RFP Reference Bid No.: *GEM/2024/B/4429968* dated January 03, 2024

Request for Proposal (RFP) for

Renewal of Microsoft Office 365 subscription under Enterprise Agreement and Support Services

The replies to the pre-bid queries received from the prospective bidders for the Pre-Bid Meeting held on January 09, 2024, are placed herewith.

S. No.	Point / Section #	Clarification point as stated in the tender document	Comment/ Suggestion	Reply to the query
1	EMD	EMD of Rs. ₹6,00,000	As per New Notification by Government of India (File No.: 9/4/2020-PPD Dated: 12.11.2020) & Rule 170 of General Financial Rules (GFRs) 2017, Micro and Small Enterprises and the firms registered under with concerned Ministries/Departments are exempted from submission of Bid Security. Further in lieu of Bid security, ministries/Departments mas ask bidders to sign "Bid Security Declaration". Hereby we would like to inform that according to start up India act we are registered with NSIC and MSME organisation and has been exempted from EMD. We are also a recognised Start-up by DIPP. Request you please give us exemption on EMD as per above said.	As per clause 3.3 (ii) of RFP, MSME/ Start Up Bidders are exempted from submission of bid security i.e., EMD deposit. Further, in lieu of Bid Security, Bidders are required to submit the "EMD/Bid Security Declaration" as prescribed in the RFP
2	PQC Pt No. 6	The Bidder must be authorised Licensing solution provider (LSP) Partners of M/s. Microsoft as on date of bid submission and is eligible for executing EA. Bank may check the credentials directly from OEM i.e. Microsoft.	Request you to allow Gold / Tier-1 Partners as well to participate for this bid as we can also execute EA with Microsoft, allowing only LSP to participate for this bid will restrict the participation for the other bidders for this bid, we have executed similar EA for many of the Govt. clients like Bank of Maharahstra, BPCL, SECL, Request you to please consider our request	OEM has informed that only authorized LSP can execute the Enterprise Agreement / Server Cloud Agreement with the customer. Request you to contact OEM in this regard.

				Queries from Prospective Bidder 2	
S.No	Section	Page	Component	Query	Reply to the Query
1	5.2	20	Active Directory	What is the number of AD Servers available in DC and DR	Total 3 servers (2 AD servers in Data Centre and 1 AD server in Disaster Recovery Site)
2	5.2	20	Active Directory	What is the versions of AD Servers in the bank	Forest Level 2012. Windows OS 2016
3	5.2	20	Active Directory	What is the patching tool used for AD	Through Manage Engine Tools
4	5.2	20	Active Directory	When is the upgrade planned and from which version to which version	Will be informed to the successful bidder
5	5.2	20	IT migration/upgradation etc	What IT migration and Upgrade are in the scope	Vendor assistance is required for upgradation of AD servers
6	3.24	14	Timely availability of Support Services	What is the support window (24*7 or Less)	As indicated in the Resolution Matrix, Annexure 'K'- (Resolution matrix) of the RFP
7	3.24	14	Timely availability of Support Services	Are the services Remote or Onsite in NCR and Mumbai	May be onsite/offsite. In urgent circumstances, vendor will ensure the availability of Onsite Engineer for smooth operations and support services as and when required by Bank during the period of contract.
8	5.2	20	Training Users	What is the training expectaions schedule and mode of training for FMS and End Users	Bank is using Office 365 cloud-based subscription. Vendor is expected to support Bank's IT Facility Management team on Office 365 usage and to provide Training on Microsoft Office 365 tools to users
9	5.2	20	Active Directory	What is the total number of AD, AD Connect, Relay Servers in scope?	3 AD servers and 1 AD Connect
10	5.2	20	Other Servers	Is migration and Upgrade applicable to servers other than AD?	AD and AD Connect
11	5.2	20	Other Servers	Request clarification and detail on the Migration services / SOW	AD and AD Connect servers
12	9.3	22	Penalty	Penalty request to be limited or to be CAP on max 5% of the service amount instead of unlimited	Please be guided by the RFP terms and conditions
13	18	18	Termination Clause	Termination of the contract should be driven by Microsoft Termination clause and conditions	Please be guided by the RFP terms and conditions
14	5	5		All IPR shall be giverned by the terms of the EULA to be executed between OEM and Bank.	Please be guided by the RFP terms and conditions
15	16	3.35	Intellectual Property Rights	SoftwareONE is a reseller; all the indemnities for third party infringement of intellectual property rights shall be governed directly by the terms of End User License Agreement (EULA) executed directly between the Bank and OEM.	Please be guided by the RFP terms and conditions
16	28	19	Removal and/or Replacement	Software ONE request this to be in a mutual clause and agreed by both the parties	Please be guided by the RFP terms and conditions
17	70-71	3.7	Confidentiality	we request to have a bi-lateral NDA amongst the Bank and SoftwareONE.	Please be guided by the RFP terms and conditions