

RFP Name	RFP for Supply, Implementation, Monitoring, Maintenance and Management of On-Premise ITSM and ITAM Solutions for 05 (five) years
RFP ref. No.	IT-06/2024-25 _ GEM/2024/B/5144124
RFP Date	09-Jul-2024

Sr No	Clause	Response	Stockholding Response
1	The bidder shall integrate all StockHolding assets (Servers, Storage and Network Devices) in the monitoring tools and provide the unified dashboard for monitoring and management.	Current opportunity with respect to compliance shared align to SDP and AD360, Either remove the point or request to reshare the technical compliance aligning to NMS Solution	<i>As per Requirement Clause mentioned in Column "B" this is required. Bidder is supposed to supply the necessary/relevant modules to support the requirement.</i>
2	To install and configure comprehensive monitoring of end to end IT Services (Network, Server, Storage, Appliance, Database and Applications across locations).	Current opportunity with respect to compliance align to SDP and AD360, Either remove the point or request to reshare the technical compliance aligning to NMS Solution	<i>As per Requirement Clause mentioned in Column "B" this is required. Bidder is supposed to supply the necessary/relevant modules to support the requirement.</i>
3	Event Correlation and fault-finding - from user to network layer to server layer to application code.	As long as the network devices support syslog forwarding we can collect the logs, Fault finding or Event correlation cannot be done on the application code.	<i>As per Requirement Clause mentioned in Column "B" this is required Application Code is not Required, We need the end to end Visibility, till Operating System level</i>
4	Single console view for Troubleshooting, Remediation and Root Cause Analysis (RCA) for service impacts.	Need more information, If its related to incident process to track progress of the issue, can be done with the ServiceDesk Plus, If its more on the Monitoring aspect then we have to propose OPM	<i>As per Requirement Clause mentioned in Column "B" this is required. We already have monitoring tool, Integration with Service Desk Plus is required.</i>
5	Availability of different dashboards for different business services.	We can propose Analytics Plus, Need more information on the usecases pertaining to Business services	<i>External reporting Solution is not required, however the proposed solution should have API's/REST API's built-in to be consumed by any 3rd Party reporting solution.</i>
6	On Demand Dashboard for daily & historic network health, reports with web and mobile supported.	Yes and can be done with Analytics Plus, Analytics Plus licensed based on the number of named users who need access to create reports and dashboards and 'concurrent viewers' which allows anyone to have a read-only access to published reports and dashboards.	<i>External reporting Solution is not required, however the proposed solution should have API's/REST API's built-in to be consumed by any 3rd Party reporting solution. However basic dashboard should be made available as part of default Solution</i>
7	The proposed solution must support onboard retention of logs for a period of minimum 6 months.	Yes with Event Log analyser, Retention of logs are customisable	<i>Event Log analyser not required. The tool should support API's/REST API integration with third party SIEM</i>
8	The bidder shall install the solution On-site at StockHolding DC (Mumbai) and StockHolding DR (Bangalore) and implement the same at all branches/offices of StockHolding	Are there any RTO and RPO in the place. Besides High availability is available as part of SDP and AD360 (https://download.manageengine.com/active-directory-360/ad360-high-availability-configuration-guide.pdf?utm_source=ad360&utm_medium=guide&utm_content=overview_quick_start) exe will be provided by ManageEngine, Prerequisites with respect to network, databases and Physical/ Virtual Machines has to be provided by the Customer/bidder.	<i>The Solution should be implemented at DC and DR. The assets/users spread over all branch offices and corporate offices should be onboarded on the ITSM/ITAM platform. The Solution should should provide HA in case the Primary Site in unavailable. Downtime of upto 2 hours. Data loss should be Zero The Product should be capable to have the Integration with Vmware Site Recovery Manager</i>
9	IT and business integrations - The tool should integrate with enterprise password management applications out-of-the-box, to establish a strict authentication process for launching secure remote session from the remote session tool""	Need to procure PAM360 in ManageEngine	<i>External PAM Solution is not required, however the proposed solution should have API's/REST API's built-in to be consumed by any 3rd Party PAM solution.</i>
10	The tool should integrate with end point management tools to perform desktop and mobile device management activities from within the service desk console	Need to procure Endpoint Central and MDM in ManageEngine	<i>MDM Solution is Not Required, Remaining Functionalities of Integration is required</i>

11	High Availability in DC and DR in the StockHolding environment wherever proposed by the StockHolding.	We can do either DC-DR or HA	<i>The clause is modified as below: High Availability in DC or DC-DR implementation to be done in StockHolding environment.</i>
12	The bidder shall adhere to the Service Level Agreements (SLA) and regular monitoring and reporting it to the StockHolding.	Pls share SLA document	<i>Refer to page No. 28 of the RFP</i>
13	The tool should integrate with network monitoring devices to automatically convert network alerts into service desk tickets and automatically assign them to technicians and notify them	Need to procure OpManager in ManageEngine	<i>As per Requirement Clause mentioned in Column "B" this is required. The proposed solution should have API's/REST API's builtin to be consumed by any 3rd Party Network monitoring tool.</i>
14	The tool should integrate with business analytics tools for in-depth analysis	Need to procure Analytics Plus in ManageEngine	<i>External reporting Solution is not required, however the proposed solution should have API's/REST API's builtin to be consumed by any 3rd Party reporting solution.</i>
15	The tool should allow event-driven API calls for easy third-party integrations	With help of API you can integrate with third-party application. We will be able to assist you with the documentation only	<i>Clause to be modified as- The tools should support API's/REST API integration with third party business analytical tools.</i>
16	Do you need the functionality to take remote control of the workstations/server	If yes, pls share the workstation/server count for remote control along with the technician count who will take remote control	<i>We don't need remote control feature from ITSM tool/Solution. But it should support integration with Microsoft SCCM and Intel Vpro through the ITSM Solution.</i>
17	Please share exact asset count (IT Assets which are connected in Internet or Intranet), Domain User Count, Number of Domain, Domain controller, Domain Administrator(Split if there are L1, L2, L3) and the technician count (Resolvers who are working on the tickets)		<i>No. of Domain Controller 3 No. of Domain users need access to the Self Service Console 2000 Endpoint MFA(Multi Factor Authentication) add on 2000 End point Devices approximately 3000 Number of Domain Users 2000 Domain user count Approx. 2000+ IT Technician for ITSM tool 50 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</i>
18	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 Docker 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.	Pls remove this point	<i>Clause to be modified: 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</i>