

RFP for Supply, Implementation, Monitoring, Maintenance and Management of On-Premise ITSM and ITAM Solutions for 05 (five) years

Sr.No.	Description	Existing Clause	Amended Clause																																																															
1	Scope of Work Subsection - Scalability for ITSM & ITAM Solutions Page No. 17	Existing Point - Proposed solutions should have very high-scale architecture on a platform that scales efficiently. The solution should also support 64-bit architecture environments for high scalability. Solution should support installation on Windows and/or various flavors of the Linux environment. Solutions should have extensible architecture for easy integration and automation. Solution installation should support Dockers Containers & Virtual cloud for easy, deployment and building on premises (VMware virtualisation Platform). Should support multiple-deployment options - centralized, distributed and hybrid deployments with option for a centralized operations console view. The architecture should support High Availability inbuilt into the product.	Amended Point - Proposed Solution must be scalable on Windows or Linux Platform. And it should be deployable on Virtual Infrastructure to run the ITSM Solution. If it Supports docker/containers it will be considered as an Advantage.																																																															
2	Scope of Work Subsection - Scalability for ITSM & ITAM Solutions Page No. 17	Existing Point - High Availability in DC and DR in the StockHolding environment wherever proposed by the StockHolding.	Amended Point - High Availability in DC or DC-DR implementation to be done in StockHolding environment.																																																															
3	Requirement Page No. 10	<table border="1"> <thead> <tr> <th>Description</th> <th>Requirement</th> </tr> </thead> <tbody> <tr> <td>Required License Type</td> <td>Perpetual</td> </tr> <tr> <td>Number of Years for Annual Maintenance & Support (AMS), if Perpetual</td> <td>Required</td> </tr> <tr> <td>How many number of AD Domains to be managed?</td> <td>1</td> </tr> <tr> <td>How many number of helpdesk technicians needs access?</td> <td>6 users</td> </tr> <tr> <td>Endpoint MFA(Multi Factor Authentication) add on</td> <td>For 3000 machines</td> </tr> <tr> <td>No. of Domain users need access to the Self Service Console</td> <td>3000 users</td> </tr> <tr> <td>IT Technician for ITSM tool</td> <td>50 users</td> </tr> <tr> <td>Nodes</td> <td>4000</td> </tr> </tbody> </table>	Description	Requirement	Required License Type	Perpetual	Number of Years for Annual Maintenance & Support (AMS), if Perpetual	Required	How many number of AD Domains to be managed?	1	How many number of helpdesk technicians needs access?	6 users	Endpoint MFA(Multi Factor Authentication) add on	For 3000 machines	No. of Domain users need access to the Self Service Console	3000 users	IT Technician for ITSM tool	50 users	Nodes	4000	<table border="1"> <thead> <tr> <th>Description</th> <th>Requirement</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>No. of Domain users need access to the Self Service Console</td> <td>2000</td> <td></td> </tr> <tr> <td>Endpoint MFA(Multi Factor Authentication) add on</td> <td>2000</td> <td>End point Devices approximately 2000+</td> </tr> <tr> <td>Required License Type</td> <td></td> <td>Perpetual</td> </tr> <tr> <td>How many number of AD Domains to be managed?</td> <td>3</td> <td></td> </tr> <tr> <td>Number of Years for Annual Maintenance & Support (AMS),</td> <td>Required</td> <td>5 Years</td> </tr> <tr> <td>Number of Domain Users</td> <td>2000</td> <td>Domain user count Approx. 2000+</td> </tr> <tr> <td>IT Technician for ITSM tool</td> <td>50</td> <td>The IT Technicians will be spread across Infra Dept.</td> </tr> <tr> <td>Nodes:</td> <td></td> <td></td> </tr> <tr> <td>Networking Devices</td> <td>800</td> <td>Includes DC + DR + PAN India Branches</td> </tr> <tr> <td>Desktop Count</td> <td>3000</td> <td></td> </tr> <tr> <td>Laptop Count</td> <td>1000</td> <td></td> </tr> <tr> <td>Servers (Virtual+ Physical)</td> <td>250</td> <td></td> </tr> <tr> <td>Storage Devices</td> <td>5</td> <td></td> </tr> <tr> <td>Total Nodes</td> <td>5055</td> <td>Includes- Desktop, Laptop, Servers, Network and Storage Devices</td> </tr> </tbody> </table>	Description	Requirement	Remarks	No. of Domain users need access to the Self Service Console	2000		Endpoint MFA(Multi Factor Authentication) add on	2000	End point Devices approximately 2000+	Required License Type		Perpetual	How many number of AD Domains to be managed?	3		Number of Years for Annual Maintenance & Support (AMS),	Required	5 Years	Number of Domain Users	2000	Domain user count Approx. 2000+	IT Technician for ITSM tool	50	The IT Technicians will be spread across Infra Dept.	Nodes:			Networking Devices	800	Includes DC + DR + PAN India Branches	Desktop Count	3000		Laptop Count	1000		Servers (Virtual+ Physical)	250		Storage Devices	5		Total Nodes	5055	Includes- Desktop, Laptop, Servers, Network and Storage Devices
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4	Scope of Services A. Information Technology Service Management (ITSM) Capabilities - IT and business integrations Page No. 24	Existing Point - The tool should allow event-driven API calls for easy third-party integrations	Amended Point - The tools should support API's/REST API integration with third party business analytical tools.																																																															
5	Last Date for Submission of Online Bid	08-Aug-2024 05:00 PM	19-08-2024 01:00 PM																																																															
6	Date of opening bid	08-Aug-2024 05:30 PM	19-08-2024 01:30 PM																																																															

Note: All other clauses/Terms & conditions except above shall remain same as per RFP (RFP Reference Number: IT-06/2024-25)