

# **Pre Bid Response & Corrigendum Document**

## **For**

Supply and commissioning of Enterprise Level Network Management System and Help Desk in the State of Chhattisgarh under upgradation of CGSWAN Project



**CHhattisgarh infotech & biotech Promotion Society  
(CHiPS)**

**State Data Center Building, Near Police Control Room,  
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Tender Reference Number: 17/CEO/ CHiPS /SWAN/UPGR /2016  
09/08/2016

Project Name: supplying and commissioning of **Enterprises Level Networking Monitoring System and Help Desk System under upgradation of CGSWAN Project**

Reference Number: Corrig1/17/CEO/CHiPS/SWAN/UPGR/2016

Dated 09/09/2016

Last date and time for submission of bids: 20<sup>th</sup> September 2016 up to 03:00 PM

Physical Submission of EMD/DD: 20<sup>th</sup> September 2016 at 03:00 PM to 5:00 PM

Date of Technical Bid Opening: 21<sup>st</sup> Spetember 2016 at 11:30 AM

**Important Note:-**

Bidders are requested to submit a signed copy of this corrigendum with Bid Submission in e-Procurement Portal.

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<b>S.No.</b>	<b>TENDER Document Reference(s) (Section &amp; Page Number(s))</b>	<b>Content of TENDER requiring Clarification(s)</b>	<b>Points of Clarification</b>	<b>Response by CHiPS</b>
1	RFP - Annexure 1, Technical Specifications of Component, Page 48	General Query	For Project like SWAN, where all districts and Sub-district Network devices are placed at multiple locations, and tracking them based on their actual location would make administrators job easy. So therefore the functionalities like built-in Integration with GIS Systems (like Google Maps) from a single central console of EMS is always recommended.	As per RFP
2	RFP - Annexure 1, Technical Specifications of Component, Page 48	General Query	Do you have, or in near future are you planning to have Network Virtualization technologies like SDN in SWAN network? If Yes, Do you recommend, EMS should have functionalities to monitor new technologies like SDN.	As per RFP

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3	RFP - Annexure 1, Technical Specifications of Component, Page 48	General Query	<p>Do you have, or in near future are you planning to have Network technologies like Virtual Switching System(VSS), Virtual PortChannel (vPC) in SWAN network?</p> <p>If Yes, Do you suggest, EMS should have functionalities to monitor,discover, model and create topology map of new technologies like VSS, vPC enabled devices and its vPC channels along with their individual physical port connections.</p> <p>And VSS parameters like:</p> <ul style="list-style-type: none"> <li>o Chassis information (Chassis ID, Uptime, Role, Core Switch Priority, and CoreSwitchPreemp)</li> <li>o VSL Port Statistics</li> <li>o VSL Statistics</li> <li>o VSL connection information</li> <li>o Core Switch configurations.</li> <li>o Detect VSS dual activity etc.</li> </ul>	As per RFP
4	Page 59, Server Fault Monitoring & Application Performance Management	Server Fault Monitoring & Application Performance Management	<p>Application Performance Management is ideally getting used to measures Performances of different Applications running/hosted at CG Data Center. Hence, there will be no applications hosted for CG SWAN Project to measure and/or monitor. Request you to please remove; "<u>Application Performance Management</u>" only from the Scope of Requirement.</p>	Please refer Corrigendum

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5	Page 59, Server Fault Monitoring & Application Performance Management	The proposed Enterprise Management tools must be able to monitor end to end performance of Server Operating Systems & Databases and Should be able to manage distributed, heterogeneous systems – Windows, UNIX & LINUX from a single management station.	<p>The specs do not mention about virtualized systems. Since virtualization and cloud is an integral part of server platform. Department should ensure solution offered caters to virtualized environments as well. Solution should have features like:</p> <ul style="list-style-type: none"> <li>-Unified dashboard for virtual or/and cloud environment - Monitor performance, capacity, and health at a glance</li> <li>- Capacity optimization - Plan for growth and optimize placement with historical usage data, forecasting, and what-if modeling.</li> <li>- Reclaim waste storage - Should detect unused snapshots and suggests deleting these. Tool should lists virtual disks, that are without any parent VM.</li> </ul>	As per RFP
6	Page 63, Business Services Dashboard	The Business Process Views should have capability to provide business oriented views of the IT infrastructure management.	<p>The emphasis of Business process views show be easy to use and customize and provide modern User interface. Request to add following capability</p> <p>Business Value Dashboards should also provide flexible and open way to display a combination of business and IT metrics in real time via HTML5 dashboards. Business Value Dashboard should design custom templates using standard office tools</p>	As per RFP

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7	Page 63, Business Services Dashboard	The Business Process Views should have capability to provide business oriented views of the IT infrastructure management.	To ensure these views are comprehensive and are able to provide a picture in totality. Request to add following capability Should have capability to Show status, metrics, RSS, and video streams from existing public and private data sources.	As per RFP
8	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 49	Proposed solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from HP, IBM, CA, Microsoft etc., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated topology and event views and reports to the operator.	It's been asked to provide the ability to integrate with 3rd party EMS/ NMS solution to provide integrated topology and event views and reports to the operator. Our submission is that since CGSWAN is going to have EMS/ NMS from a single OEM such integration is not required.  Our submission is to rephrase the clause as "Proposed solution should have Out-of-the-Box connectors/ probes to integrate with multiple EMS solutions, including industry standard solutions from HP, IBM, CA, Microsoft etc., and should also provide mechanisms (XML, APIs etc.) to integrate with other EMS and NMS solutions, to provide an integrated event view".	As per RFP

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9	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 50	The solution should have an integrated automated process/application for taking Full, Incremental, Differential backup as well as restoration of the system including database (alarms, events, configurations, reporting etc.). In case of server crash, the backup solution shall be utilized for restoration of complete system (i.e. NMS,HDMS etc.) including database without requirement of performing rediscovery, creation of topology views/maps etc. There shall be options to store the backup locally, replicate the backup on some other servers/ external storage. There shall be a provision to schedule these backups.	Within the clause backup functionality has been asked which falls outside the purview of EMS/ NMS functionality. In case a backup software is required our submission is to include specification for backup software covering detailed technical specifications for backup software or remove this clause.	As per RFP
10	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 50	It should create topology maps containing devices discovered in different physical, virtual servers and select multiple devices discovered in different physical, virtual servers while generating the reports.	This is vendor specific. Our submission is to please remove this clause.	As per RFP

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11	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 58 Server Fault Monitoring & Application Performance Management	There should be a single agent on the managed node that provides the system performance data, and for event management it should be able to prioritize events, do correlation & duplicate suppression ability to buffer alarms and provide automatic actions with capability to add necessary annotations	This is favoring a specific vendor. Our submission is to please rephrase the clause as "The system should support agent based monitoring on the managed node that provides the system performance data, and for event management it should be able to prioritize events and provide automatic actions"	Please read as below "The system should have agent/s on the managed node that provides the system performance data, and for event management it should be able to prioritize events, correlate & duplicate suppression ability to buffer alarms and provide automatic actions with functionality to add annotations"
12	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 59 Server Fault Monitoring & Application Performance Management	The system must support multiple built in discovery mechanisms for eg: Active Directory, Windows Browser, DNS with capability to discover and services discovery	This is favoring a specific vendor. Our submission is to please rephrase the clause as "It should support monitoring of heterogeneous application and application infrastructure like active directory etc. so as to ensure the availability and performance of mission-critical business applications and its underlying infrastructure."	Please read as below "The system must support built in mechanism for discovery for eg: Active Directory, Windows Browser, DNS with capability to discover services"



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13	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 63 Alarm corelation and Root Cause Analysis Capabilities	Analytics should be able to guide the operator to troubleshoot the service issues by providing the operator pertinent metrics, event, topology and relevant information, and log data based on context of the service. The solution give context-driven guidance and dynamic dashboards that populate automatically based on problem context.	This is favoring a specific vendor. Our submission is to please remove or rephrase the clause as "Solution should be able to guide the operator to troubleshoot the service issues by providing the operator pertinent metrics, event, topology and relevant information, and log data based on the service."	Analytics should be able to guide the operator to troubleshoot the service issues by providing the operator pertinent metrics, event, topology and relevant information, and log data based on context of the service. The solution give dynamic dashboards that populate automatically on basis of context of problem.
14	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 63 Business Services Dashboard	The proposed Business Service Dashboard should provide a dynamic service model which is updated on a near real time basis as and when there is a change in topology or an event/alarm is raised.	Our submission is rephrase this clause as "The proposed Business Service Dashboard should provide a dynamic service model which is updated on a near real time basis, as and when a service impacting event/alarm is raised."	As per RFP

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15	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 71 General Requirement of IT Service/Helpdesk	The solution should provide to browse through CMDB which should offer powerful search capabilities and auto-completion for configuration items and services, enabling to quickly find Cis as well as their relationships to other Cis.	This clause is favoring a specific vendor. Our submission is to please remove this clause or rephrase this clause as "The solution should provide to browse through CMDB which should offer powerful visualization capabilities. It should also provide the ability to visualize CIs as well as their relationships to other Cis."	The solution should provide browsing and searching, auto completion functionality through CMDB for finding CIs and its relation with other CIs.
16	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 71 General Requirement of IT Service/Helpdesk	Tool Analytics should be completely configurable in terms of source data and results, enabling Process Managers and other IT Users to proactively identify trends that can be used to drive action.	This is favoring a specific vendor. Our submission is to please remove this clause.	Tool Analytics should be configurable in terms of source data and results for identifying trends and decision making.

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17	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 71 General Requirement of IT Service/Helpdesk	The tool should allow the user to take a screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple language.	Within the clause it's been asked that tool should allow the user to take a screenshot. Taking screenshot is a capability that typically is not a function of service desk tool as screenshots can be taken with any specific tool.  Our submission is to rephrase this clause as "The tool should allow the user to attach a screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple language."	The tool shall have capability to send screenshot of the error to service desk alongwith description/comment on the error.
18	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 75 Knowledge Management	The tool should facilitate the identification of redundant or duplicate information, whether in single record or multiple records	This is favoring a specific vendor. Our submission is to please remove this clause.	This clause is removed
19	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 77 Infrastructure Related Service Level Parameters	The solution should support managing and maintaining a full history of an SLA.	This is vendor specific. Our submission is to please remove this clause.	As per RFP

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20	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 77 Infrastructure Related Service Level Parameters	Solution should support SLA violations in context of effective —impact such as operational impact, financial impact and contractual impact.	This is vendor specific. Our submission is to please remove this clause.	As per RFP
21	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 79 Infrastructure Related Service Level Parameters	The solution must follow compliance and content validations to improve standardization of service level contracts	This is vendor specific. Our submission is to please remove this clause.	As per RFP
22	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 80 Infrastructure Related Service Level Parameters	The solution must manage metrics across- Customer, Business unit, Services, products etc.	This is vendor specific. Our submission is to please remove this clause.	The solution should have manageable metrics for Services, equipments, department, etc
23	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 80 Infrastructure Related Service Level Parameters	The solution must support targets by time period and manage time zones for service levels	Since india is a single time zone and CGWAN too comes under single time zone, our submission is to please remove this clause.	This clause is removed

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24	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 80 Infrastructure Related Service Level Parameters	Manage scheduled and un-scheduled maintenance windows	This is vendor specific. Our submission is to please remove this clause.	Solution should have functionality for managing scheduled and unscheduled maintenance
25	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 80 Infrastructure Related Service Level Parameters	The solution must support SLA approval/validation workflow	This is vendor specific. Our submission is to please remove this clause.	This clause is removed
26	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 80 Infrastructure Related Service Level Parameters	The solution must provide SLA Risk Analysis/ Benchmarking	This is vendor specific. Our submission is to please remove this clause.	As per RFP
27	ANNEXURE-I TECHNICAL SPECIFICATION AND COMPLIANCE SHEET Page no. 81 Infrastructure Related Service Level Parameters	The solution must provide annotation capabilities that must appear in reports generated against the service level.	This is vendor specific. Our submission is to please remove this clause.	As per RFP

**Corrigendum and Addenda:-**

- A. The following Addenda are to be read, as mentioned below at, **Page 59, Server Fault Monitoring g & Application Performance Management**

Application Fault Monitoring is not required. Hence do not consider Application fault monitoring in the specification.