

PROJECT: SUPPLY, DELIVERY, INSTALLATION AND CONFIGURATION INTO OPERATIONAL STATE OF NETWORK MONITORING SYSTEM

ANNEX A: TWG RESPONSE TO QUERIES/CLARIFICATIONS

I. RESPONSES TO QUERIES/CLARIFICATIONS RAISED DURING THE PRE-BID CONFERENCE

Item No.	Query/Clarifications	BAC Reply
1	What is the final requirement on the residency rules of technical personnel?	One (1) year company residency before the bid opening.
2	On the RU space, can the service provider use 2 RU?	No. The requirement is one (1) RU rack space.
3	On view (range of all existing apps), can it be web-based viewing on single pane of glass?	Yes.
4	Does the bidder need to submit reference of the compliance (e.g. brochures (indicated the number and details, searchable link of the website)?	Yes.

II. WRITTEN CLARIFICATIONS / ISSUES / QUERIES / APPEALS

Item No.	Queries/Clarifications	TWG Reply
1.	Can we have a low-level diagram of your network infrastructure where the TAPS will be located and what is the network speed of those links?	Yes. Please refer to Annex B.
2.	<p>16.4 The solution must support at least 128 ports of 10G ports in 1 RU rack space.</p> <p><i>Gigamon: Just in case that SSS might have space to spare, we'd like to request whether you can also consider a 2RU appliance to join the bid -- better for heat and more upgradable. Our proposed solution will have a chassis that consists of a 2RU, rack-mountable, 19"-wide chassis with management, network, and tool ports at the front and power connections and fans at the rear. It provides sixty-four ports,</i></p>	We maintain the requirement for 1 RU rack space.

	<i>supporting high-density aggregation.</i>	
3.	<p>16.5 The solution must support at least 32 ports of native 40G in 1 RU rack space</p> <p><i>Gigamon: Just in case that SSS might have space to spare, we'd like to request whether you can also consider a 2RU appliance to join the bid -- better for heat and more upgradable. Our proposed solution will have a chassis that consists of a 2RU, rack-mountable, 19"-wide chassis with management, network, and tool ports at the front and power connections and fans at the rear. It provides sixty-four ports, supporting high-density aggregation.</i></p>	We maintain the requirement for 1 RU rack space.
4.	<p>16.6 The solution should be 100G, 50G and 25G hardware ready, able to upgrade on field through license</p> <p><i>Gigamon: The 2RU appliance which we'll be proposing will not meet the 50G requirement but is 10G/25G/40G/100G ready by default without an add-on license. Will SSS consider this?</i></p>	<p>No.</p> <p>We maintain the requirement that the solution should be 100G, 50G and 25G hardware ready, able to upgrade on field through license.</p>
5.	For item 3.4 of the Other Technical Requirements, the Certified Network Professional is a term referring to the CISCO professional lever certification, as we are not providing CISCO solution, can we provide the equivalent certificate for the proposed NPM solution.	Yes.
6.	For item 17 of the Network Monitoring Console, what is the needed form factor of the server, is it rack or tower form?	Neither, it should be Small Form Factor.
7.	For item 17.14, Must allow customization based on user requirement, please what supporting documents do you need, as there is no requirement sample or	Manufacturer's literature or manual or demo.

	customization request indicated.	
8.	For item 17, Must be able to view, manage all existing related application into single pane of glass, and please advise if web access is supported by all existing applications and if using multiple web access view is enough to comply on this item?	Yes. You can provide a web-based management module.
9.	For item, 1.6 of the other services, Bidder must have a twenty-four hours (24) x seven (7) days a week technical support via web, email and telephone for all of SSS' designated IT staff, please advise the needed supporting documents or reference to comply on this item?	Any document stating the Company helpdesk E-mail address, contact numbers and/or web-based helpdesk application.

LOW-LEVEL DIAGRAM

