

AGSA/03/2026:RFP for the provision and implementation of a comprehensive automated functional and non-functional testing tool for a period of 48 months including configuration, maintenance and support.

Version 1

No.	Question	Type	Answer
1	Please confirm the expected scope of performance testing across the AGSA application landscape. Which applications are considered in scope for performance testing during the 48-month contract period?	Technical	The following systems are within the scope of AGSA's performance testing requirements, and the proposed testing tool must support automated testing and end-to-end validation across these systems: 1. Desktop-based & web-based applications such as: a) Draftworx audit software b) TeamMate audit software c) .Net Applications d) HR Payroll calculator 2. Other Windows-based & Microsoft applications such as: a) ERP Systems such as PeopleSoft b) Microsoft Power Platforms low-code/ no-code designed system c) Power Apps, Power BI, Copilot Studio d) Data integration systems such as Dataverse 3. Custom-built applications such as: a) Kopano, CWC, Application Tracking System, Incident Management, Threats & Intimidation system and Case Management System b) PeopleSoft ERP systems c) Portals and other browser-based systems The systems listed above are currently deployed within the environment. However, the tool must be adaptable and capable of supporting both the existing technology landscape and any future systems implemented by the AGSA.
2	Please provide the expected number of business processes/ transactions that must be performance-tested during the contract period	Technical	The exact number of business processes/ transactions cannot be pre-determined and will vary based on project demand. The successful service provider must be capable of delivering a functional & non-functional testing tool of multiple business/ project-critical processes throughout the contract period as required. These will include critical end-to-end business processes, high-volume transactions, APIs, integrations, ERP batch processes, and user-interface functions. The exact number will be determined by project priorities scope, system changes, releases, and business requirements that would be outlined by the Business Analyst.
3	Does AGSA have existing performance test models, workload profiles, production transaction volumes, or baseline performance metrics that the successful bidder will inherit?	Technical	No, there is currently no existing tool or model within the AGSA environment that provides this capability. The proposed solution is therefore expected to deliver this functionality as part of the procurement requirement.
4	Please confirm the minimum and maximum number of concurrent virtual users that the proposed performance testing solution must support.	Technical	AGSA requires the proposed performance testing solution to support a minimum of 7 000 concurrent users and maximum of 10 000 concurrent users.
5	Should the proposed solution support scalability beyond the initial virtual user requirement to accommodate future growth of AGSA applications and user volumes?	Technical	The specified maximum capacity of 10 000 concurrent users accommodate AGSA's future growth requirements, as the current user volumes is below the stated threshold.
6	Does AGSA expect the solution to support large-scale load tests (for example, thousands of concurrent users) or only functional performance validation?	Technical	Yes, the AGSA expect the proposed tool to support a minimum of 7 000 concurrent users and maximum of 10 000 concurrent users.
7	Please confirm the application technologies and protocols that must be supported by the proposed performance testing tool. Specifically, does AGSA require support for: • Web HTTP/HTML • REST APIs • SOAP Web Services • PeopleSoft Web • SAP protocols (if applicable) • Database protocols • Mobile application protocols • Citrix/Remote Desktop protocols	Technical	Yes, the solution must support the following technologies for both back-end and front-end automation and performance testing and also be able to cater for future technologies, as the AGSA requires cross platform tool: • Web HTTP/HTML • REST APIs • SOAP Web Services • PeopleSoft Web • SAP protocols (if applicable) • Database protocols • Mobile application protocols • Citrix/Remote Desktop protocols - mobile devices and emulators, including applications running on iOS and Android platforms.

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8	For PeopleSoft 9.2, please confirm whether AGSA requires performance testing of: • Web-based PeopleSoft applications only, or • Full business process testing including integrations and backend processing.	Technical	Yes, the AGSA requires the performance testing solution to support PeopleTools Release 8.60.10 and later versions, as well as Application Release 9.20 and later versions. The scope must also include end-to-end business process testing, covering system integrations, interfaces, and backend processing activities.
9	For ERP systems, please confirm whether SAP performance testing capability is required or whether the ERP environment refers only to Microsoft/ Oracle-based platforms.	Technical	AGSA does not currently use SAP, the current enterprise applications include PeopleSoft and Sage Payroll, along with other Microsoft and Oracle-based platforms. However, the proposed tool must be adaptable and capable of supporting both the existing technology landscape and any future systems implemented by the AGSA.
10	Please confirm the environments that will be available for performance testing: • Development • Testing • Quality Assurance • Pre-production • Production-like environments	Technical	The following environments will be available for performance testing together with the naming convention for each environment at AGSA: • Development (DEV) • Testing (SIT- System Integration Testing) • Quality Assurance (UAT - User Acceptance Testing) • Pre-production (Pre-Prod) • Production-like environments (QA) • Production (Prod)
11	Will the AGSA provide dedicated performance testing infrastructure, or is the bidder expected to provide hosting infrastructure/ load generators?	Technical	Yes, the successful bidder may specify the required infrastructure, and AGSA's ICT Platforms team will provision the necessary infrastructure to support the performance testing activities. This is because the backup and recovery of the solutions will be managed internally by AGSA team.
12	Does AGSA require the performance testing solution to integrate with existing monitoring tools? If yes, please provide details of existing monitoring platforms, such as: • Application Performance Monitoring (APM) • Infrastructure monitoring • Database monitoring • Network monitoring	Technical	Yes, the AGSA requires the performance testing solution to integrate with the following existing monitoring tools: • Source Monitoring for Server performance. • Sourcing for Database monitoring. • AirWave for network monitoring.
13	Is end-to-end performance monitoring required, including: • Application server metrics • Database performance • CPU/memory utilisation • Network latency • Transaction response times?	Technical	Yes, end-to-end performance monitoring is required by the AGSA, including application server metrics, database performance, CPU and memory utilisation, network latency, and transaction response times.
14	Please provide the required performance acceptance criteria, including: • Maximum response times • Throughput requirements • Error thresholds • Resource utilisation thresholds • Availability requirements	Technical	Performance acceptance criteria are defined on a project-by-project basis by the Business Analyst and project stakeholders. The criteria consider factors such as whether the application is intended for internal or public use and include maximum response times, throughput requirements, error thresholds, resource utilisation limits, and availability requirements.
15	Does AGSA have defined Service Level Objectives (SLOs) for applications that must be validated through performance testing?	Technical	Yes, Service Level Objectives (SLOs) and Service Level Agreements (SLAs) are defined by the AGSA on a project-by-project basis and are validated as part of the performance testing process.
16	Does AGSA require integration between the performance testing tool and DevOps pipelines? If yes, please confirm required platforms: • Azure DevOps • GitHub • Jenkins • Other CI/CD tools	Technical	Yes, the proposed solution must support integration with common DevOps and CI/CD platforms, including Azure DevOps, GitHub, Jenkins, and other widely used CI/CD tools.
17	Should performance tests be automated and executed as part of application release processes?	Technical	Yes, automated performance testing as part of the application release process is desirable and will add value by enabling continuous validation of application performance throughout the software delivery lifecycle.

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18	Please clarify whether the required 50 licences refer to: a) Named users of the testing platform, or b) Concurrent users of the testing platform, or c) Performance test virtual users.	Technical	The 50 licences are designated for named AGSA users responsible for conducting and managing testing activities, with access to the testing tool's standard features and functionality. They do not refer to concurrent platform users or performance test virtual users. For performance virtual user the tool must be able to execute/ simulate at least 10 0000 virtual users.
19	Should virtual user licensing be included as unlimited capacity, or should bidders propose a specific virtual user pack?	Technical	The bidder may propose the virtual user pack, however, the proposal must still meet the 10 000 concurrent users requirement.
20	Does AGSA currently have existing LoadRunner, JMeter, NeoLoad, or other performance testing scripts/ assets that must be migrated into the proposed solution?	Technical	Yes, the AGSA team currently uses JMeter and PostMan, the scripts will be migrated by the AGSA testing team to the new solution.
21	If existing scripts exist, please confirm: • Number of scripts • Protocols used • Current tool/version • Whether migration is mandatory	Technical	Script migration activities will be performed by the internal AGSA ICT testing team.
22	Does the 99.99% uptime SLA apply to: • The testing platform itself, • The vendor-hosted solution, • Production applications being tested, • Or all components supplied under the contract?	Technical	The 99.99% uptime SLA applies to the testing platform and any vendor-hosted components supplied under the contract. It does not apply to the system/ applications being tested, as these remain the responsibility of AGSA. The SLA also includes the availability of the vendor to provide support and assistance when required.