

S.No	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remarks
1	14	3. QUALIFICATION/ ELIGIBILITY CRITERIA	<p>The OEM should have supplied an integrated solution in Data Centre of any Government (Department/ Organization)/ PSU/ BFSI/Telecom Sector in India having any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery and Patch Management in last five years as on due date of submission of bid.</p> <p>All above implemented products should not be declared end of sale/ end of support by the OEM till the date of bid submission.</p> <p>Documents Required Copies of Work Order + Successful implementation report form Client</p>	<p>In the current market, functionalities such as ITOM (IT Operations Management) and Data Center Discovery are not always offered as standalone modules. These capabilities are typically delivered as part of the NMS/Monitoring and IT Asset Management platforms</p> <p>We request the department to: Allow OEMs to demonstrate ITOM and Data Center Discovery functionalities through integrated NMS/ITAM/ITSM capabilities, even if these are not named as standalone modules.</p> <p>Allow submission of POs with earlier product names/codes, with a mapping document & OEM certification confirming functional equivalence.</p> <p>Modify the eligibility clause to:</p> <p>“OEM should have supplied an integrated IT Infrastructure Management solution covering any four or more functionalities such as ITAM, ITOM (as part of NMS/ITSM), ITSM, NMS, Data Center Discovery (as part of NMS/Asset Discovery), and Patch Management.”</p>	As per RFP.
2	73	ANNEXURE-2: TECHNICAL SPECIFICATIONS	<p>C.ITOM</p> <p>Sr.No-13 > The proposed solution should be implemented across two Public/Telecom/PSU sector units, operating with more than 5,000 branches, ensuring scalability, high availability, and uniform adoption across a large.</p>	<p>Branch-based deployment criteria are relevant only to Banking & BFSI sectors.SDC implementation experience should be the relevant criteria, Hence for fair and wider participation with relevent experienced OEMs.</p> <p>Suggested Clause: "The proposed solution should be implemented across 5 State Data Centers in India for any of the states."</p>	<p>As per revised RFP.</p> <p>(Deleted)</p>

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3	73	ANNEXURE-2: TECHNICAL SPECIFICATIONS	C.ITOM Sr.No-15 >The OEM must have more than 500 Support and R&D staff based in India to ensure robust technical expertise, continuous innovation, and local compliance.	<p>The requirement for a high number of R&D and Support staff specific to Data Centre operations appears disproportionately high and may unintentionally favour a single foreign OEM operating in India. We therefore request the Authority to either relax or remove this criterion to ensure wider participation and fair competition.</p> <p>Suggested Revision:</p> <p>“The OEM must have more than 200 Support and R&D staff based in India to ensure robust technical expertise, continuous innovation, and adherence to local compliance requirements.”</p>	<p>As per revised RFP</p> <p>(Sr.No-15 >The OEM must have more than 200 Support and R&D staff based in India to ensure robust technical expertise, continuous innovation, and local compliance.)</p>
4	76	ANNEXURE-2: TECHNICAL SPECIFICATIONS	C.ITOM 55. The solution should provide dashboard as a single framework for streaming metrics across systems, applications, networks, topology & event data, the operations manager must be FIPS 140-2 compliant, which ensures that cryptographic-based security systems are to be used to provide protection for sensitive or valuable data.	<p>Requesting Authority to remove this clause as this is restrictive for Many reputed OEMs and only allowing foreign OEMs</p> <p>Justification:</p> <p>“FIPS-140-2 is a U.S. federal cryptographic module validation program; mandating it as the sole acceptable certificate effectively discriminates against Indian/local OEMs. DPIIT’s Public Procurement (Preference to Make in India) Order requires procuring entities to avoid technical specifications that unnecessarily exclude domestic suppliers; a single-standard (FIPS-only) requirement may contravene this principle.</p>	As per RFP.
5	77	ANNEXURE-2: TECHNICAL SPECIFICATIONS	C.ITOM 74. The Proposed EMS solution should be FIPS 140-2 certified to ensure security compliances.	<p>Requesting Authority to remove this clause as this is restrictive for Many reputed OEMs and only allowing foreign OEMs</p> <p>Justification:</p> <p>“FIPS-140-2 is a U.S. federal cryptographic module validation program; mandating it as the sole acceptable certificate effectively discriminates against Indian/local OEMs. DPIIT’s Public Procurement (Preference to Make in India) Order requires procuring entities to avoid technical specifications that unnecessarily exclude domestic suppliers; a single-standard (FIPS-only) requirement may contravene this principle.</p>	As per RFP.

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6	83	ANNEXURE-2: TECHNICAL SPECIFICATIONS	D.ITSM 11. The Proposed EMS OEM must be ISO 27701:2019, ISO 27018:2019, ISO 14001 & ISO 50001, NIST SP 800-171, FIPS 140-2 certified to ensure security compliances. The same must should be substantiated by submitting supporting documents.	We request the tendering authority to kindly review the requirement mandating NIST SP 800-171 and FIPS 140-2, and modify the clause to align with Indian government procurement norms and ensure fair competition. Other Government tenders (NIC, MeitY, BSNL, PowerGrid, State DCs) do not mandate NIST SP 800-171 ISO 27001 and 27034 privacy and data protection that exceed U.S. NIST SP 800-171 in several sections Therefore, NIST/FIPS provide no additional security advantage in the Indian Data Centre context. Suggested Clause: "The Proposed EMS OEM must be ISO 27001:2019, ISO 27034-1, ISO 14001 & ISO 55000certified to ensure security compliances. The same must should be substantiated by submitting supporting documents.	As per RFP.
7	83	ANNEXURE-2: TECHNICAL SPECIFICATIONS	12. Solution includes integrated Configuration Management (Configuration Management Database) for managing key ITIL functions and processes including and not limited to: IT Service Desk, Incident, Request, Knowledge, Problem, Change, Configuration, Service Level & Asset Management functions. Solution's service management tool should be certified in at least 13 or above ITSM processes of ITIL v4 by providing copy of certificates.	We respectfully request the authority to kindly revise the mentioned clause as follows: <i>"The proposed ITSM solution must be certified in at least 12 ITIL v4 processes. A valid copy of the relevant certification(s) should be submitted along with the bid submission."</i> This modification will ensure fair participation while maintaining compliance with ITIL v4 best practices.	As per RFP.
8	87 & 91	ANNEXURE-2: TECHNICAL SPECIFICATIONS	E.NMS; Sr no3 and Sr.No.33 Contradictory -Solution should support multitenancy by segregating data storage, data processing and network communication. - Solution should use same and single application instance for network performance, traffic analysis, configuration deployment and compliance management of network devices and solution should be deployed in VMs.	Please clarify if there is a requirement for multitenancy or not, looking at current requirement and centralised monitoring for data centre there is no multiyenancy requirement. Also, it is clear from Sr.33 everthing must be monitor from single Instance. Hence we request authority to remove Point 3 from NMS Requirements	As per RFP.

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9	92	ANNEXURE-2: TECHNICAL SPECIFICATIONS	E. NMS: Sr No.39> The Proposed EMS solution should be FIPS 140-2 certified to ensure security compliances.	Requesting Authority to remove this clause as this is restrictive for Many reputed OEMs and only allowing foreign OEMs <u>Justification:</u> “FIPS-140-2 is a U.S. federal cryptographic module validation program; mandating it as the sole acceptable certificate effectively discriminates against Indian/local OEMs. DPIIT’s Public Procurement (Preference to Make in India) Order requires procuring entities to avoid technical specifications that unnecessarily exclude domestic suppliers; a single-standard (FIPS-only) requirement may contravene this principle.	As per RFP.
10	94	ANNEXURE-2: TECHNICAL SPECIFICATIONS	F. Datacenter Discovery: SR.No 19> The Proposed EMS solution should be FIPS 140-2 certified to ensure security compliances.	Requesting Authority to remove this clause as this is restrictive for Many reputed OEMs and only allowing foreign OEMs <u>Justification:</u> “FIPS-140-2 is a U.S. federal cryptographic module validation program; mandating it as the sole acceptable certificate effectively discriminates against Indian/local OEMs. DPIIT’s Public Procurement (Preference to Make in India) Order requires procuring entities to avoid technical specifications that unnecessarily exclude domestic suppliers; a single-standard (FIPS-only) requirement may contravene this principle.	As per RFP.
11	98	ANNEXURE-2: TECHNICAL SPECIFICATIONS	G. Patch & Vulnerability Mgmt: Sr.No:27 > The Proposed EMS solution should be FIPS 140-2 certified to ensure security compliances.	Requesting Authority to remove this clause as this is restrictive for Many reputed OEMs and only allowing foreign OEMs <u>Justification:</u> “FIPS-140-2 is a U.S. federal cryptographic module validation program; mandating it as the sole acceptable certificate effectively discriminates against Indian/local OEMs. DPIIT’s Public Procurement (Preference to Make in India) Order requires procuring entities to avoid technical specifications that unnecessarily exclude domestic suppliers; a single-standard (FIPS-only) requirement may contravene this principle.	As per RFP.

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(NIB: F3.3(556)/RISL/Pur/2025/4874 Dated: 26-11-2025)

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12	98	ANNEXURE-2: TECHNICAL SPECIFICATIONS	G. Patch & Vulnerability Mgmt: Sr.No:28 > All software components/modules of EMS solution & its support should be provided by same OEM for seamless integration of solution for entire duration of contract	Since not all EMS OEMs provide a built-in Vulnerability Management module as part of their standard product portfolio, we request the Authority to allow the inclusion of an integrated Vulnerability Management solution from a reputable third-party OEM. This will enable the Authority to select a specialized and proven vulnerability management tool, ensuring comprehensive coverage of the overall data centre security requirements rather than relying solely on a single OEM's capabilities.	As per revised RFP. (Deleted)
13	17	10	Bidder must engage OEM and OEM professional team/services onsite for installation and implementation of the solution.	Request to kindly reword the clause as follows: Bidder must engage OEM and OEM professional team/services / OEM authorized partner team onsite for installation and implementation of the solution.	As per RFP.
14	18	25	Training Requirements - The bidder shall arrange OEM training within three months of Go-Live of solution without any extra cost to tendering authority regarding installation, configuration, operation, basic troubleshooting, management and daily operations etc. as per DoIT&C/RISL's requirement	Request to kindly reword the clause as follows: The bidder shall arrange OEM/OEM authorized partner training within three months of Go-Live of solution without any extra cost to tendering authority regarding installation, configuration, operation, basic troubleshooting, management and daily operations etc. as per DoIT&C/RISL's requirement	As per revised RFP. (The bidder shall arrange onsite OEM authorized partner training within three months of Go-Live of solution without any extra cost to tendering authority regarding installation, configuration, operation, basic troubleshooting, management and daily operations etc. as per DoIT&C/RISL's requirement for batch of 20+ persons . Also, bidder needs to coordinate with DoIT&C/RISL for training schedule for four additional training sessions in entire duration of contract period..)
15	21	56	Manpower a) Onsite (Jaipur) deployment of one OEM resource for 03 years	Request to kindly reword the clause as follows: Manpower a) Onsite (Jaipur) deployment of one OEM resource/OEM authorized partner resource for 03 years	As per revised RFP. (Onsite (Jaipur) deployment of one OEM authorized partner resource for 03 years and three SI resources for 05 years from the date of Go-Live.)
16	16	26	All the licenses proposed by the vendor should either be OEM Perpetual or Subscription based licenses. (i.e., Perpetual licenses & support OR Subscription licenses & support). In case of Subscription based licenses being offered, OEM has to give undertaking that that perpetual license model is not available/supported for the proposed solution / component.	Request to kindly delete the line: In case of Subscription based licenses being offered, OEM has to give undertaking that that perpetual license model is not available/supported for the proposed solution / component as we will not be able to provide this undertaking. The entire IT industry is moving towards subscription licensing making the Perpetual licensing model commercially unviable hence request to kindly delete above line from clause	As per revised RFP. (All the licenses proposed by the vendor should either be OEM Perpetual or Subscription based licenses. (i.e., Perpetual licenses & support OR Subscription licenses & support.)

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17	13	3. QUALIFICATION/ ELIGIBILITY CRITERIA	<p>The bidder must have successfully completed project of Supply, Installation, Commissioning, Implementation, Operations & Maintenance of an integrated solution of automation (IT operation) in Data Centre of any Government (Department/Organization) / PSU/ BFSI in India having any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery and Patch Management with the scope /specification as define in this RFP, during the period from 01/04/2020 onwards: -</p> <p>(1) One project of above-mentioned nature value not less than the amount of Rs. 16.00 Crore OR (2) Two projects of above-mentioned nature each having value not less than the amount of Rs. 10.00 Crore. OR (3) Three projects of above-mentioned nature each having value not less than the amount of Rs. 8.00 Crore.</p> <p>Documents required: Copies of Work Order + Work completion / Phase Completion certificate from client. (In case of partial completed projects, Phase Completion/ Partial Completion certificate must state the amount (INR) for work completed)</p>	<p>As per the current eligibility criteria, the bidder must have successfully completed projects comprising any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery, and Patch Management.</p> <p>We request that the RISL to kindly add IPAM as an additional functionality under the eligible solution components as. Having any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery, Patch Management and IPAM</p> <p><u>Otherwise, please consider to change below as:</u></p> <p>(1) One project of above-mentioned nature value not less than the amount of Rs. 15.00 Crore Documents required Copies of Work Order + Work completion / Phase Completion certificate from client/ CA certificate declaring value of Project exectued for the mentioned components. (In case of partial completed projects, Phase Completion/ Partial Completion certificate must state the amount (INR) for work completed)</p>	<p>As per revised RFP.</p> <p>The bidder must have successfully completed or partially completed projects of Supply, Installation, Commissioning, Implementation, Operations & Maintenance of an integrated solution of automation (IT operation) in Data Centre of any Government (Department/Organization)/ PSU/ BFSI in India having any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery and Patch Management with the scope /specification as define in this RFP, during the period from 01/04/2020 onwards: -</p> <p>(1) One project of above-mentioned nature value not less than the amount of Rs. 16.00 Crore OR (2) Two projects of above-mentioned nature each having value not less than the amount of Rs. 10.00 Crore. OR (3) Three projects of above-mentioned nature each having value not less than the amount of Rs. 8.00 Crore.</p> <p>Documents Required: Copies of Work Order + Work completion / Phase Completion certificate from client. (In case of partial completed projects, Phase Completion/ Partial Completion certificate must state the amount (INR) for work completed) OR Self-Certification regarding Successful/ Partial Work Completion duly verified by a CA (along with his Reg. No. and Seal with UDIN) declaring actual payment realized for work completed.</p>

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18	17	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	6. The hardware (if applicable) is to be supplied with all the required installation material/ accessories (wherever required) for proper installation. As and where applicable, the supplied items must have dual power supply from day one and power-cord type for all supplied devices should be Type-C.	Please provide inputs for below queries: a. Solution placement at DC & DR should be active-active or active-passive? b. Network switches for east-west traffic / server communication (Proposed for the current project/RFP) to be provisioned by the bidder? c. What type/speed of network ports will be provisioned by RISL to uplink the solution on its network? d. How the uplink ports will be provisioned via router / firewall / L3 switch. e. Will RISL provide required Firewall (perimeter / core).	As per RFP . (Bidder may provide active-active or active-passive.)
19	16	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	c. All the licenses proposed by the vendor should either be OEM Perpetual or Subscription based licenses. (i.e., Perpetual licenses & support OR Subscription licenses & support). In case of Subscription based licenses being offered, OEM has to give undertaking that that perpetual license model is not available/supported for the proposed solution / component.	As per the RFP, the license details have not been specified. We request your support in providing the required licensing information for the NMS so that we can prepare the optimal sizing and solution for the environment. Kindly share the following details: ITAM (IT Asset Management) – Number of asset licenses required ITOM (IT Operations Management) – Number of server licenses required (Windows and Linux) ITSM (IT Service Management) – Number of admin user licenses required NMS (Network Management System) – Number of network devices to be monitored Datacenter Discovery – Number of IT assets to be discovered Patch and Vulnerability Management – Number of servers and endpoints to be patched, along with OS types	As per RFP. (Refer Anneure 3 - Bidder shall decide quantity for below deliverables based on Chapter 4: Sow, Annexure-1: BoM and Annexure – 17: Inventory details)
20	18	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	e. The proposed solution should be able to integrate with other third-party monitoring tool as and when required.	As per our understanding, there is no clarity regarding the third-party integrations and the number of integrations required. Request you to please share the number of integrations along with the details of the respective tools.	As per RFP.

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21	18	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	c. The proposed solutions shall be tightly integrated with all existing setup, infrastructure, RSDC's existing Security Solutions and Network etc..	We request your support in providing details of the existing modules and systems that will be required to integrate with the new solution. This information will help us ensure full compatibility and a seamless integration with the current RSDC infrastructure.	As per RFP. (Refer Annexure 17.)
22	18	4. SCOPE OF WORK, DELIVERABLES AND TIMELINES	25. Training Requirements - The bidder shall arrange OEM training within three months of Go-Live of solution without any extra cost to tendering authority regarding installation, configuration, operation, basic troubleshooting, management and daily operations etc. as per DoIT&C/RISL's requirement. Also, bidder needs to coordinate with DoIT&C/RISL for training schedule for two additional training sessions in duration of contract period.	Request you to please provide clarity regarding the type of training (Admin or User), the mode of training (in-person at customer location or remote), the number of training days, and the number of attendees.	As per revised RFP. (The bidder shall arrange onsite OEM authorized partner training within three months of Go-Live of solution without any extra cost to tendering authority regarding installation, configuration, operation, basic troubleshooting, management and daily operations etc. as per DoIT&C/RISL's requirement for batch of 20+ persons . Also, bidder needs to coordinate with DoIT&C/RISL for training schedule for four additional training sessions in entire duration of contract period..)
23	62	1) Payment Terms and Schedule	1) Payment Terms and Schedule -Supply & Installation ' - Delivery Challan for ordered items Solution / Tools Cost along with License/ Subscription Cost (BoQ-1 and BoQ-4) - 5% of respective quoted cost	Please help with revised payment terms as this impacts our cash flow and costs. 1) Payment Terms and Schedule -Supply & Installation - Delivery Challan for ordered items Solution / Tools Cost along with License/ Subscription Cost (BoQ-1 and BoQ-4) - 90% of respective quoted cost	As per RFP.
24	62	1) Payment Terms and Schedule	1) Payment Terms and Schedule - Installation Report - Implementation Plan duly verified by OEM Implementation Cost (BoQ-2) - 5% of respective quoted cost	Please help with revised payment terms as this impacts our cash flow and costs. 1) Payment Terms and Schedule - Installation Report - Implementation Plan duly verified by OEM Implementation Cost (BoQ-2) - 90% of respective quoted cost	As per RFP.

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25	62	1) Payment Terms and Schedule	1) Payment Terms and Schedule Go-Live - Manpower resource Deployment - Signed UAT Report Solution / Tools Cost along with License/ Subscription Cost (BoQ-1 and BoQ-4) -5% of respective quoted cost	Please help with revised payment terms as this impacts our cash flow and costs. 1) Payment Terms and Schedule Go-Live - Manpower resource Deployment - Signed UAT Report Solution / Tools Cost along with License/ Subscription Cost (BoQ-1 and BoQ-4) -10% of respective quoted cost	As per RFP.
26	62	1) Payment Terms and Schedule	1) Payment Terms and Schedule Go-Live - Manpower resource Deployment - Signed UAT Report Implementation Cost (BoQ-2) -75% of respective quoted cost	Please help with revised payment terms as this impacts our cash flow and costs. 1) Payment Terms and Schedule Go-Live - Manpower resource Deployment - Signed UAT Report Implementation Cost (BoQ-2) -10% of respective quoted cost	As per RFP.
27	62	1) Payment Terms and Schedule	Operation & Maintenance Phase [Deployed OEM Resource] - Quarterly Attendance of deployed onsite resource(s) - Quarterly Manpower SLA Report - Satisfactory Performance report - 8% of respective quoted cost in quarterly instalments upto two years - 9% of respective quoted cost in quarterly instalments for third year In accordance of deployed manpower	Please help with revised payment terms as this impacts our cash flow and costs. Operation & Maintenance Phase [Deployed OEM Resource] - Quarterly Attendance of deployed onsite resource(s) - Quarterly Manpower SLA Report - Satisfactory Performance report - 100% of respective quoted cost in Quaterly in Advance for 5 Years	As per RFP.

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28	62	1) Payment Terms and Schedule	1) Payment Terms and ScheduleOperation & Maintenance Phase [Deployed SI Resource] - Quarterly Attendance of deployed onsite resource(s) - Quarterly Manpower SLA Report - Satisfactory Performance report -5% of respective quoted cost in equated quarterly instalments for a period of five years in accordance of deployed manpower	Please help with revised payment terms as this impacts our cash flow and costs. 1) Payment Terms and ScheduleOperation & Maintenance Phase [Deployed SI Resource] - Quarterly Attendance of deployed onsite resource(s) - Quarterly Manpower SLA Report - Satisfactory Performance report -100% of respective quoted cost in equated Quaterly in advance for period of 5 years	As per RFP.
29	52	Liquidated Damages	The maximum amount of agreed liquidated damages shall be 10%. The percentage refers to the payment due for the associated milestone. a) Except as provided under clause “Force Majeure”, if the supplier/ selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause “Termination”. b) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period. c) Delivery and installation/ completion period may be extended	We are requesting to amend this clause The maximum amount of agreed liquidated damages shall be 5% . The percentage refers to the payment due for the associated milestone. a) Except as provided under clause “Force Majeure”, if the supplier/ selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause “Termination”. b) The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period. c) Delivery and installation/ completion period may be extended	As per RFP.

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30	65	7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT 2) Service Level Standards/ Requirements/ Agreement	Maximum applicable penalty shall be 20% of contract value of BoQ-1,2,4 for reasons other than manpower availability.	Maximum applicable penalty shall be 10% of contract value of BoQ-1 & 4 for reasons other than manpower availability and 3 refers to Services of I&C.	As per RFP.
31	13	3. QUALIFICATION/ ELIGIBILITY CRITERIA Sno-4; Technical Capability [For SI] I; Specific Requirements	The bidder must have successfully completed project of Supply, Installation, Commissioning, Implementation, Operations & Maintenance of an integrated solution of automation (IT operation) in Data Centre of any Government (Department/ Organization)/ PSU/ BFSI in India having any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery and Patch Management with the scope /specification as define in this RFP, during the period from 01/04/2020 onwards: - (1) One project of above-mentioned nature value not less than the amount of Rs. 16.00 Crore OR (2) Two projects of above-mentioned nature each having value not less than the amount of Rs. 10.00 Crore. OR (3) Three projects of above-mentioned nature each having value not less than the amount of Rs. 8.00 Crore.	Request you to modify the statement as given under: The bidder must have successfully completed project of Supply, Installation, Commissioning, Implementation, Operations & Maintenance of an integrated solution of automation (IT operation) in Data Centre of any Government (Department/ Organization)/ PSU/ BFSI in India having any four three or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery and Patch Management with the scope /specification as define in this RFP, during the period from 01/04/2020 01/04/2018 onwards: - (1) One project of above-mentioned nature value not less than the amount of Rs. 16.00 Crore OR (2) Two projects of above-mentioned nature each having value not less than the amount of Rs. 10.00 Crore. OR (3) Three projects of above-mentioned nature each having value not less than the amount of Rs. 8.00 Crore.	As per RFP.

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32	13	3. QUALIFICATION/ ELIGIBILITY CRITERIA Sno-4; Technical Capability [For SI] I ; Documents Required	Copies of Work Order + Work completion / Phase Completion certificate from client. (In case of partial completed projects, Phase Completion/ Partial Completion certificate must state the amount (INR) for work completed) Note: Date of the work orders should NOT be earlier than 01/04/2020.	Request you to modify the statement as given under: Copies of Work Order + Work completion / Phase Completion certificate from client <u> / Work Completion or Phase Completion Certificate from CA.</u> (In case of partial completed projects, Phase Completion/ Partial Completion certificate must state the amount (INR) for work completed) Note: Date of the work orders should NOT be earlier than 01/04/2020.	As per revised RFP. (Documents Required: Copies of Work Order + Work completion / Phase Completion certificate from client. (In case of partial completed projects, Phase Completion/ Partial Completion certificate must state the amount (INR) for work completed) OR Self-Certification regarding Successful/ Partial Work Completion duly verified by a CA (along with his Reg. No. and Seal with UDIN) declaring actual payment realized for work completed. Note: Date of the work orders should NOT be earlier than 01/04/2020)
33	94	G. Patch & Vulnerability Management	NA	Please provide the following a) Total Device count b)Type of devices like servers and endpoints. For sizing on Patch Management: a) How many data centres? b) Data centre location? (We are considering only Jaipur location)	As per RFP. (Refer Annex 17)
34	94	G. Patch & Vulnerability Management	NA	How many application scanning is required? (We are considering 700 applications)	800+
35	69	ANNEXURE-2: TECHNICAL SPECIFICATION S, B. ITAM	NA	We would need the number of laptops ,workstations, servers , virtual machines information. Also information on top 5 publishers & SaaS software information. Can you please provide them	As per RFP. (Refer Annex 17)
36	82	ANNEXURE-2: TECHNICAL SPECIFICATION S, D. ITSM	NA	How many Admin users are required? How many Concurrent users are required for the ITSM Solution? No.of users for L1, L2 & L3 support?	40 + admin users

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37	87	ANNEXURE-2: TECHNICAL SPECIFICATION S, E. NMS Page	NA	How many Managed Client devices and Managed Device need to be monitored ? How many Server are required to be monitored? Please provide the version details as well	RHEL 6.x,RHEL7.x, RHEL8.x, RHEL9.x and higher MS server 2012,2016,2019,2022 and higher, CentOS, Ubuntu, OEL etc
38	126	Annexure 17	NA	Are the 750 DB server part of 2600 VMs ?	As per RFP. (Yes)
39	93	Datacenter Discovery	Solution should have detailed capability to provide agentless Storage and network discovery.	The bidder requests consideration of the revised clause; Revised Clause: Solution should have detailed capability to provide agent/agentless Storage and network discovery.	As per RFP
40	13	Technical Capability [For SI] I	The bidder must have successfully completed project of Supply, Installation, Commissioning, Implementation, Operations & Maintenance of an integrated solution of automation (IT operation) in Data Centre of any Government (Department/Organization)/ PSU/ BFSI in India having any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery and Patch Management with the scope /specification as define in this RFP, during the period from 01/04/2020 onwards: - (1) One project of above-mentioned nature value not less than the amount of Rs. 16.00 Crore OR (2) Two projects of above-mentioned nature each having value not less than the amount of Rs. 10.00 Crore. OR (3) Three projects of above-mentioned nature each having value not less than the amount of Rs. 8.00 Crore.	Our SIs have executed the orders with individual functionalities and don't have any customer references with integrated solution having four or more stated functionalities. Please dilute this criteria of providing reference of customers using integrated solution to the references of the customers using individual functionalities.	As Per RFP.

S.No .	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Remarks
41	14	Technical Capability [For OEM] II	<p>The OEM should have supplied an integrated solution in Data Centre of any Government (Department/ Organization)/ PSU/ BFSI/Telecom Sector in India having any four or more functionalities out of ITAM, ITOM, ITSM, NMS, Data Center Discovery and Patch Management in last five years as on due date of submission of bid.</p> <p>All above implemented products should not be declared end of sale/ end of support by the OEM till the date of bid submission.</p>	<p>We've executed the orders with individual functionalities and don't have any customer references with integrated solution having four or more stated functionalities. Please dilute this criteria of providing reference of customers using integrated solution to the references of the customers using individual functionalities.</p>	As Per RFP.