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TENDER REF NO: KTNA/OT/05/2024/2025

TENDER NAME: - TENDER FOR THE PROVISION OF AN APPLICATION PERFORMANCE MANAGEMENT TOOL.

ADDENDUM No.1   **17/02/2025**

KENTRADE wishes to **clarify** to all prospective bidders as per the table below: -

Applications Manager		
Applications Manager is a Single Integrated Platform to monitor your entire Application Ecosystem like End User Experience, Applications, and underlying Infrastructure Components such as Application Servers, Databases, Middleware's, Web Servers, Web Services, ERP Packages, Virtual Systems and Cloud Resources.		
Bill of Materials (BOM)	**Bill of Quantities (BOQ)**	**Comments**
Specify the required Applications Manager Edition (Professional/Enterprise)	**Professional**	Applications Manager is available in 2 editions as Professional & Enterprise. Refer to the link below to know more about the differences between the editions. https://www.manageengine.com/products/applications_manager/applications-manager-comparison.html
		Professional **Edition** supports Standalone Architecture & is suitable for Small/Medium Business.
		Enterprise Edition supports Distributed Architecture & can handle up to 50,000 Servers/Applications Monitoring. To know more about this edition & architecture, refer to the below link. https://www.manageengine.com/products/applications_manager/enterprise-edition.html
Supported Applications**/Technologies**		Applications Manager supports heterogeneous applications types for monitoring. Kindly refer to the below link for the Supported Applications/Monitoring in Applications Manager. https://www.manageengine.com/products/applications_manager/supported-technologies.html

How many number of Monitors?	200	Applications Manager is licensed based on the total number of Monitors. A Monitor can be an Application Component, Physical Server, Virtual Machine, VM Host, URL, URL Sequence, etc. as mentioned in the above link (Supported Applications). For example, If you want to monitor a VM Host with 10 Virtual Machines & each VM with an Application Component like MS SQL, JAVA, Oracle Instance, etc., then it becomes 1 Monitor License for Host, 10 Monitors License for VM's & 10 Monitors License for Application Components. In total, it becomes 21 Monitors License. If any of the Server/VM is hosting more than 1 application component & if you prefer to monitor the same, then the same should be added for the License Count.
How many users need access to the application?	30	Applications Manager is also licensed based on the total number of Users - who need access to the product. The roles for this user can be delegated on what they can see & what they can do. **By default single user license will be bundled.**
Below mentioned Applications are provided as Add-ons to Applications Manager and are not covered as part of the standard Monitors License.		
Do you require Real User Monitoring (RUM)? If yes, specify the total number of applications/websites for which you require this Add-on.	80	RUM will be available as a count based add-on module. Each website monitored with RUM will be counted as 1 monitor in the license. The price also depends on the Page views metric. Page views will have a monthly (calendar) limit and users will be charged separately based on the tier that they purchase. A PageView also known as an impression occurs each time a visitor views a page on your website. For more details on this feature, kindly refer the below link. https://www.manageengine.com/products/applications_manager/real-user-monitoring.html
Also, please specify the number of Page Views you expect in the sites.		**Please Note:** Incase if the website count is included in monitor license, then specify **only** the page view metrics for total websites.
Do you require APM Insight Add-on for Java Web Transaction Monitoring? If yes, specify the total number of	Yes All	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/webtransaction-monitoring.html

applications for which you require this Add-on.		
Do you require APM Insight Add-on for .Net Agent? If yes, specify the total number of applications for which you require this Add-on.	**Yes All**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/dotnet-webtransaction-monitoring.html
Do you require APM Insight Add-on for Node.js Agent? If yes, specify the total number of applications for which you require this Add-on.	**Yes All**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/nodejs-application-monitoring.html
Do you require APM Insight Add-on for PHP Agent? If yes, specify the total number of applications for which you require this Add-on.	**Yes All**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/php-performance-monitoring.html
Do you require End User Monitoring (EUM)? If yes, specify the total number of applications for which you require this Add-on.	**Yes All**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/end-user-monitoring.html

Do you require iSeries/AS 400 Monitoring? If yes, specify the total number of iSeries/AS 400 Servers.	**Yes**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/as400-monitoring.html
Do you require Microsoft Office SharePoint Monitoring? If yes, specify the total number of SharePoint Servers.	**Yes all**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/sharepoint-monitor.html
Do you require Oracle EBS Monitoring? If yes, specify the total number of Oracle EBS Servers.	**Yes all**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/oracle-e-business-suite-monitoring.html
Do you require SAP Monitoring? If yes, specify the total number of SAP Servers.	**No**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/sap-monitor.html
Do you require WebSphere MQ Monitoring? If yes, specify the total number of WebSphere MQ Servers.	**Yes 8**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/websphere-mq-monitor.html
Do you require Siebel Monitoring? If yes, specify the total number of Siebel Servers.	**Yes 4**	For more details on this feature, kindly refer to the link below. https://www.manageengine.com/products/applications_manager/siebel-monitoring.html
License **Type**		
Required License Type (Annual/Perpet	**Annual**	**Annual Subscription Model:** It includes License Fee & Support Fee for 1 year & the same has to be renewed for the next year to keep the product up & running.

		Perpetual License Model: License Fee is onetime & permanent. You need to just renew the support fee (AMS) on a yearly basis.
Number of Years for Annual Maintenance & Support (AMS), if Perpetual	**1 Year**	1st Year AMS to be purchased along with the Perpetual License. For the subsequent years, you can purchase separately. You also have an option to purchase AMS for more than 1 year along with the perpetual license. The Support Fee (AMS) includes Phone/E-Mail Support, Service Packs, Bug Fixes, Minor Updates & Major Upgrades.

No	Clarification Questions	Response
1.	**Subscription-Based Licensing Model** Our proposed solution offers software licenses under a one-year subscription model, which includes implementation and technical support for the contract period. Given that the tender specifies a contract for services, could you confirm whether a subscription-based licensing model would be considered compliant with the tender requirements?	**The Agency is looking for annual license subscription or Perpetual licenses with annual support.**
2.	**Scalability & License Expansion** In the event of a substantial increase in the required number of licenses (services) during the contract period, what is the prescribed process for accommodating such changes? Is there a mechanism for contract variation, and if so, under what conditions would this be applicable?	**The sizing is as per the specifications any need for scaling up and variation shall be dealt with as PPAD act and regulations. Respond to specifications as is.**
3.	**Technical Support & SLA Requirements** - Could you provide details on the specific Service Level Agreements (SLAs) that the successful bidder must adhere to regarding technical support? Are there minimum response time requirements that must be met? - Additionally, our proposal includes a well-defined SLA framework for comprehensive support. Would this approach be acceptable, or are there specific SLA requirements we need to align with?	**The Agency needs an SLA with specific escalation matrix with 24/7 support 8-hour turnaround time.**
4.	**Pricing Structure for Subscription Model**	**Yes. but list each element with the costing. then total cost.**

	Our solution includes a bundled offering covering the software subscription, implementation, and technical support. Would it be acceptable to present a single price that encompasses all these components in our proposal?	
Infrastructure and Metrics Information		
To ensure an accurate assessment of the required licenses, implementation scope, and maintenance efforts, could you provide details on the following aspects of your infrastructure?		
5.	A list of servers (virtual or physical) with RAM specifications.	**100 Servers each with over 256 GB RAM**
6.	The technologies used in your applications (e.g., Nginx, NET, Java).	**The three technologies are in use in our applications.**
7.	The databases in use, specifying the type (e.g., Oracle, MS SQL).	**Both Oracle, MS SQL.**
8.	The average number of user sessions for your web applications.	**3000 Connections/sessions per second.**
9.	The number of integrations with external systems.	**65.**
10.	Additionally, if there are any other compliance aspects related to the proposed model that we should consider, we would appreciate your guidance.	**All these details are as per the Applications Listed in the tender.**

All the other tender requirements remain the same.

CHIEF EXECUTIVE OFFICER