

Annex 3: Functional Requirement of the Solution (Base offer)

Functional Requirements for the Web Security Gateway solution

Instructions

In the table below, the “Required or Desired” column represents whether a feature is a business requirement (Required), or if it is a feature that either will be used sparingly or may not be utilized/configured until a future date (Desired).

Please identify and describe where necessary the levels of support as: Full Support, Partial Support and No Support, which we define as follow:

(1) Fully Supported	The function is supported as a standard/configurable feature within the package.
(2) Partially Supported	The desired function is available in a separate optional package, or could be made available through the development of a new component or application, or only some of the features listed are fully supported. Please explain and specify associated costs for full support, where applicable.
(3) No Support	The desired function is not within the scope of the package and there is no practical way to provide it.

For each requirement, indicate which level of support pertains to the requirement by entering “1, 2, or 3” in the appropriate box.

- If the requirement is not fully supported, do not enter “1” in the Support Level box.
- In the case of Partial Support follow the “2” with an explanation and the estimated cost associated with the work in the “Vendor Support Level Detail” cell.

You may also provide detail to other support levels if desired.

Please note that the responses provided in this questionnaire shall be included within the technical offer and will be used to provide more details on the bidders’ compliance with the Bank’s technical requirements

Requirement	Required or Desired	Vendor Support Level 1, 2, 3	Vendor Support Level Detail / Comments
Capacity			
1500+ Users	Required		
Multi-sites Solution	Required		
Scanning & Filtering			
Web Filtering	Required		
Anti-Phishing	Required		
Antivirus, Anti-malware and Malicious Browser Codes Protection (Flash, Silverlight, scripts). The anti-malware product must be different from McAfee (the Bank current antivirus solution).	Required		
Real-time Security Scanning	Required		
Real-Time Social Networking and Web 2.0 Security like Facebook, LinkedIn,	Required		

and other Web 2.0 destinations			
Classification			
URL Database Filtering	Required		
Reputation	Required		
Antivirus, Antimalware and Malicious Browser Codes	Required		
Advanced Real-time Content Classification	Required		
Real-Time Social Networking and Web 2.0 Content Classification	Required		
Application and User Aware			
Application and Protocol Control	Required		
User Identification	Required		
Visibility of SSL-Encrypted Traffic	Required		
Management			
Central Management and Reporting for all Deployed Devices/Software	Required		
Web User Interface	Required		
Role Based Administration	Required		
Easy to use General Setup Interface	Required		
Easy to use and Granular Policy Configuration & Customization	Required		
Advanced Reporting	Required		
Forensics	Required		
Real-Time Session tracking	Required		
Granular Policies	Required		
Quota & Time Scheduling in Policies	Required		
Deployment			
Deployment in Transparent and Proxy Modes	Required		
Integrates to Active Directory	Required		
Integrates to Cisco ASA Firewalls & Cisco Network Devices Support Appliance, Virtual Appliance, Software or Mixed Versions	Required		
The Bank will deploy SWG for its Field Offices Internet access gateway in UK or in Germany. The	Required		

Management and Reporting solution of the proposed solution should be able to manage and provide reporting for the Field Offices SWG appliances.			
Evolutions			
Evolution to a Mixed with SaaS Solution	Required		
Evolution to Unified Content Security (Email, DLP, Web)	Required		
Integrated solution			
Integrated and all in one solution: all the required features in only one box	Required		
Local Support			
Local Support and/or Local representation by providing a proposed plan for Post-Warranty Service Plan and Technical Support Plan including the proof that the Bidder will be able to provide on-site support. The supplier and/or local agent shall provide support 24 hours, seven days a week by phone and on site interventions by operations and application specialists. For critical and high level severity problems, the supplier shall meet the following response time: Within one hour	Required		

1. Documentation, Support and Training

Ref#	Requirements / Questions	Vendor Response (Please answer as specifically as possible)
	Support Availability	
	Is local support and/or local representation available?	
	Is global support available?	

Ref#	Requirements / Questions	Vendor Response (Please answer as specifically as possible)
	At what times is support available?	
	Does a live person answer or message left?	
	Describe your levels of support programs. Does your company provide guarantees on software performance or support Service Level Agreements (SLAs). Describe those here.	
	Training	
	Describe your user training program(s), including a synopsis of relevant courses offered, options for delivery (web-based, CBT, instructor-led, etc.) and the locations of your major training centers. Provide a list of all appropriate courses with prices and course schedules.	
	Who provides product training?	
	How is training designed to meet customer needs?	
	Documentation	
	What type of user and technical documentation is provided?	
	What formats are the documentation delivered (paper, electronic, on-line, etc.)?	
	Is there a cost associated with documentation?	

2. Implementation

Ref#	Requirements / Questions	Vendor Response (Please answer as specifically as possible)
	Describe the standard methodology / lifecycle / activity sequence for a typical implementation of the package from project initiation through to warranty.	
	Show the resource requirements for the typical implementation of the base package. Resources must be identified by skill set & client versus vendor mix.	
	Describe the resources utilized in an implementation process (vendor-based, third-party, domain knowledge, certification, number of successful installs)	
	Is the base package fully tested, stable and operational?	
	What is the frequency of patches / fixes to the base product?	
	Does the package require mandatory customizations? A. If so, please quantify in terms of work effort / duration and costs. In addition please specify which of the mandatory customization effort is fulfilled by the vendor.	

3. Technical Information

High Level Architecture	
Description: (include architecture; 2 or 3 tier client server, web, etc., specifications for client software and communications between different tiers)	

Product Dependencies and Integration Capabilities	
List relevant product or technology standards support and bold the options proposed for use at the African Development Bank (AFDB)	
Hardware:	
Operating System:	
Database:	
Electronic Mail:	
Middleware:	
Workflow:	
Internet:	
Network:	
Security:	
Directory:	
Systems Management:	
Administration Tools:	
Other:	

Data Security	
Describe in detail the authentication process, including front-end and back-end authentication	
Describe in detail how users reset their passwords and what happens when the passwords expire	

Server	
What type of server?	<input type="checkbox"/> Windows 2003 <input type="checkbox"/> Win2007 <input type="checkbox"/> UNIX <input type="checkbox"/> Other:

Integration	
Does this product integrate with other products?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Describe Application Program Interfaces (APIs) and how integration is supported	
Integration Technologies used:	
- XML	
- Batch import/export	
- Other	

Development	
Can the product be customized for a given installation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is customization done by Vendor or by Client?	
If "Client", describe the tools and training required to do the customization	
Administration	

Describe amount of staff and skill set required to provide ongoing operational and administrative support after installation	
How does the product handle reporting and the ability to introduce customized reports?	
Performance / Scalability	
What is the minimum and recommended hardware configuration for 500 users, 1000 users and 2,000 users plus?	
What is the recommended and maximum number of users that can be supported?	
Describe any limitations to scalability that exist	
Describe the recommended method to monitor performance of the product	
E-Mail	
Does this product integrate with Electronic Mail (Microsoft Exchange/Outlook)	<input type="checkbox"/> Yes <input type="checkbox"/> No
E-Mail usage:	<input type="checkbox"/> Application generated mail <input type="checkbox"/> Directory integration <input type="checkbox"/> Other: Interface that will generate e-mail notifications
Which systems are involved:	<input type="checkbox"/> Internal <input type="checkbox"/> Internet <input type="checkbox"/> SMTP

4. Support

Ref#	Requirement / Questions	Included	Optional	N/A
The following questions may be answered with Included (inherent in License fee), Optional (available at additional cost – Specify \$'s) or N/A (Not Available)				
	Customer Support	Included	Optional	N/A
	Provide phone support			
	Provide local support			
	Provide on-line support via e-mail, FAQ's, downloadable hot fixes/patches			
	Offer on-line user community through established Regional & International user groups (Additional Comment Space)			
	Provide no cost on-line or web based training			
	Provide Computer Based Training (CBT) for customers			
	Provide On-site Training classes			
	Provide release notes when upgrades and/or patches are released, far prior to the upgrade or patch date (to allow for decision and test design)			

5. SUPPLIER

The supplier of the solution must be an established firm vendor/Systems integrator with relevant experience in the design and implementation of Secure Web Gateway solution at organizations of similar size.

