

Request for Proposal for Procurement of Logmein for Remote and Webinar

Name of Organization	StockHolding Services Limited
RFP Reference No.	RFP/2026-27/IT/SOFTWARE/002
Date of issue of RFP document	Tuesday July 28,2026
Last Date of submission of bid document	Tuesday August 08. 2026 on or before 12:30 PM
BID Document format	Online
E-bidding to be facilitated by	GeM Portal
This bid document is not transferable	
GEM BID ID NUMBER : GEM/2026/B/7853128	

Stockholding Services Limited (SSL) intend to obtain the proposal for remote access Tool Service and Webinar tool with one year subscription and on-site support. During the subscription duration reported issue should get responded within 24 hours and resolution within 48 hours.

Note: SSL reserves the right to alter, addendum or reduce or remove the bill of material required during the contract period with prior intimation to the vendor (bidder).

Eligibility Criteria

Sr. No.	Criteria	Documents to be submitted by vendor (bidder)
1	The vendor (bidder) should have registered office in Mumbai / Navi Mumbai / Thane	Certificate Date of incorporation and GST Certificate
2	The vendor (bidder) should be in profit. Last 3 Financial Years CA Audit Report (F.Y. 2024-25, 2023-24, 20223-22)	Audited certified report by CA
3	The vendor (bidder) should have provide MAF for the said service from OEM	Bidder has to submit MAF on OEM Letter for providing the said service for this RFP
4		

Bill of Material

Sr. No.	PRODUCT DESCRIPTION	Qty.
1	Logmein Rescue Remote application (Features as per Annexure – A)	4
2	Logmein Webinar Application (Features as per Annexure – B)	1

Scope of Work

Product Details as per Annexure – A and Annexure - B

Payment Term: Payment will be done after installation of above mentioned Bill of Material. Testing of all the BOM with submission of reports and submission of proper Tax Invoice as per the BOM deliverable.

Location of BOM Delivery: Stockholding Services Limited, SHCIL House, Navi Mumbai 400710

Other Terms & Condition:

Vendor has to sign NDA and Integrity Pact with SSL

Vendor has to provide 3% Performance Bank Guarantee to SSL for one year period.

Vendor & OEM has to provide escalation matrix with timeline.

Annexure – A

Sr. No.	Specification for LogMeIn Rescue Remote Support	Compliance (Yes/No)	Remarks
1	LogMeIn Rescue Tool should provide multi-platform support (Windows, Mac, Android, iOS, Linux)		
2	LogMeIn Rescue Tool should offer flexible connection methods (Ad-Hoc, Calling Card, Unattended Access)		
3	LogMeIn Rescue Tool to support setup of unattended access on an unlimited number of devices; when initiating unattended access, the technician should be prompted for additional admin credentials before allowing access to the device in a secure manner		
4	LogMeIn Rescue solution to provide a persistent, branded desktop applet (Calling Card) that allows end-users to initiate support sessions instantly by entering PIN Code		
5	LogMeIn Rescue to provide capability to elevate privilege during a remote session, allowing the technician to interact with the UAC prompt		
6	LogMeIn Rescue to provide a centralized admin console with multi-level group hierarchy, and granular permission controls to manage large-scale support operations		
7	LogMeIn Rescue to provide intelligent session routing to appropriate technician groups with queue management and custom waiting-room messaging for channel-based sessions		
8	LogMeIn Rescue to provide technician collaboration features: Transfer Session, Invite Technician, and External Collaboration		
9	LogMeIn Rescue to provide the capability for Technician Monitoring, i.e., offer real-time monitoring ability to administrators for ongoing sessions by technicians		
10	Rescue to provide IP-based restriction, so technicians can log in from a specific IP range only		
11	Rescue to provide detailed reporting , auditing capabilities, and command centre capabilities		
12	Should offer 99.99% Uptime		
13	Should be Cloud-based SaaS Platform		
14	LogMeIn Rescue should offer integration with existing SAML 2.0 IdP or independent authentication with MFA and password policies		
15	LogMeIn Rescue to offer comprehensive in-session security features such as 256-bit encryption, user consent before start of session, PIN validity, and role-based access controls for technicians		
16	LogMeIn Rescue to provide in-session features like Chat, Clipboard Sync, Whiteboard, Screenshot, File Transfer, File Manager, System Info, Reboot Device, History and Notes, and Multi-Monitor support		
17	LogMeIn Rescue to provide an option for each logged-in technician to handle up to 10 sessions at any given time.		

Annexure – B

S.No	Specification for GoTo Webinar	Compliance (Yes/No)	Remarks
1	GoTo Webinar should support up to 1,000 webinar attendees per webinar.		
2	GoTo Webinar should provide 1 Organizer license for hosting and managing webinars.		
3	GoTo Webinar should provide custom branding for webinar pages, emails, and webinar materials.		
4	GoTo Webinar should support custom branded registration URLs and webinar links.		
5	GoTo Webinar should provide AI-generated meeting summaries after webinar completion.		
6	GoTo Webinar should automatically generate webinar transcripts.		
7	GoTo Webinar should support Simulive webinars, allowing pre-recorded webinars to be presented as live sessions.		
8	GoTo Webinar should provide Breakout Rooms for interactive group discussions.		
9	GoTo Webinar should support cloud recording of webinar sessions.		
10	GoTo Webinar should provide unlimited cloud storage for webinar recordings.		
11	GoTo Webinar should provide reporting and analytics to measure attendee engagement and webinar performance.		
12	GoTo Webinar should support automated email invitations, reminders, and follow-up emails.		
13	GoTo Webinar should support custom registration forms for attendee registration.		
14	GoTo Webinar should provide Polls, Q&A, Surveys, and Handouts for audience engagement.		
15	GoTo Webinar should support Closed Captioning.		
16	GoTo Webinar should support VoIP audio.		
17	GoTo Webinar should support video sharing and video embedding.		
18	GoTo Webinar should include a video editor for recorded webinars.		
19	GoTo Webinar should provide mobile applications for organizers and attendees on iOS and Android platforms.		
20	GoTo Webinar should integrate with Salesforce, HubSpot, Marketo, and Zapier.		

21	GoTo Webinar should support Windows 10 or later, macOS 12 or later, Linux, and ChromeOS for attendees, and Windows 10 or later and macOS 12 or later for organizers.		
22	GoTo Webinar should support Google Chrome, Microsoft Edge, Apple Safari, and Mozilla Firefox (where applicable).		
23	GoTo Webinar should require a minimum 1 Mbps internet connection for desktop users and support 3G or better on mobile devices.		
24	GoTo Webinar should support iOS 15.1 or later and Android 8.0 (Oreo) or later.		
25	GoTo Webinar should require a minimum of 2 GB RAM (4 GB recommended) and recommend 16 GB system memory for optimal performance.		