



AFRICAN UNION

Request for Bids

**Supply and Installation of Enterprise Observability Solution for
Network Operations Center (NOC) at the African Union Commission**

Ref. No: ET-AUC-501807-GO-RFB

Clarifications 01

Issued on 24 September 2025

The following clarifications are hereby issued.

	Request by Bidder	Clarification by AUC
	OpenText Operations Bridge (OpsBridge) uses a unit-based licensing model that varies depending on the type of monitoring and deployment. Can the AU confirm the quantity of resources and activities to be monitored which will allow us to calculate the number of 'units' required?	<p><i>The AU confirms that the exact number of resources and activities to be monitored will be finalized during the discovery and planning phase of the project. For bidding purposes, vendors are requested to propose a scalable licensing model based on the provided "unit" metrics. Your proposal should include:</i></p> <p><i>A baseline package of units sufficient to cover monitoring of approximately 250 OS instances [Windows, vSphere and Linux], 200 network devices, 5 Storage devices, 3 Backup devices and 100 applications. Our critical requirement is application performance monitoring and the license units must sufficiently cover for all applications mentioned above.</i></p>
2.	Can AU provide an estimate or inventory of network devices to be monitored?	<i>Approximately 200 network devices (switches, routers, firewalls, load balancers) are expected to be monitored at project start.</i>
	Are there specific protocols or device types (e.g., SNMP, NetFlow, SD-WAN) that must be supported?	SNMP v2/v3 is mandatory; NetFlow/IPFIX and SD-WAN telemetry should be supported where available.
	Is packet-level analysis (DPI) mandatory across all network segments or only critical paths?	<i>DPI is required only for critical network segments (e.g., data center core, internet edge, and inter-DC links). Full-mesh packet inspection is not required.</i>
	How many identities (users/accounts) are expected to be monitored for security observability?	<i>Approximately 3,000 active user accounts across AU Commission.</i>
	Is integration with AU's existing identity provider (AD/Entra ID) mandatory for RBAC and audit logging?	Integration with AU's Microsoft Active Directory / Entra ID is mandatory for RBAC, SSO, and audit logging.
	Should bidders include licensing for threat intelligence feeds or forensic analysis tools?	<i>It is not a mandatory requirement; hence bidders can optionally include basic threat intelligence feed integration (commercial or open-source) and specify optional pricing for advanced forensic analysis tools if available.</i>
	Can AU confirm whether the 6-week deployment timeline includes all phases (planning, deployment, training, acceptance) ? If so, this may be unrealistic for enterprise-grade observability platforms	<i>The AU confirms that the 6-week period covers core implementation activities, including planning, deployment, configuration, and user training for key AU staff.</i>

Would AU consider a phased deployment approach?	<i>A phased deployment approach (e.g., initial NOC rollout, followed by application & cloud monitoring) is acceptable and may be proposed if it improves delivery quality.</i>
Is there flexibility in the timeline if delays are caused by AU dependencies (e.g., access, approvals, data readiness)?	<i>The AU is open to reasonable adjustments to the timeline if delays are caused by AU dependencies (e.g., system access, data readiness, internal approvals).</i>
Upon Reviewing the RFP We couldn't find any infrastructure Requirement, Kindly Please Confirm there is No need of Hardware Infrastructure?	<i>MISD would like to confirm that there is no need for hardware infrastructure.</i>
We noticed that the requirement for network performance monitoring includes 'Support Deep Packet Inspection (DPI) to analyze traffic patterns and detect anomalies.' Please note that DPI is a feature typically provided by a firewall, not by a monitoring tool? Could you please confirm if including DPI is a mandatory requirement for the monitoring tool?	<i>Yes, the DPI feature is required only for critical network segments (e.g., data center core, internet edge, and inter-DC links). We are looking for an enterprise observability tool and it is actually one of the critical features on enterprise observability solutions.</i>
We noticed that the requirement for Performance Optimization & AI includes 'Dynamic Traffic Routing & Optimization – Redirect traffic intelligently to improve application performance.' Please note that this feature is typically provided by network devices such as routers or SD-WAN appliances, and not by a monitoring or optimization tool alone. Could you please confirm if including this functionality is a mandatory requirement for the tool?	<i>Yes, once again we are looking for an enterprise observability solution and Dynamic Traffic Routing & Optimization is one feature of such solutions.</i>

All other bidding conditions remain the same.