Pre-Bid queries - Part 2						
Tender Name: Request for proposal (RFP) for selection of System Integrator for managing On-Site Security Operation Centre (SOC) for Stockholding						
Ref No.	**IT-10/2023-24**					**Date: 23-Feb-2024**
S. No.	**Page No. & Reference Clause**	**Point /Section #**	**Category (Eligibility / Scope / Commercial / Legal / General)**	**Clause Details**	**Query/seeking clarification**	**Response**
1			General Query		Any application packages part of SCCM support? If yes how many BU applications you have?	No.
2			General Query		How many client machines will be scope of SCCM support?	3000
3			General Query		Under patching scope, could you please provide us the server OS platforms and client machine OS?	Windows Clients: Windows 10, Windows 11 and future releases. Windows Servers: Windows 2016 Server, Windows 12 Server, Windows 2019 Server & Windows 2022 Server and future releases.
4			General Query		Do have AD DR site or vendor need to provide solution with best practices?	Yes
5			General Query		What is the current AD and Domain function role?	Active Directory role includes but not limited to manage users and computers and allow sysadmins to organize the data into logical hierarchies. AD DS provides for security certificates, Single Sign-On (SSO), LDAP, and rights management.
6			General Query		Will Stock Holdings or Happiest Minds offer the tools needed for Security Testing (VAPT)?	Bidder should bring their own onpremise tool.
7			General Query		For the specified JD of the Onsite resources, Is it mandatory to be Certified in Cybersecurity /CEH/ CISM?	Yes. As per the role specified in RFP for Security Consultants, Project Leader and Project Manager.

8			Commercial		Additional Information	Management of Security Operation Centre (SOC) charges must include below cost parameters to be quoted during commercial bid submission for point 2 of Commercial Bid Format (refer Annexure-4 of RFP)- 1. Management of SOC 2. Device Management Cost 3. Security Testing Deliverables 4. Consultancy Services and Deliverables
9			Commercial		Additional Information	Successful bidder to provide price breakup for the below mentioned cost parameters for period of 2 years - 1. Management of SOC 2. Device Management Cost 3. Security Testing Deliverables 4. Consultancy Services and Deliverables
10			Scope		Additional Information	Resource Management - Successful bidder to deploy key resources onsite including Project Manager, Team Leader, etc. on the premises of StockHolding from the Day 1 of the contract for smooth transition of the hand-holding process.
Note: All other clauses/Terms & conditions except above shall remain same as per RFP (RFP Reference Number: IT-10/2023-24)						