

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 09-07-2024

S. No.	Page No.	Section	Reference Clause No.	Document Reference	Clarification sought/Query	Response
1	33	ANNEXURE - 2 – Eligibility Criteria	6	Bidder should have experience of supply & implementation of ITSM and ITAM solution of minimum 02 (two) projects during the past 03 (three) years in India.	We request you to amend the Bidder/ OEM should have experience of supply & implementation of ITSM and ITAM solution of minimum 02 (two) projects during the past 03 (three) years in India. We further request you to consider MSE exemption as per the relaxation norms of Govt. of India.	<i>Please refer Page No. 6 for "Clarifications regarding RFP Document" - Point (i) i.e. 'It may be noted that bidder mentioned in the document may be either OEM/Distributor/System Integrator (SI)'. MSE Exemption allowed on turnover, please refer GeM bid document</i>
2	33	ANNEXURE - 2 – Eligibility Criteria	7	Bidder should have Support office at MMRDA Region	We request you allow us to establish our Support center/ personnel for Telephonic and Remote Assistance Services in Mumbai / Navi Mumbai within 45 days of the Award of the Contract.	<i>No change</i>
3	7	ELIGIBILITY CRITERIA	6	Bidder should have experience of supply & implementation of ITSM and ITAM solution of minimum 02 (two) projects during the past 03 (three) years in India.	As an Make in India OEM, we are 100% class I local supplier & MII organization, expertise required for implementation & support & service for entire duration remain with OEM, our ITAM & ITSM solution is most reliable and premium product line, We request Stock Holding Corporation of India Limited to amend this clause as, Bidder or its OEM should have experience of supply & implementation of ITSM & ITAM solution of minimum 02 (two) projects during the past 03 (three) years in India. OR. Bidder should have experience of supply & implementation of ITSM / ITAM solution of minimum 02 (two) projects during the past 03 (three) years in India.	<i>Please refer Page No. 6 for "Clarifications regarding RFP Document" - Point (i) i.e. 'It may be noted that bidder mentioned in the document may be either OEM/Distributor/System Integrator (SI)'. MSE Exemption allowed on turnover, please refer GeM bid document</i>
4	29	Terms and Conditions A. Payment:	Payment Term	One Time Implementation Cost On Successful completion of Implementation and Project Signoff - 100%	Request SHCIL to modify the clause as below:- One Time Implementation Cost On Successful completion of Implementation and Project Signoff - 50% Advance & 50% On Successful completion of Implementation and Project Signoff	<i>No change</i>
5	7	Eligibility point 1	Eligibility	The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should be operating in India for the past 05 (five) years with experience of Implementation or Maintenance ITSM and ITAM Solutions in India for at least 03 (three) years.	Request SHCIL to modify the clause as below:- The Bidder should be a registered Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should be operating in India for the past 05 (five) years with experience of Implementation or Maintenance ITSM and ITAM Solutions in India for atleast 05 (Five) years.	<i>No change</i>

6	7	Eligibility point 5	Eligibility	Bidder should be either OEM or OEM the Authorized Partner / Reseller of the Proposed Solution on the date of RFP, with an authority to sell, upgrade, supply, service and maintain the proposed Solution. Note: Either OEM or their authorized partner should participate in the RFP. In case, both OEM & his authorized partner participate, only bid of the OEM will be considered.	Request SHCIL to modify the clause as below:- Bidder should be either OEM or OEM the Authorized Partner / Reseller of the Proposed Solution on the date of RFP, with an authority to sell, upgrade, supply, service and maintain the proposed Solution. Note: Either OEM or their authorized partner should participate in the RFP. Both OEM & their authorized partner should not submit the bid simultaneously. In case, both OEM & his authorized partner participate, the bids will be evaluated as per the terms of GeM / Govt. guidelines on procurement.	<i>If OEM directly/independently is participating in the bid process, then the authorized partner's bid will not be considered. No change.</i>
7	7	Eligibility point 6	Eligibility	Bidder should have experience of supply & implementation of ITSM and ITAM solution of minimum 02 (two) projects during the past 03 (three) years in India	Request SHCIL to modify the clause as below:- Bidder should have experience of supply & implementation of ITSM/ITAM solution minimum 01 (one) projects of each solution during the past 05 (five) years in India	<i>No change</i>
8		General			For implementation of the Itsm and Itam solution, compute, storage and backup solutions would be provided by Stock Holding or SI needs to factor the same?	<i>StockHolding will provide required Server, Storage in a virtualized environment. All necessary licenses etc., needs to be factored.</i>
9		Legal		Limitation of liability	<u>We propose to add new clause:</u> NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OR ANY DAMAGES FOR LOST PROFITS, LOST REVENUES, LOSS OF GOODWILL, LOSS OF ANTICIPATED SAVINGS, LOSS OF CUSTOMERS, OR LOSS OF DATA, OR INTERFERENCE WITH BUSINESS, ARISING OUT OF THE PERFORMANCE OR FAILURE TO PERFORM UNDER THIS AGREEMENT, WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE (INCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT) OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES. In no event, regardless of the form of the claim or cause of action (whether based in contract, negligence, strict liability, tort or otherwise) shall either party's aggregate liability to the other party under the contract exceed the fees payable under a relevant Purchase Order or statement of work which is subject matter of claim.	<i>No change</i>

10		Legal			We propose to add new clause: System Integrator if in case the StockHolding has materially breached any terms and conditions of the the contract, shall inform StockHolding of the same through a notice in writing giving thirty (30) days' time for remedying the breach. The System Integrator may terminate the contract, if such breach is not remedied during such thirty (30) day period.	<i>No change</i>
11		Scope			Support after implementation would be directly to OEM or it needs to be via partner?	<i>If OEM is bidding directly, then support will be provided by OEM, else through partner.</i>
12	15	Scope of Work		The bidder shall be responsible for on-prim installation and commissioning of the proposed solution along with database, storage and any other components required for solution for fulfilment of scope.	Do we need to factor the OS, Storage, database or only the software and implementation	<i>StockHolding will provide required Server, Storage in a virtualized environment. All necessary licenses etc., needs to be factored.</i>
13	14	Scope of Work		The Bidder shall be responsible for delivering the solution and its support post implementation. The proposed solutions should be integrated with StockHolding's existing and new Security Solutions. In case, if any OEM can't integrate with a third party monitoring tool for an OEM product, then the bidder needs to bundle OEM tools in his response to the bid. (Performance, Availability, Patching, Monitoring, Dashboard with Graphical representation).	Please share stockholdings existing security solutions to check on feasibility	<i>Details shall be shared with the winning bidder</i>
14	13	Scope of Work		The bidder shall adhere to the Service Level Agreements (SLA) and regular monitoring and reporting it to the StockHolding.	Please share the SLA document to confirm the feasibility	<i>No change</i>
15	13	Scope of Work		The patches (critical / non-critical) as and when released by OEM, for the proposed solution to be tested first in test environment, and thereafter deployed, installed and configured by bidder's team at StockHolding's site, as per StockHolding's requirement during the contract period without any additional cost to StockHolding	Stockholding to provide additional infra to setup UAT. UAT setup will require additional man-days apart from 3 months mentioned in the RFP	<i>StockHolding will provide required Server, Storage in a virtualized environment. All necessary licenses etc., needs to be factored.</i>
16	12	Scope of Work		The solution should be fully standards compliant, scalable, and ideal for businesses of all sizes.	Please share the compliance document/standard expected	<i>No change</i>
17	11	Scope		The Proposed solution should be able to work with or without an agent in the StockHolding's environment.	Agent is mandatory for asset scanning for Windows, Mac & Linux	<i>No change</i>
18	15	Scope		The proposed solutions should comply with StockHolding's ISMS policies, Internal Guidelines, Regulatory Standards and external regulatory compliances from SEBI, RBI, NSDL, CDSL, IRDAI, DPDP Act 2023 and any other financial services related regulatory requirements with updates from time to time.	Please share compliance documents to check	<i>All these circulars are available on the public domain.</i>

19	10	Scope		The bidder shall ensure Support & Subscription services from the OEM with unlimited number of support requests remote support, access to product updates/upgrades and 24x7 supports for Severity Level-1 issues.	Please share compliance documents to check	<i>As per RFP Document</i>
20	10	Scope		The solution deployment should be compliant with StockHolding's CISP (The Cyber Security Information Sharing Partnership), IT and Cyber policies, internal guidelines, regulatory standards and countrywide regulations and laws from time to time.	Please share CISP document to check and confirm	<i>Details shall be shared with the winning bidder</i>
21	10	Scope		The proposed solution should be able to integrate with SIEM, Active Directory / LDAP (Lightweight Directory Access Protocol) / PIM (Privileged Identity Management) for user authentication or with any other solution/ tool as stated by the StockHolding in order to have control and visibility	Please share SIEM tool used to confirm on feasibility also ManageEngine SDP supports REST API for integration with third party tool	<i>Details shall be shared with the winning bidder</i>
22		General		ITSM	Please mention the asset count along with Technician count for ITSM	<i>No change</i>
23		General		ITAM	How many number of AD Domains to be managed?	<i>No change</i>
24		General		ITAM	How many number of helpdesk technicians needs access?	<i>No change</i>
25		General		ITAM	Do you require AD Users Backup/Recovery Add-on? If yes, specify the number of User Objects to be managed.	<i>Yes.1600 Users.</i>
26		General		ITAM	How many number of Domain Controllers are to be audited?	<i>3</i>
27		General		ITAM	How many number of File Servers are to be audited?	<i>There are no file servers</i>
28		General		ITAM	How many number of Azure AD tenants?	<i>There are no Azure AD tenants</i>
29		General		ITAM	How many number of CIFS Servers ?	<i>Yes. 1600 Users.</i>
30		General		ITAM	How many number of Windows Servers are to be audited?	<i>Approximately 100+</i>
31		General		ITAM	How many number of Workstations are to be audited?	<i>Approximately 2000+</i>
32		General		ITAM	How many Domain Users needs access to the Self Service Console?	<i>Approximately 2000+</i>

33		General		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 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.	Linux OS is not supported only Windows Server OS is supported considering the requirement	Clause is modified as - "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."
34		General		High Availability in DC and DR in the StockHolding environment wherever proposed by the StockHolding.	we can do either High Availability or DC-DR	High availability is required in DC. However, DR site for the platform has to be setup
35	16	Requirement	Scope of Services	Incident management - The tool should allow service desk admins and technicians to send a broadcast message to all logged-in technicians	System allows to Create broadcast/News for all technicians irrespective of if they are logged-in in that moment. Request you to modify this to include all technicians.	Clause is modified as - "Incident management - The tool should allow service desk admins and technicians to send a broadcast message to all technicians"
36	17	Requirement	Scope of Services	Project management - The tool should allow technicians to export the Gantt map and project overview map as PDFs	Gantt chart can be exported using screen capture feature of windows and project details can be shared by using HTML templated email. Request you to modify this point appropriately.	No change
37	20	Requirement	Scope of Services	Reports - The tool should allow technicians to export reports into CSV, HTML, XLS and PDF formats	Request you to please provide option to chose from any of these such as "CSV/HTML/XLS/PDF"	No change
38	21	Requirement	Scope of Services	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 service desk	Our Helpdesk system can trigger remote session in a third-party (such as Windows MSTSC). Authentication will be part of the Remote Session tool (example MSTSC) which is in control of the person who is initiating the session. Request you to modify this point to ask for authentication process at the Remote Session tool, and remove from Helpdesk side.	Clause is modified as - "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 "
39	9	REQUIREMENT		Need more clarity for required no. of license and no. of assets to be monitored.	The RFP mentions two different numbers of technicians. Please confirm the following details: 1. No of technicians in ITSM tools (Named/ concurrent) 2. No of assets to be monitored for asset management	1. No of Technicians for StockHolding IT Department who will act as agents for tickets resolution : 50 2. No of Technicians from Bidder side to give them access to the platform for trouble shooting : 06 3. No of assets to be monitored : Approximately 2000+

40	15	Scalability for ITSM & ITAM Solutions		High Availability in DC and DR in the StockHolding environment wherever proposed by the StockHolding.	The requirement does not specify the type of deployment to be used. Please select one of the following deployment types: 1) Active-Standby HA redundancy Between DC and DR site OR 2) Active-Standby HA redundancy at DC and Standalone at DR site OR 3) Active set up at DC site and standalone setup at DR site	<i>High availability is required in DC. However, DR site for the platform has to be setup</i>
41	21	IT and business integration	Scope of Services	The tool should integrate with end point management tools to perform desktop and mobile device management activities from within the service desk console	Please explain the integration use case against this point	<i>Details shall be shared with the winning bidder</i>
42	21	IT and business integration	Scope of Services	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 service desk	Please explain the integration use case against this point	Clause is modified as - <i>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"</i>
43	10	Scope of Work		The proposed solutions shall be tightly integrated with all existing setup and new infrastructure /Assets of the StockHolding. The selected bidder shall supply, implement and maintain these IT Tools/ Solutions for StockHolding's IT Infrastructure for a period of 5 years.	Please provide existing setup details	<i>V-pro, Active Directory</i>
44	7	Eligibility Criteria		Additional clause for Eligibility Criteria	In order to select established ITSMS OEM with strong financial background in the industry, we request the authority to incorporate the below clause: "ITSMS OEM must have average annual turnover of at least INR 20 Cr. or above in last 3 financial years Excluding the current financial year with positive net worth and presence of min. 12 years in the market having the experience of deployment . CA certificate need to be submitted at time of bid submission."	<i>No change</i>

45	59	General Scope:		Additional clause for General Scope	<p>Adding the following clause in the RFP requiring ITIL alignment and ITIL4 certification justifies the adoption of best practices, quality assurance, and standardized IT service management. It ensures improved efficiency and vendor expertise while setting clear expectations and demonstrating a commitment to continuous improvement in IT practices.</p> <p>"The proposed solution should be aligned with ITIL framework principles and certified with ITIL4 with minimum 12 practices like:</p> <p>Monitoring & Event Management Incident Management Service Request Management Problem Management Service Level Management Capacity & Performance Management Availability Management Change Ennoblement Release Management Knowledge Management Measurement & Reporting Management IT Asset Management"</p>	No change
46	15	Scope of Work		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 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.	<p>To encourage greater participation from other OEMs, we kindly ask you to modify the clause as follows:</p> <p>"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 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."</p>	<p>Clause is modified as - <i>"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."</i></p>
47	9	Scope of Work		StockHolding intends to procure the IT Service Management (ITSM) and IT Asset Management (ITAM) solutions along with commissioning, installation, implementation, maintenance, monitoring & management etc. The modules of required solutions/product are mentioned below:	"In light of the numerous references to monitoring throughout the document, it is not clear that infrastructure monitoring is required?. Could you please confirm if we need to provide a specific monitoring tool? Additionally, please clarify if a separate monitoring tool is required and provide details on the monitoring count."	Infrastructure and / or Application Monitoring is not required

48	14	Scope of Work		Event Correlation and fault-finding - from user to network layer to server layer to application code.	"In light of the numerous references to Application monitoring throughout the document, it is not clear that infrastructure monitoring is required?. Could you please confirm if we need to provide a specific monitoring tool? Additionally, please clarify if a separate monitoring tool is required and provide details on the monitoring count."	<i>Infrastructure and / or Application Monitoring is not required</i>
49	14	Scope of Work		Availability of different dashboards for different business services.		<i>Details shall be shared with the winning bidder</i>
50	14	Scope of Work		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.		<i>No change</i>
51	14	Scope of Work		o There are some solutions, which will be in line, and need architecture and data flow to reroute changes without which the solutions cannot be deployed.		<i>No change</i>
52	14	Scope of Work		o Port mirroring for solutions that work on Mirror traffic.		<i>No change</i>
53	14	Scope of Work		The Solution should be able to keep one-year data online while backup of older data more than one year till five years shall be backed up using StockHolding's proposed backup solution with solution's application, and restorable whenever required by solution's application.	Please clarify if the customer is having backup solution or bidder need to factor the same.	<i>Backup solution is in place.</i>
54	9	Scope of Work		Bidder should provide details of recommended hardware specifications (itemized) required to host the entire solution.	Please specify if the customer will provide the hardware, OS, virtualization and database (Postgres).	<i>StockHolding will provide required Server, Storage in a virtualized environment. All necessary licenses etc., needs to be factored. Databases has to be a bundled as part of the product. However, if it is Oracle / SQL Server Database, then licenses shall be provided by StockHolding.</i>