



**BID DOCUMENT**  
**for**  
**PROCUREMENT**  
**of**

**PERFORMANCE MONITORING TOOLS FOR CRVS SYSTEM**

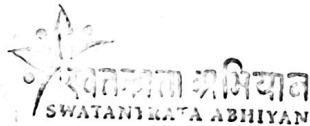
Contract Name: PERFORMANCE MONITORING TOOLS FOR CRVS SYSTEM  
Bid Submission Deadline: on or before 12:00PM, 2080-04-32

**Issuing Organization:**

Swatantrata Abhiyan Nepal (SAN)  
Machhindra Marga-20, Pulchowk, Lalitpur, Nepal  
Email: [swatantrataabhiyan.vacancy@gmail.com](mailto:swatantrataabhiyan.vacancy@gmail.com)  
Phone: 01-5446790

**Purchased for:**

Government of Nepal  
Ministry of Home Affairs  
Department of National ID and Civil Registration, Singhdurbar, Kathmandu  
Tel: 977-1-4211941,  
FacsimileNumber: 977-1-4211563,  
Electronic Mail Address: [info@donidcr.gov.np](mailto:info@donidcr.gov.np)



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## Invitation for Bids

Invitation for Bids

**Date of publication: 2080-04-26**

1. Swatantrata Abhiyan Nepal (SAN) is seeking qualified and experienced vendors to provide monitoring tools for Department of National ID and Civil Registration.
2. Swatantrata Abhiyan Nepal (SAN) now invites bids from eligible bidders for PERFORMANCE MONITORING TOOLS FOR CRVS SYSTEM.
3. Bidding documents is available on the website of <https://swatantrataabhiyan.org/> and can be downloaded from there.
4. Interested Bidders shall submit the electronic in the given email [swatantrataabhiyan.vacancy@gmail.com](mailto:swatantrataabhiyan.vacancy@gmail.com) on or before 12:00 hrs on 2080-04-32.



*Prade*

# 1. Instructions to Bidders

## 1.1 Scope of Bid:

The Purchaser *indicated in the BDS* issues this Bidding Document for the supply of Goods and Related Services incidental there to as specified in the Schedule of Requirements section.

## 1.2 Eligible Bidders

1.2.1 This Invitation for Bids is open to eligible Bidders from all countries, except for any specified in the BDS.

1.2.2 The domestic Bidder who has obtained Permanent Account Number (PAN) and Value Added Tax (VAT) registration certificate(s) and Tax clearance certificate or proof of submission of tax return from the Inland Revenue Office shall only be eligible. The foreign bidder submitting the documents indicated in the BDS at the time of bid submission and a declaration to submit the document(s) indicated in the BDS at the time of contract agreement shall only be eligible

## 1.3 Bid Submission Letter and Price Schedules

The Bidder shall submit the Bid Submission Letter using the form furnished in Section IV, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.




*[Handwritten signature]*

## 2. Qualification Criteria

- a) The offered goods/equipment shall be latest and in current production for a minimum of two (2) years. If the offered model is a new, the manufacturer must have experience in producing the similar model for a minimum of two (2) years.
- b) The bidder shall furnish a list of users who had purchased same/similar goods/equipment in last three (3) years, and number of equipment sold to them, the contract amount. They will be used as references to check the performance of the offered model, if necessary.
- c) The Bidder shall have a minimum of last last three (3) years overall experience in the supply of Goods and related services.
- d) The Bidder shall have a minimum of last last two (2) years specific experience years' specific experience in the supply of similar Goods and related services of nature<sup>1</sup>, quantity and of contract amount to government enterprises or private institutions.

*(Signature)*

  
शिक्षा निरता अभियान  
SHIKSHA NIRATA ABHIYAN

# 3. Bidding Forms

## 1. Bid Submission Form

*(The Bidder shall accomplish the Bid Submission Form in its Letter Head Clearly showing the Bidders Complete name and address)*

Date: \_\_\_\_\_

Contract No.: \_\_\_\_\_

Invitation for Bid No.: \_\_\_\_\_

To: \_\_\_\_\_

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document, including Addenda No.: \_\_\_\_\_;
- (b) We offer to supply in conformity with the Bidding Document and in accordance with the delivery schedule specified in the Schedule of Requirements, the following Goods and Related Services: \_\_\_\_\_;
- (c) The total price of our Bid, excluding any discounts offered in item (d) below is: \_\_\_\_\_;
- (d) The discounts offered and the methodology for their application are: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_;
- (e) Our Bid shall be valid for a period of ..... [Insert 90 or 120] days from the date fixed for the bid submission deadline in accordance with the Bidding Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.
- (g) We declare that, we have not been black listed as per ITB 3.4 and no conflict of interest in the proposed procurement proceedings and we have not been punished for an offense relating to the concerned profession or business.





## 2. Bidder's Information Form

*[The Bidder shall fill in this Form. No alterations to its format shall be permitted and no substitutions shall be accepted. In case of joint venture, each partner shall fill the information in separate form.]*

Date: .....[insert date (as day, month and year) of Bid Submission]

Page \_\_\_\_\_ of \_\_\_\_\_ pages

|    |  |  |
|----|--|--|
| 1. | Bidder's Legal Name  |  |
| 2. | Bidder's Address:  |  |
| 3. | Bidder's Country of Registration:  |  |
| 4. | Bidder's Year of Registration:   |  |
| 5. | Bidder's Legal Address in Country of Registration  |  |
| 6. | Bidder's Authorized Representative Information:<br>.....Name:<br>Address:<br>Telephone/Fax numbers:<br>Email Address |  |
| 7. | Bidder's Telephone/Fax numbers:  |  |
| 8. | Bidder's Email Address:  |  |

  
  
SWATANTRA ABHIYAN

### 3. Experience Form

Bidder's Legal Name: \_\_\_\_\_

Date: \_\_\_\_\_

IFB No.: \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_ pages

| Similar Contract  | Information |                |                |
|---|-------------|----------------|----------------|
| Contract Identification   | _____       |                |                |
| Award date  | _____       |                |                |
| Completion date   | _____       |                |                |
| Total Contract amount   | _____       | Currency _____ |                |
| Description of the contract performed by the Bidder                                 | _____       |                |                |
| If partner in a JV or subcontractor, specify participation of total Contract amount | _____ %     | _____          | Currency _____ |
| Purchaser's Name:   | _____       |                |                |
| Purchaser's Address:  | _____       |                |                |
| Purchaser's Telephone/fax number:   | _____       |                |                |
| Purchaser's E-mail:   | _____       |                |                |
|   | _____       |                |                |
|   | _____       |                |                |

*[Handwritten Signature]*



#### 4. Price Schedule for Goods

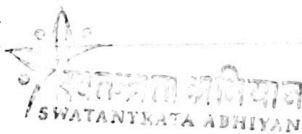
Name of Bidder \_\_\_\_\_

| Item               | Description                 | Country of Origin | Quantity | Physical Unit | Unit price <sup>2</sup> (in NRs) |          | Total price (in NRs) (cols. 4x6) 4x6=7 |
|--------------------|-----------------------------|-------------------|----------|---------------|----------------------------------|----------|--|
|                    |                             |                   |          |               | In Figure                        | In Words |  |
| 1                  | 2                           | 3                 | 4        | 5             | 6                                |          | 7                                      |
| 1                  | Network Monitoring Tool     |                   | 1        | Set           |                                  |          |  |
| 2                  | Application Monitoring Tool |                   | 1        | Set           |                                  |          |  |
| 3                  | Database Monitoring Tool    |                   | 1        | Set           |                                  |          |  |
| 17                 | Related Services            |                   | 1        | Lot           |                                  |          |  |
| <b>Sub-Total</b>   |                             |                   |          |               |                                  |          |  |
| <b>VAT</b>         |                             |                   |          |               |                                  |          |  |
| <b>Grand Total</b> |                             |                   |          |               |                                  |          |  |

Name \_\_\_\_\_  
 In the capacity of \_\_\_\_\_  
 Signed \_\_\_\_\_

Duly authorized to sign the Bid for and on behalf of \_\_\_\_\_  
 Date \_\_\_\_\_

<sup>2</sup>The price shall include the cost of goods, other taxes already paid or payable on the components and raw material used in the manufacture or assembly of the item, the customs duties, transportation cost up to final delivery, insurance cost, unloading, and any other cost for (incidental) services, if any, related to the delivery of goods. All risks and responsibilities up to the final destination including installation and commissioning of Goods, if applicable, shall be borne by the Supplier.



**5. Manufacturer's Authorization Letter**

*[This letter of authorisation should be on the letterhead of the manufacturer and should be signed by the person with the proper authority to sign documents that are binding on the manufacturer]*

Date: \_\_\_\_\_

IFB No.: \_\_\_\_\_

To: Department of National ID and Civil Registration

WHEREAS \_\_\_\_\_ who are official manufacturers of \_\_\_\_\_ having factories at \_\_\_\_\_ do hereby authorize \_\_\_\_\_ exclusively to submit a Bid in relation to the Invitation for Bids indicated above, the purpose of which is exclusively to provide the following Goods, manufactured by us \_\_\_\_\_ and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 27 of the General Conditions of Contract, with respect to the Goods offered by the above firm in reply to this Invitation for Bids.

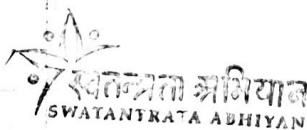
Name \_\_\_\_\_

In the capacity of: \_\_\_\_\_

Signed \_\_\_\_\_

Duly authorized to sign the Authorization for and on behalf of \_\_\_\_\_

Date



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## 4. Schedule of Requirements

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SWATANTRATA ABHIYAN

1. List of Goods and Delivery Schedule

| S.N. | Description of Goods        | Quantity | Physical Unit | Final Destination                                   | Latest Delivery Date (from Date of Contract Signing) | Bidder's offered Delivery date (to be provided by the bidder) |
|------|-----------------------------|----------|---------------|---|--|---|
| 1    | Network Monitoring Tool     | 1        | Set           | DoNIDCR, Singhdurbar, Kathmandu<br>DR Site: Hetauda | 10 Days  |   |
| 2    | Application Monitoring Tool | 1        | Set           | DoNIDCR, Singhdurbar, Kathmandu<br>DR Site: Hetauda | 10 Days  |   |
| 3    | Database Monitoring Tool    | 1        | Set           | DoNIDCR, Singhdurbar, Kathmandu<br>DR Site: Hetauda | 10 Days  |   |



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2. List of Related Services and Completion Schedule

| Service | Description of Service   | Quantity | Physical Unit | Place where Services shall be performed                          | Final Completion Date(s) of Services      |
|---------|--|----------|---------------|--|---|
| 1       | Setup, installation, configuration, knowledge transfer of monitoring tools | 1        | Lot           | a) DoNIDCR/GIDC at Singhdurbar, Kathmandu<br>b) DR SITE: Hetauda | 15 Days from the date of Contract Signing |



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### 3. Technical Specifications

The bidder shall clearly explain the compliance to each of the requirements by specifying above details by providing the page no. reference to their bid response document.

| 1. Monitoring Tools (Network performance and traffic) |   |                       |                             |
|---|---|-----------------------|-----------------------------|
| Brand   | To be specified by bidder   | Offered by the bidder | Compliance                  |
| Model   | To be specified by bidder   |                       | Partly/Fully/Non-compliance |
| Quantity  | 1   |                       |                             |
| SN  | Requirement   |                       |                             |
| 1   | Solution must have web-interface and unified view for devices on the network.   |                       |                             |
| 2   | should have download, install, automatically discover environment, and start monitoring in less than an hour. No professional services required   |                       |                             |
| 3   | solution should provide end-to-end visibility and performance monitoring for server and applications using agent and agentless based technologies   |                       |                             |
| 4   | should monitor across multiple data centers, remote locations, or cloud   |                       |                             |
| 5   | should have dashboard that can quickly pinpoint the root cause of application, issues within physical and virtual server environments   |                       |                             |
| 6   | should allow to view network pictorially and visually track performance statistics in real time via dynamic network maps  |                       |                             |
| 7   | Should display information including alerting for major routing protocols (BGP, OSPF, RIP, EIGRP) with options to view and search routing tables including VRFs, changes in default routes and flapping routes, router topology and neighbor status |                       |                             |
| 8   | Should help with multicast traffic information monitoring, alerting including topology information, multicast information, route information, multicast errors etc.   |                       |                             |
| 9   | Should show both realtime details and historical details  |                       |                             |
| 10  | should automatically discover and remotely manage hardware and software asset information   |                       |                             |
| 11  | should quickly & easily configure powerful network alert engines for different network scenarios including multiple condition checks  |                       |                             |
| 12  | should quickly generate custom network reports that can be printed, viewed on web or exported in different format   |                       |                             |
| 13  | should allow drag, drop, and overlay performance metrics from systems data and multiple sources (network, virtualization, storage, etc.) and data types on a single chart   |                       |                             |
| 14  | Should have comprehensive performance monitoring, fault management and network availability tool to ensure network performance.   |                       |                             |
| 15  | The proposed monitoring solution should be able to monitor network traffic by capturing flow data from network devices  |                       |                             |
| 16  | should have feature for NetFlow monitoring to track bandwidth use by user, application, and protocol  |                       |                             |
| 17  | should Perform NetFlow analysis for insights into applications, protocols, and IP address groups  |                       |                             |
| 18  | should have feature for Deep packet inspection  |                       |                             |
| 19  | should have feature for Deep packet inspection, Analyze latency, network connectivity analysis  |                       |                             |
| 20  | should contain discovery tools to obtain insights into hardware health  |                       |                             |
| 21  | Should be able to receive flows from non-SNMP-enabled devices, like VMware vSwitch  |                       |                             |



|    |  |  |  |
|----|--|--|--|
| 22 | Should support Quality of Service (QoS) monitoring   |  |  |
| 23 | Should have options to specify data retention periods to avoid strain on database and server resources   |  |  |
| 24 | The proposed monitoring solution should be able to automatically add flow sources which are already being monitored for performance  |  |  |
| 25 | Should notify the flows coming in from unmanaged devices and/or unmanaged interfaces and allow to add them for monitoring with minimum effort  |  |  |
| 26 | It Should provide diverse views categorized by user, application, department, conversation, interface, protocol, type of service, Autonomous System Networks   |  |  |
| 27 | It should allow creation of personalized views of network traffic by providing list of parameters from which we can pick and choose to set filters   |  |  |
| 28 | Should provide a dynamic dashboard that allows in-depth visibility and correlates disparate historical data points across different part of the infrastructure. The result should be exportable as tabular format. |  |  |
| 29 | The proposed monitoring solution should be able to display events and alerts in the web console  |  |  |
| 30 | Should be able to integrate with modules serving other monitoring purposes and provide a single-pane-of-glass view   |  |  |
| 31 | Should allow integration with third-party applications at user-interface layer, through message exchanges and also through APIs  |  |  |
| 32 | The proposed monitoring solution should all the vendor devices in DoNIDCR.   |  |  |
| 33 | 1 Years of Subscription for license (minimum 100 elements)   |  |  |
| 34 | 1 Years Manufacturer Warranty for service, update, upgrade from OEM with 24x7x365 support for all components of the proposed solutions including updates and patches as well as technical support                  |  |  |
| 35 | should be an on-premises solution  |  |  |
| 36 | Manufacturer Authorization Letter  |  |  |
| 37 | Shall submit Manufacturer Authorization Letter from the OEM  |  |  |

| 2. Application Monitoring Tool |                           |   |                       |                              |
|--------------------------------|---------------------------|---|-----------------------|------------------------------|
| Brand                          | To be specified by bidder |   | Offered by the bidder | Compliance                   |
| Model                          | To be specified by bidder |   |                       | Partly/Fully/N on-compliance |
| Quantity                       | 1                         |   |                       |                              |
| SN                             | Attributes                | Requirement   |                       |                              |
| 1                              | Monitoring                | Should monitoring each activity of application, Performance of individual web requests or transactions, Usage and performance of all application dependencies like databases, web services, caching |                       |                              |
| 2                              | Automatic diagnostics     | Should diagnosis Hangs, Queueing, Slowdowns, CPU, Memory, Crash   |                       |                              |

|   |  |   |  |  |
|---|--|---|--|--|
| 3 | Performance analysis                   | Should analyze threading, lock contention, page faults  |  |  |
| 4 | Lightweight monitoring                 | lightweight monitoring using standard Windows protocols   |  |  |
| 5 | .NET Monitoring and Performance tuning | Should provide Expert insight,<br>Should provide Deeper insight into IIS & ASP.NET performance ,<br>Should find and fix errors across entire server stack ,<br>Should provide suggestion for Tune memory usage and CPU usage,<br>Identify slow functions blocking requests, down to line of code. |  |  |
| 6 | Tracing Detail                         | should provide full details stack traces, CPU trees, memory graphs, production debugging.   |  |  |
| 7 | Data collection and analysis           | Should be able to collect and analyze IIS logs, Performance counters, ETW tracing, and WMI  |  |  |
| 8 | Request logging                        | Error request, URL details  |  |  |
| 9 | Capability                             | should perform Live code profiling  |  |  |
|   |  | should perform Distributed tracing  |  |  |
|   |  | should Create performance metrics to automate monitoring of business-critical services and applications.  |  |  |
|   |  | should Find slow queries, bugs, inefficient code  |  |  |
|   |  | should Consolidated monitoring of all servers, hosts, containers, and serverless environments   |  |  |
|   |  | should conduct real-time performance monitoring for flawless application performance in public, private, or multicloud environments.  |  |  |
|   |  | should automatically analyzes metrics   |  |  |
|   |  | analyze data across the entire stack and get detailed visualizations  |  |  |

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|    |                                   |  |  |  |
|----|-----------------------------------|--|--|--|
|    | Licensing                         | <ul style="list-style-type: none"> <li>- should be licensed for minimum 10 hosts</li> <li>- should support minimum of 200 GB of monthly data</li> <li>- minimum 30 days of data extension</li> </ul> |  |  |
| 10 | Subscription                      | 1 Years of Subscription for license  |  |  |
| 11 | Support                           | 1 Years Manufacturer Warranty for service, update, upgrade from OEM with 24x7x365 support for all components of the proposed solutions including updates and patches as well as technical support    |  |  |
| 12 | Manufacturer Authorization Letter | Shall submit Manufacturer Authorization Letter from the OEM  |  |  |

### 3. Database Monitoring tool

| Brand    | To be specified by bidder   | Offered by the bidder | Compliance                  |
|----------|---|-----------------------|-----------------------------|
| Model    | To be specified by bidder   |                       | Partly/Fully/Non-compliance |
| Quantity | 1   |                       |                             |
| SN       | Requirement   |                       |                             |
| 1        | should monitor database from different aspects of the system including SQL Statement, Wait types, server resources, Storage I/Os, Virtualization layer, Users, etc  |                       |                             |
| 2        | Should provide an intuitive interface for the user to be able to quickly drill down to the issue within 3 - 4 clicks of the mouse   |                       |                             |
| 3        | Should provide root cause analysis information by correlating SQL statements, context, performance metrics charts, wait time and response time, and performance tuning advices. Information should be aggregated into a single dashboard. |                       |                             |

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|    |   |  |  |
|----|---|--|--|
| 4  | Should provide table tuning advices by correlating information on inefficient queries, table structure, indexes recommendations, and execution plans. Information should be aggregated into a single dashboard. |  |  |
| 5  | should be able to proactively monitor the database, system health and identify negative trends before they cause an issue.  |  |  |
| 6  | should not introduce performance overhead on the monitored databases, ideally less than 1% of impact  |  |  |
| 7  | Should support agentless deployment architecture  |  |  |
| 8  | Should provide a web GUI and support major browsers including Chrome and Firefox.   |  |  |
| 9  | should support monitoring of the following databases:<br>MS SQL<br>Oracle<br>MySQL  |  |  |
| 10 | should support databases on-premise, in the cloud, and in virtualized environment.  |  |  |
| 11 | Should provide provides a detailed view of Storage, including latency and I/O, from both a current and historical perspective.  |  |  |
| 12 | should include a description of the wait events so as to better understand the precise cause of slow SQL response time.   |  |  |
| 13 | Should provide a mean to analyze and optimize performance based on Queries, Sessions, Servers and Storage systems.  |  |  |
| 14 | should help identify the performance problems most impacting end user response time.  |  |  |
| 15 | should show a direct correlation between SQL response time and VMware resource metrics.   |  |  |



|    |  |  |  |
|----|--|--|--|
| 16 | Should provide a direct correclation between database response time, the physical host, and database running on VMware.                                  |  |  |
| 17 | Should provide a detailed view of Storage, including latency and I/O, from both a current and historical perspective.                                    |  |  |
| 18 | should include a descriptidn of the wait events so as to better understand the precise cause of slow SQL response time.                                  |  |  |
| 19 | Should provide analysis of blockers for database with the ability to show top root blockers and top waiters.   |  |  |
| 20 | Should provide analysis of deadlock for database   |  |  |
| 21 | Should provide monitoring database replica and database health   |  |  |
| 22 | Should support Oracle adaptive plans   |  |  |
| 23 | should be able to alert on the potential issue with the database from various category including Wait time, resources, administrative and custom metrics |  |  |
| 24 | Should provide proactive alerts via email or SNMP trap   |  |  |
| 25 | Should provide out of the box report for easy generation of reports for different database   |  |  |
| 26 | should be able to email reports to the respective users  |  |  |
| 27 | should be able to group several reports into group of composite report.  |  |  |
| 28 | should have report scheduler to allow reports to be sent out automatically   |  |  |
| 29 | should support report based in user defined SQL statements in relation to the wait ime and the time range.   |  |  |
| 30 | should allow users to define custom metrics, alerts and reports to extend the out of the box capabilities  |  |  |



|    |   |  |  |
|----|---|--|--|
| 31 | Should be able to integrate with network monitoring . It should provide a dynamic dashboard that allows in-depth visibility of wait time, database metrics and correlates disparate historical data points across different parts of the Infrastructure. The result should be exportable with a tabular format. |  |  |
| 32 | should integrate with Active Directory/LDAP for user authentication to the monitoring software  |  |  |
| 33 | should be an on-premises solution   |  |  |
| 34 | 1 Years of Subscription for license (minimum 4 instances)   |  |  |
| 35 | Shall submit Manufacturer Authorization Letter from the OEM   |  |  |

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