Request for Information (RFI-5754250001) for End-to-End Observability Solution for PPC Group.

The PPC Group is seeking to implement an end-to-end Observability solution that can meet our current and our future needs. This RFI is intended to gather information from vendors who can provide a comprehensive solution that aligns with our technical and operational requirements.

A. Solution/Platform Requirements

The proposed solution must be based on a commercially available platform and should offer a unified platform with at least the following features:

1. **End-to-End Visibility:** Provide comprehensive visibility from user actions in the browser to backend systems, allowing performance analysis at all stages of the data journey and improving user experience.

2. **Data Collection and Visualization:** The solution should collect data and provide charts and reports, enabling administrators to analyze historical data and make informed decisions to improve performance.

3. **Service Mapping and Infrastructure Management:** The solution should create maps linking services to infrastructures, helping to identify the causes of problems and their impacts on the infrastructure.

4. **Integrations:** The solution must support "Out of the Box" (OOTB) integration with the following tools, as well as other business systems of PPC, ensuring seamless real-time data flow and interoperability of processes:
   - ServiceNow
   - Salesforce
   - SAP
   - Veritas
   - All multi-cloud environments, including:
     - Azure
     - AWS
     - GCP
     - OCI
     - IBM Cloud

   It should monitor all devices, including:

   - Able to collect data from Intune & SCCM:
     - Workstations
     - Mobile devices
   - Networking devices
   - Peripherals (Printers, Scanners, etc.)

It should be able to collect data/logs from all clouds and other platforms, such as:

- Log Analytics
- App Insights

Able to collect data from other monitoring solutions such as:

- SolarWinds
- Zabbix
- Grafana
- Elastic
- Solman

Additionally, the solution needs to be capable of collecting data from all cybersecurity, network monitoring and observability solutions such as:

- Defender
- Lighthouse
- Ironscales
- Sentinel
- Checkpoint
- Palo Alto Panorama
- Imperva
- NSX Manager
- Huawei NCE and Fabric iMaster
- Velocloud Orchestrator

5. **Integration with ESM (ITSM):** The solution must support bidirectional integration with the ITSM (ServiceNow) platform as an "Out of the Box" (OOTB) feature, without the need for additional extensions or customizations. This bidirectional communication is essential to ensure seamless real-time data flow, allowing automation and interoperability of processes between systems.

   The processes should include at least:

   o Topology synchronization between the observability platform and ITSM CMDB
   o Observability event to ITOM event
   o Observability event to ITSM Incident
   o ITSM Change to Observability event for root cause analysis

6. **Automatic Discovery and Mapping:** The solution should automatically discover and map dependencies between services and infrastructures, offering a complete view of the IT architecture and allowing quick problem detection and improvements.

7. **Anomaly Detection Using Artificial Intelligence:** The platform should use artificial intelligence to detect performance anomalies and predict

problems before they affect systems and/or users, providing alerts and suggestions for their resolution.

8. **Automatic Root Cause Analysis (RCA):** The solution should automatically identify and report the primary cause of problems through machine learning and artificial intelligence algorithms, reducing recovery time and improving network efficiency.

9. **Incident Management and Automation:** The solution should aggregate and categorize incidents in real-time, automating the response process for faster response and improved efficiency.

10. **Application Monitoring through Network Traffic Analysis:** The solution should leverage packet analysis and flow data technologies to provide accurate real-time information on network health, application performance, and end-user experience.

11. **Monitoring Collaboration Tools and VoIP:** The solution should be able to monitor all collaboration tools and VoIP solutions used by the organization in real-time and at least extract the following metrics (MOS, jitter, Packet Loss, Latency, Bandwidth Utilization, QoS Tagging per call (voice/video) and per point of interest (e.g. branch)).

12. **Unified Monitoring and Analysis:** The solution should offer real-time performance monitoring and analysis, using artificial intelligence for anomaly detection and generating reports on IT health.

13. **Unified Incident Management:** Events and alerts should be aggregated and categorized at a central point, allowing faster and more efficient problem response.

14. **Log Management:** The solution should automate the collection and analysis of logs in real-time, using AI and machine learning to detect anomalies and create custom reports.

15. **Central Database:** The solution should store all information about IT assets and their relationships in a central database, facilitating condition analysis and infrastructure monitoring.

16. **Visibility and Reporting:** Data should be visualized in reports and charts, offering a clear picture of IT health and performance for better decision-making.

17. **Flexible Installation and Scaling:** The solution should be offered as a service across multiple cloud providers and in addition it should offer flexibility with on-premise installation options, ensuring adaptability to growing needs and evolving requirements.

18. **Business Analytics/Reporting:** The solution should provide "Out of the Box" the ability to interface with third-party business systems (such as SAP). The enrichment of observability data with data from these third systems provides real-time insights for business goals, enhancing strategic decision-making and maximizing efficiency.

Vendor/Implementor Desirables

1. **Fit & Proper:** Candidates participating in the contract award procedure must engage in activities related to the contract's subject. Suitability is certified through their registration in one of the professional or commercial registers.

2. **Economic and Financial Requirements:** Candidates should have an average annual turnover over the last three (3) years equal to or greater than 1.000.000 Euros. This must be certified through balance sheets or published financial results.

3. **Technical and Professional Requirements:** Candidates should:
   - In the last five (5) years, completed at least one (1) similar sizable observability projects (for example observing/monitoring more than 1000 Endpoints and 10 applications).
   - Have a project team with sufficient staff and skills (certifications preferred) to undertake the project. All staff resumes (CVs) must be shared in advance. The personnel assigned to PPC's Observability project would be solely dedicated to the project and would not be able to work with other projects in parallel. The list of dedicated personnel cannot be changed more than 20% per year.
   - Provide a detailed rollout plan with milestones deliverables.
   - In case the plan is failing, or the dedicated personnel is not performing as planned, PPC has full authority to change the final decision regarding the Solution and/or the vendor/implementor.

4. **Quality Assurance Standards and Environmental Management Standards:** Candidates must have the following quality assurance standards:

   - **ISO 9001:2015** for Quality Management, or equivalent, valid from an accredited body, for the analysis, design, development, installation, production, and support of integrated information systems, internet, and cloud applications, and installation and support of ready-made software products or equipment.
   - **ISO 27001:2013** for Information Security, or equivalent, valid from an accredited body, for the analysis, design, development, installation, production, and support of integrated information systems, internet, and cloud applications, and installation and support of ready-made software products.

Deliverables

It is essential to provide us with **a table containing all the requested features mentioned above**, indicating which features the solution meets and providing a detailed explanation for each one. Additionally, **a comprehensive presentation of the solution** and all the features offered is required. Furthermore, an analysis of the **pricing model/mechanisms** of the proposed solution should be included.

By adhering to these recommendations, PPC Group should be able to select an Observability solution that meets our needs and supports our success and growth. By replying to this RFI, you **will be able to participate as a preselected candidate to the RFP** that will be launched after the conclusion of the RFI.