



**REPUBLIC OF THE PHILIPPINES**  
**DEPARTMENT OF BUDGET AND MANAGEMENT**  
 GENERAL SOLANO ST., SAN MIGUEL, MANILA

**SUPPLEMENTAL/BID BULLETIN (SBB) NO. 1**

This SBB No. 1 dated February 28, 2023 for **Project No. DBM-2023-14, “Renewal of Application Performance Monitoring Subscription,”** is issued pursuant to Section 22.5 of the 2016 Revised Implementing Rules and Regulations of Republic Act No. 9184, to clarify, modify or amend items in the Bidding Documents. Accordingly, this shall form an integral part of the Bidding Documents.

PARTICULARS	AMENDMENTS
<p><b>Section VII. Technical Specifications</b></p> <p><b>Annex “A” (Detailed Technical Specifications)</b></p> <p style="text-align: center;">xxx</p> <p><b>4.0 Specifications and Scope of Work</b></p> <p style="text-align: center;">xxx</p> <p>4.1.1.1      Should be compatible with the DBM existing Riverbed SteelCentral AppResponse to fully utilize its functionality.</p> <p style="text-align: center;">xxx</p>	<p><b>Section VII. Technical Specifications</b></p> <p><b>Annex “A” (Detailed Technical Specifications) (REVISED)</b></p> <p style="text-align: center;">xxx</p> <p><b>4.0 Specifications and Scope of Work</b></p> <p style="text-align: center;">xxx</p> <p><del>4.1.1.1</del>      <del>Should be compatible with the DBM existing Riverbed SteelCentral AppResponse to fully utilize its functionality.</del></p> <p><i>(Note: The sequence of the succeeding items shall be adjusted accordingly)</i></p> <p style="text-align: center;">xxx</p>
	<p><b>Note:</b></p> <p><b><u>Attached is the Annex “A” (Detailed Technical Specifications) (Revised) which should be used as part of the Bidding Documents to be submitted by the bidders.</u></b></p>

**Other matters:**

- The “No Contact Rule” shall be strictly observed. Bidders are not allowed to communicate with any member of the Bids and Awards Committee, Technical Working Group or Secretariat effective March 7, 2023 right after the opening of bids.
  
- For guidance and information of all concerned.

**CLARITO ALEJANDRO D. MAGSINO**

*Assistant Secretary*

*Chairperson, DBM-BAC*

**Detailed Technical Specifications  
(REVISED)**

**1.0 PROJECT TITLE**

Renewal of Application Performance Monitoring Subscription

**2.0 OBJECTIVE**

To be able to manage and monitor the performance and availability of the Department of Budget and Management (DBM) Information Systems. Moreover, to be able to detect and diagnose complex application performance problems to maintain the expected level of DBM Application services.

The subscription of the existing Application Performance Monitoring Tool will maintain the performance and functionality of, and ensure compatibility with, the existing tool managed by the Information and Communications Technology Systems Service (ICTSS). Hence, reference to brand names is authorized under Section 18 of 2016 Revised IRR of RA No. 9184 which provides that, “[r]eference to brand names shall not be allowed except for items or parts that are compatible with the existing fleet or equipment of the same make and brand, and to maintain the performance, functionality and useful life of the equipment”. (emphasis supplied)

**3.0 SUBSCRIPTION PERIOD**

The Renewal of Application Performance Monitoring Solution Subscription shall cover the period from October 20, 2023 to October 19, 2024.

**4.0 SPECIFICATIONS AND SCOPE OF WORK**

4.1 The contractor shall provide licenses and support for the Application Performance Monitoring Solution including, but not limited to, the following:

4.1.1 The Application Performance Monitoring Solution should have, but not be limited to, the following features and functionalities:

4.1.1.1 Should be easy to use and deploy, and can scale without sampling even in high throughput production environments.

4.1.1.2 Should have fast root-cause analysis based on the set of diagnostic data and unique analytics.

4.1.1.3 Should have a unique endpoint-based approach to be able to check the user’s device performance and monitor the following:

4.1.1.3.1 System events (disk errors, failing services)

4.1.1.3.2 Network events (network disconnects or reconnects)

4.1.1.3.3 Application events (crashes, exceptions)

4.1.1.3.4 Auditing events (unauthorized access, bad logins/passwords)

- 4.1.1.4 Should automatically discover every application then tracks actual usage, and provide a measurement for application performance and health, based on crashes, hangs, errors, page load time, and wait time.
- 4.1.1.5 Tracks what users actually see when they interact with applications in a business workflow.
- 4.1.1.6 Shows the response time breakdown between a client device, network, and application back end, to resolve issues fast.
- 4.1.1.7 Establishes a baseline of business performance to define the potential improvement to be delivered by the change initiative.
- 4.1.1.8 Capability to identify and resolve any incompatibilities, performance degradation, or stability issues.
- 4.1.1.9 Analyzes trends in application adoption across the enterprise to track the effectiveness of key strategic initiatives.
- 4.1.1.10 Tracks the impact of application performance on workforce productivity, with no configuration required.
- 4.1.1.11 Get an immediate view into the application and device health, for every user, whether on mobile, virtual, or physical devices
- 4.1.1.12 Automatically establish performance baselines for acceptable performance that can vary by geography, department, or device configuration
- 4.1.1.13 Quickly resolve enterprise-wide problems by automatically identifying the characteristics shared by affected users.
- 4.1.1.14 Troubleshoot end-user issues proactively and non-invasively to resolve problems without impacting workforce productivity.
- 4.1.1.15 Compares end-user experience before and after the change to show service improvements.
- 4.1.1.16 Capability to create, modify, and expand automation scripts to automatically resolve the most common device or user issues.
- 4.1.1.17 Automate the recovery actions to the most commonly expected device, OS, or app issues, so the user experience is not affected.
- 4.1.1.18 Establish targets for acceptable performance for business processes and get alerts when they are violated.

4.1.2 Licenses and Support Services with the following specifications:

- 4.1.2.1 1,200 Hosting units for Performance Monitoring End User Experience(EUE)
- 4.1.2.2 1,200 Essentials Licenses for user devices
- 4.1.2.3 6,000 units of Application Add-on to onboard 5 apps in EUE
- 4.1.2.4 2,030 Performance Monitoring licenses to cover 58 Java Virtual Machines (JVMs) to instrument
- 4.1.2.5 2,030 hosting units for Application Performance Monitoring (APM) Solution

4.1.3 Planning project details and logistics, including identifying critical path items and dependencies.

4.1.4 Coordinating Performance Monitoring Solutions and customer resource engagement and scheduling to align with project timelines.

4.1.5 Interfacing with Customers to achieve key project outcomes.

4.1.6 Providing both technical and non-technical support.

4.1.7 Conducting meetings on an as-needed basis with the Customer’s point of contact.

4.2 The CONTRACTOR shall conduct a pre-implementation meeting with DBM representatives within three (3) calendar days from the receipt of NTP so that all the necessary preparations and other implementation matters are discussed and finalized.

4.3 During the subscription period, technical support shall be available twenty-four hours a day, seven days a week. Technical support may be delivered in the form of a telephone call, electronic mail, and/or on-site support as requested by the DBM. Problems reported during the subscription period, shall be resolved to the satisfaction of the DBM within four (4) hours from receipt of the report.

4.4 A Certificate of Acceptance shall be issued by the ICTSS Director once all the requirements are fully met by the contractor.

## 5.0 SERVICE LEVEL AGREEMENT

The DBM shall maintain a Service Level Agreement with the contractor, with provisions for liquidated damages as indicated below for their non-compliance. Liquidated damages shall be charged against any money due or which may become due to the contractor, or collected from any securities or warranties posted by the contractor.

<b>Component</b>	<b>Description</b>	<b>Liquidated Damages</b>
Renewal of Licenses and Support	The contractor shall provide licenses and support for the Application Performance Monitoring Solution covering the period from October 20, 2023 to October 19, 2024.	1/10th of 1% of the total contract price shall be imposed per day of delay.

## **6.0 WARRANTIES OF THE CONTRACTOR**

6.1 For the subscription of the licenses and support services, the warranties shall include the following:

- 6.1.1 The contractor warrants that it shall strictly conform to the terms and conditions of this Detailed Technical Specifications.
- 6.1.2 The contractor warrants that the technical staff assigned are qualified to provide the deliverables required to the satisfaction of the DBM.
- 6.1.3 The contractor shall secure, and maintain at its own expense all registration, licenses, or permits required by national or local laws and shall comply with the rules, regulations, and directives of regulatory authorities and Commissions.
- 6.1.4 The contractor's technical staff assigned to support DBM shall take all necessary precautions for the safety of all persons and properties at or near their area of work and shall comply with all the standard and established safety regulations, rules and practices.
- 6.1.5 The contractor's technical staff assigned to support DBM shall coordinate with the ICTSS in the implementation of this project.
- 6.1.6 The contractor shall be liable for loss, damage, or injury caused directly or indirectly through the fault or negligence of its technical staff assigned. It shall assume full responsibility therefore and the DBM shall be fully released from any liability arising therefrom.
- 6.1.7 The contractor shall neither assign, transfer, pledge, nor subcontract any part of or interest on the contract being bidded out.
- 6.1.8 The contractor shall identify the certified technical staff who will be given authority to access and operate the Performance Monitoring Solution. The DBM, through the ICTSS, shall be informed within five (5) calendar days, through a formal notice, of any change or replacement of technical staff assigned.

## **7.0 CONFIDENTIALITY OF DATA**

- 7.1 All technical staff assigned by the contractor shall be required to sign a Non-Disclosure Agreement (NDA).
- 7.2 The DBM Enterprise Network System, its component, parts, and all products, product samples and specifications, data, ideas, technology, and technical/non-technical materials, all or any which may be derived from any of the foregoing are strictly confidential.
- 7.3 The contractor agrees to hold all the foregoing information in strict confidence. The contractor further agrees not to reproduce or disclose any confidential information to third parties without the prior written approval of the DBM.

## **8.0 TERMS OF PAYMENT**

8.1 One-time payment shall be made subject to the submission of the following documentary requirements, and in accordance with budgeting, accounting, and auditing laws, rules, and regulations:

- 8.1.1 Proof of Renewal of Application Performance Monitoring Solution Subscription
- 8.1.2 Sales Invoice/Billings
- 8.1.3 Certificate of Acceptance issued by the ICTSS Director
- 8.1.4 NDA