RFI prospective bidders should bear in mind that CIPC has a significant investment in the Vantage/dynaTrace tool to proactively monitor ICT services availability including applications, websites and infrastructure resulting in a flawless business transactional support.

The Vantage/dynaTrace modules under license include:

i) IT Service Management (Application Performance Monitoring - APM);

This module proactively provides end-to-end visibility and root-cause analysis of a defined set of critical CIPC applications, effectively enabling the management of applications at four distinct levels – End-User Experience, Network Insight, Root-Cause Analysis of application performance and Server Performance.

A deeper understanding of end-user experience and application availability and performance across both customer-facing Internet applications and critical back-end systems is necessary to enable ICT to measure application performance from every point across the application systems delivery value chain.

ii) Business Service Management (BSM)

This module of the tool provides a complete end-to-end service delivery view based on the following principles among others:

- Taking a "top-down" approach that ensures proper alignment between business and IT;
- Utilizing end-user monitoring capabilities to measure the quality of service delivered to business and, most importantly, the impact any performance issue has on the business;
- Creating an infrastructure and component model of how those services are delivered through a performance-driven method. This assures rapid deployment by leveraging existing data collection frameworks, without requiring a "bottom-up" reconstruction of a map of every piece of infrastructure and software in an organization; and
- Incorporates both data centre elements and Internet and third-party provider components to provide visibility across the entire application delivery chain.

WHAT CIPC NEEDS

Respondents (Vendors) must ensure that their proposals will:

- 1) Integrate with and ensure optimal utilization of existing CIPC APM assets and implementation investment to date; and
- 2) Answer the questions as per the attached **Terms of Reference and proposed Solution Questionnaire (Attachment 1)**.

NB: The environment currently has 26 Agent Units (Application Monitoring) installed. At least 80 Host Units are required to ensure adequate coverage across all (Apps and Host) platforms.

1. RFI PROCEDURE

- Service providers to note that the RFI is published in the **Government Bulletin** and the **National Treasury Portal and Newspapers**
- The RFI Terms of Reference will be made available on **CIPC WEBSITE UNDER TENDERS**,
RFI: www.cipc.co.za OR can be requested via email addresses below

2.1 RFI RESPONSE FORMAT**2.2 SCM QUERIES / REQUESTING OF TOR TO BE ADDRESSED TO**

Ms Ntombi Maqhula OR Mr Solomon Motshweni
Email address: nmaqhula@cipc.co.za / smotshweni@cipc.co.za

2.3 TECHNICAL QUERIES TO BE ADDRESSED TO

Mr Evans Mojanaga: *Technical and System issues*: Email: emojanaga@cipc.co.za

3 TIMEFRAME

Below is the timeframe for the RFI

OPENING DATE:	21 FEBRUARY 2019
CLOSING DATE:	25 MARCH 2019
LAST DATE FOR QUESTIONS:	15 MARCH 2019

DETAIL OF THE BRIEFING SESSION

BRIEFING SESSION: (NOT A COMPULSORY BRIEFING SESSION)	DATE:	12 MARCH 2019
	TIME:	11:00 AM
	VENUE:	VENUE: CIPC OFFICE, THE DTI CAMPUS, BLOCK D, DG 30, 77 MEINTJIES STREET, SUNNYSIDE, "THE DTI" CAMPUS, PRETORIA.

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