

RFP Ref Page no	RFP Clause no	Existing Clause Details	Clarification Sought	Bank Reply
	General Query for Renewal Order		Please Clarify is this 3 years Agreement will be treated as a new agreement or Renewal Agreement. If this is Renewal Agreement please share Microsoft Renewal Agreement Number.	New agreement is also allowed with successful bidder. However, bidder to ensure tenant should not be changed and applied policies should not be changed.
	11.17 Penalty 11.17.1 For delay in activation of licenses and any future purchases during the period of contract Penalty: If not delivered and activated within 2 weeks from the date of work order, 1% of the Total Contract Cost (work order)/week.		Request to kindly amend the clause to: 11.17 Penalty 11.17.1 For delay in activation of licenses and any future purchases during the period of contract. Penalty: If not delivered and activated within 4 weeks from the date of work order, 1% of the Delayed Work (work order)/week.	Please be guided by RFP
	8.13. Delivery and Implementation schedule Clause 15 License Delivery and Activation (Implementation, Within 2 week from the date of work order. Go-Live, Documentation, SOP & Training)		8.13. Delivery and Implementation schedule Clause 15 License Delivery and Activation (Implementation, Within 4 weeks from the date of work order. Go-Live, Documentation, SOP & Training)	Please be guided by RFP
Pages 46–48	Annexure IX Notes 12	"The Bank reserves the right to increase or decrease the quantity of licenses during the contract period based on its business requirements."	Any increase in quantities during the contract period as per the true-up provisions of the Microsoft Enterprise Agreement, and will apply only to the licence SKUs procured under the original Enterprise Agreement. Please note that true down or decreasing the license quantity from the initial agreed quantity is not possible as per the terms of the Enterprise agreement. Please confirm your agreement with the same.	Kindly refer corrigendum.
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	Annexure VIII / Commercial Bid Instructions – Infrastructure Changes (Page 45)		Please identify the infrastructure changes presently planned or reasonably anticipated during the three-year contract, including affected sites, platforms, components, expected number of re-installations/reconfigurations, and the boundary between bidder and NHB responsibilities.	Please be guided by RFP
Page 91	Annexure XX — Manufacturer Authorization Format (MAF)	OEM must extend full guarantee and warranty under the tender/contract, provide back-to-back OEM support, product updates/upgrades and new features for the contract period.	The prescribed MAF includes obligations beyond Microsoft's standard OEM role. Kindly confirm that Microsoft's standard authorisation letter will be accepted, with Microsoft obligations limited to applicable licensing terms, support terms and published service levels, while implementation and managed support remain the successful bidder's responsibility.	MAF in standard Microsoft format can be accepted
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Page 91	Annexure XX — OEM takeover of implementation	If the bidder fails to implement the solution, the OEM must take ownership and implement directly or through another authorised partner.	Since implementation and support services are contracted with the successful bidder, kindly delete this requirement or confirm that implementation, transition and replacement of the service provider will remain the responsibility of the successful bidder and NHB, without creating a direct implementation obligation on Microsoft.	MAF in standard Microsoft format can be accepted
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	Clause & Page 39 OEM Authorization Certificate to be submitted along with confirmation. The format of the MAF is enclosed. OEM to provide written confirmation stating that vendor is authorized Licensing solution provider (LSP) Partners and eligible for executing the EA		Request to kindly amend the clause to: OEM Authorization Certificate to be submitted along with confirmation. The format of the MAF is enclosed. OEM to provide written confirmation stating that vendor is authorized Licensing solution provider (LSP) or Microsoft Cloud Solution Provider (CSP) Partners and eligible for executing the EA	Please be guided by RFP
Pages 28, 68–69	Clause 10.3; SLA Clauses 2.8.1(g) and 2.8.4	NHB may terminate for convenience; on termination, payment for delivered services is made on a pro-rata basis after deductions.	We respectfully submit that Microsoft’s licensing and contractual framework, particularly under the Enterprise Agreement (EA), is based on a fixed-term commitment model, where terms related to termination and cancellation are governed by predefined global contract conditions. In this context, the provision for Termination for Convenience (i.e., unilateral termination without cause) may not be fully aligned with Microsoft’s standard contractual structure. Accordingly, we kindly request the Bank to remove or amend the “Termination for Convenience” clause to align with Microsoft’s standard contractual terms under the Enterprise Agreement framework.	Please be guided by RFP
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	Clause 3.22 of SLA – Transition Requirement (Page 75)		Please specify the required transition/exit-assistance period, deliverables, knowledge-transfer sessions, configuration and documentation handover, open-ticket transfer, license/account transfer activities, data export or deletion requirements, and whether such assistance is included within the quoted support cost.	Please be guided by RFP
	Clause 5 – Integration and Clause 5.2 – Relay/AD Support (Pages 7–8)		Please provide a list of applications, appliances, and third-party services integrated with AD, Microsoft 365, Exchange Online, or SMTP relay, together with protocols, authentication methods, mail volumes, dependencies, network endpoints, and the bidder’s integration responsibility.	Bank is using LDAPS for login in multiple applications. Desktops are onboarded on on-prem domain. Further details will be shared with successful vendor.
	Clause 5.1 – Renewal of Extant Enterprise Agreement (Page 8)		Please provide the current EA agreement/enrollment details, subscription anniversary and expiry dates, present licensing partner, renewal effective date, and any co-term, true-up, or transition conditions that the bidder must account for.	Present contract is expiring on 30-11-2026
	Clause 5.1 and Annexure IX Table 1 – Exchange Online Archiving (Pages 8 and 46)		Please confirm which users and base-license types will receive the 25 Exchange Online Archiving licenses, and provide their present mailbox/archive sizes, retention or legal-hold requirements, and whether auto-expanding archive is required.	Exchange Online Archiving is required for the users whose mailbox have crossed the default mailbox size.
	Clause 5.1 and Annexure IX Table 1 – License SKUs (Pages 8 and 46)		The scope refers to ‘Defender O365 – Advance Threat Protection’, while the commercial format specifies ‘Microsoft Defender for Office 365 Plan 1’. Please confirm the exact Microsoft SKU, edition, and quantity required. Also confirm whether ‘O365 E1/E3’ means Office 365 E1/E3 rather than Microsoft 365 E1/E3.	Kindly refer corrigendum. O365 E1/E3 refers to Office 365 E1/E3
	Clause 5.2 – AD Upgradation (Page 8)		Please specify the expected AD upgrade scope and target state, including target Windows Server version, target domain/forest functional levels, number of domain controllers, migration or in-place upgrade approach, allowable downtime, rollback expectations, and acceptance criteria.	AD Upgradation/Migration will be done by bank's IT Facility Management team. However, bidder is to support on-site team, if required, without any additional cost.

	Clause 5.2 – IT Migration/Upgradation (Page 8)		Please define the migrations/upgrades expected during the contract, including source and target platforms, workloads, user/data volumes, migration windows, coexistence requirements, tools to be used, rollback requirements, and completion criteria.	AD Upgradation/Migration will be done by bank's IT Facility Management team. However, bidder is to support on-site team, if required, without any additional cost.
	Clause 5.2 – Onsite Engineer (Page 9)		Please define the trigger, notice period, expected frequency and duration, service locations, working hours, required Microsoft certifications/skills, background-verification requirements, and travel or stay responsibility for deployment of an onsite engineer in urgent circumstances.	Please be guided by RFP
	Clause 5.2 – Policies and MFA (Page 8)		Please share the current tenant security baseline and required target configuration for MFA, Conditional Access, identity protection, transport rules, anti-spam/anti-malware, Defender policies, privileged access, and group policies, including the approval and change-management process.	Details will be shared with successful bidder.
	Clause 5.2 – Support (Page 8)		Please provide the complete inventory and topology of the existing on-premises environment covered under support, including AD forests/domains, domain controllers and sites, server make/model, CPU/RAM/storage, operating-system versions and patch levels, domain/forest functional levels, virtualization platform, high-availability setup, and OEM support/EOL status.	Bank has single forest and single domain AD. There are two domain controller at DC and 1 at DR. All are on Windows Server 2016.
	Clause 5.2 – Support: AD Connect and Relay Server (Page 8)		Please provide the count, product name, version, hosting platform, architecture/topology, high-availability configuration, dependencies, connector configuration, authentication method, and current health status of the existing AD Connect/Entra Connect and relay-server components.	Bank has single forest and single domain AD. There are two domain controller at DC and 1 at DR. All are on Windows Server 2016.
	Clause 5.2 and Clause 11.17.3 – Resolution Matrix (Pages 9 and 31)		Please define objective criteria and examples for High, Medium, and Low priority incidents; confirm whether the 4/8/24-hour targets are response or resolution times; state whether clocks run in business or elapsed hours; and clarify pause/exclusion rules for NHB, third-party, and Microsoft dependencies.	Kindly refer corrigendum.
	Clause 5.2 and Clause 3.19 of SLA – Data Retrieval, Logs and Alerts (Pages 8 and 74)		Please specify the required retention, retrieval, audit, eDiscovery, legal-hold, DLP, data-residency, and log/alert integration requirements, including any SIEM/SOC platform, log formats, retention duration, access method, and reporting frequency.	Policies will be maintained by IT Facility Management team of the bank. However, bidder is to support on-site team, if required, without any additional cost.
	Clause 5.2 and Clause 3.21 of SLA – Data Recovery/Contingency (Pages 8 and 75)		Please clarify whether the scope requires a third-party Microsoft 365 backup solution or relies on native Microsoft retention/recovery capabilities. Please specify workloads to protect, retention period, backup frequency, RPO/RT0, restore-testing frequency, and responsibilities for recovery of email and other Microsoft 365 data.	Please be guided by RFP
	Clause 5.2 and Clause 8.13 – Training (Pages 9 and 15)		Please specify the number and profile of trainees, administrator versus end-user curriculum, number and duration of sessions, delivery mode and locations, language, hands-on lab requirement, training material/recording expectations, and acceptance criteria.	Online/offline training may be given to administrators.
	Clause 5.2 and Clauses 8.24–8.26 – Hardware, Upgrades, Patches and Warranty (Pages 8 and 17–18)		Clause 5.2 states that NHB will provide hardware required for AD upgrades, while Clauses 8.24–8.26 require the bidder to perform upgrades/patches and, where necessary, enhance or add devices without extra cost. Please clarify whether these obligations apply only to bidder-supplied items or also to all existing NHB on-premises dependencies, and define the responsibility split for hardware procurement, sizing, spares, warranties, installation and replacement. Please also provide current versions/support status, excluded systems, maintenance windows, testing/UAT, and rollback requirements.	AD Upgradation/Migration will be done by bank's IT Facility Management team. However, bidder is to support on-site team, if required, without any additional cost.
	Clause 6.3 and Clause 8.27 – Documentation (Pages 9 and 18)		Please list the mandatory documents and templates required, such as HLD/LLD, as-built diagrams, configuration baseline, SOP/runbook, asset and license inventory, security configuration, integration register, test/acceptance records, and support/escalation matrix, along with submission and update frequency.	The successful bidder shall provide all project-related documents required for deployment, configuration, operation, support, and knowledge transfer of the solution
	Clause 8.13 – Delivery and Implementation Schedule (Pages 14–15)		The two-week timeline includes license delivery, activation, implementation, go-live, documentation, SOP, and training. Please provide the current-environment prerequisites, required implementation activities, dependency owners, change/blackout windows, go-live definition, and formal acceptance/sign-off criteria for this timeline.	Sign-off will be given after license delivery & activation and completion of documentation and training.

	Clause 8.14 PBG		Request waiver/reduction of PBG from 5% to 3% considering OEM-backed subscription services and Government procurement through GeM	Kindly refer corrigendum.
	Clause 8.24 – Closure of IS Audit Observations (Page 17)		Please share the typical nature, severity, and historical volume of relevant IS audit observations and clarify the 10-day closure criterion, evidence required for closure, treatment of changes needing OEM/NHB approval, and exclusions where resolution depends on third parties or hardware procurement.	Please be guided by RFP
	Clause 8.24 – Health Check and Gap Analysis (Page 17)		Please define the scope, standard checklist or framework, required tools, deliverables, reporting format, stakeholders, and remediation responsibility for the twice-yearly health checks and annual system/solution gap analysis.	The scope of the half-yearly health checks and annual system/solution gap analysis shall include assessment of the deployed Microsoft 365 environment covering configuration, security, performance, utilization, compliance, governance, and operational effectiveness.
	Clause 8.26 and Clause 11.6 – Support Coverage (Pages 18 and 28)		Clause 8.26 requires 24x7x365 support, while Clause 11.6 defines a 10:00 AM–6:00 PM service window with support beyond it for urgent requirements. Please confirm the required staffed coverage model, support channels, on-call expectations, and whether all severity levels or only urgent/high-priority incidents require after-hours support.	Bidder must provide services beyond the above time in case of urgent requirements of NHB without any extra cost.
Pages 17, 20–21 and 72–73	Clause 8.37 – Intellectual Property Rights; SLA Clause 3.14	The RFP requires replacement/modification of infringing deliverables and states that customisations, software, algorithms, reports, source code and other documents may become NHB property.	Kindly confirm that these provisions apply only to bidder-created deliverables and custom developments specifically paid for by NHB, and do not transfer or restrict Microsoft's pre-existing intellectual property, cloud platform, software, documentation, updates or generally available product features, which remain governed by Microsoft's applicable licensing terms.	Please be guided by RFP
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Pages 7–9 and 63	Clauses 3, 5.1 and 7; SLA Clause 1.3.3	The RFP states an initial three-year contract/EA term, extendable by mutual written consent for up to two additional one-year periods; the draft SLA states a five-year term.	Kindly amend SLA Clause 1.3.3 to three years and clause 7.2 to confirm that there will be no extension beyond the initial committed term of 3 years as per Microsoft licensing terms and commercials at signing. Post 3 years, a fresh renewal contract will be required.	Kindly refer corrigendum.
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	Clauses 5.1 and 5.2 – Existing Microsoft 365 Environment (Page 8)		Please share the current Microsoft 365 tenant baseline: tenant region, verified domains, active users, shared/resource mailboxes, groups, guest users, current subscriptions and assigned quantities, and any tenant restrictions that may affect renewal, activation, or support.	At present there are approx 450 active users, single domain.
	Clauses 5.2, 8.26 and 3.18 of SLA – Support Management (Pages 8, 18 and 74)		Please confirm whether NHB will provide access to its ticketing/ITSM platform or expects the bidder to provide one, and specify the required ticket workflow, escalation matrix, SLA dashboards, incident/problem/change reports, and monthly or quarterly service-report contents.	Bank will provide existing ticketing tool.
Pages 17–18	Clauses 8.24 and 8.26	All upgrades, patches, hardware, software, licensing and version changes arising for any reason, including EOL/EOS, must be provided without additional cost.	As per the scope of the RFP, Microsoft will only be providing the required license subscriptions and no hardware is currently in scope. We assume that that this requirement applies only to updates, upgrades and features included within the Microsoft subscriptions procured under this RFP.	Kindly refer corrigendum.
Pages 17–18	Clauses 8.24 and 8.26	All upgrades, patches, hardware, software, licensing and version changes arising for any reason, including EOL/EOS, must be provided without additional cost.	As per the scope of the RFP, Microsoft will only be providing the required license subscriptions and no hardware is currently in scope. We assume that that this requirement applies only to updates, upgrades and features included within the Microsoft subscriptions procured under this RFP.	Kindly refer corrigendum.

Page 58	Integrity Pact Clause 10 — Fall Clause	If similar goods, systems or services are supplied to another Government entity or PSU at a lower price, that lower price may become applicable and the difference refundable to NHB.	Microsoft does not Support Fall clause, Microsoft does not operate on a customer-specific negotiated pricing model where pricing of one customer can be extended to others. Commercial terms offered to customers are confidential and contract-specific. The fall clause would require disclosure or alignment with other contracts, which may breach confidentiality obligations and contractual commitments. we request to remove the same.	This clause added as per CVC manual of procurement. Hence, please be guided as per RFP.
Page 58	Integrity Pact Clause 10 — Fall Clause	If similar goods, systems or services are supplied to another Government entity or PSU at a lower price, that lower price may become applicable and the difference refundable to NHB.	Microsoft does not Support Fall clause, Microsoft does not operate on a customer-specific negotiated pricing model where pricing of one customer can be extended to others. Commercial terms offered to customers are confidential and contract-specific. The fall clause would require disclosure or alignment with other contracts, which may breach confidentiality obligations and contractual commitments. we request to remove the same.	This clause added as per CVC manual of procurement. Hence, please be guided as per RFP.
Page 14, 15	Section 8.13. Delivery and Implementation schedule	Technical support To start immediately after renewal and activation	Is it remote or onsite support. There is no mention in the RFP on onsite resource requirement , how many onsite resources to be considered or bidder need to consider number of onsite resources for support	Remote support may be provided.
Page 8	Section 5.2 Support	Service provider will ensure that Direct Microsoft Support under EA is obtained and facilitated as per requirement. Service provider will coordinate with Microsoft for any solution/implementation related issues to maintain SLA.	OEM does not offer any support under EA agreement. Customer need to purchase Unified support from Microsoft, require clarity	Please be guided by RFP
Page 8	Section 5.2 Support	Service Provider/Vendor to provide technical support w.r.t. Microsoft Office 365 cloud services availed by the Bank and on prem Active Directory (AD) services. The services include but not limited to troubleshooting of any issues e.g. assistance in creation of rules viz. transport/inbound/outbound/group policy etc., quarantine issues, retrieval of emails/data, archival, assisting the Bank in enabling the policies etc.	Can we provide remote support or onsite support required.	Remote support may be provided.
Page 8	Section 5.2 Support	One contact number for all support (user/technical) needs would be preferred. Vendor should provide the address and telephone number for the general customer/ technical support location at Delhi/NCR	In case onsite support required, location is required, request to provide the location	Please refer bank website for NHB Head office address.
Pages 74–75	SLA Clauses 3.19 and 3.20 — Rights to Access and Audit	NHB, its auditors and regulators are granted broad rights to inspect vendor premises, records, systems and subcontracted locations.	For Microsoft Online Services, kindly confirm that OEM-level audit and assurance requirements may be satisfied through Microsoft's standard regulatory engagement framework, independent third-party audit reports, certifications and assurance documentation, and will not require unrestricted physical access to Microsoft data centres or shared cloud infrastructure.	Please be guided by RFP
Pages 74–75	SLA Clauses 3.19 and 3.20 — Rights to Access and Audit	NHB, its auditors and regulators are granted broad rights to inspect vendor premises, records, systems and subcontracted locations.	For Microsoft Online Services, kindly confirm that OEM-level audit and assurance requirements may be satisfied through Microsoft's standard regulatory engagement framework, independent third-party audit reports, certifications and assurance documentation, and will not require unrestricted physical access to Microsoft data centers or shared cloud infrastructure.	Please be guided by RFP
			As per RFP, need support in upgrading components like AD and some email application which relay email that requirement. Please clarify whether this is part of current scope or not along with the details	AD Upgradation/Migration will be done by bank's IT Facility Management team. However, bidder is to support on-site team, if required, without any additional cost.