



Indian Renewable Energy Development Agency Limited
(A Government of India Enterprise)

RFP Reference: IN-IREDA-182063-GO-RFP

Date: 03-Aug-2020

Corrigendum-1

Subject: Responses to Pre-Bid Queries for Procurement of Licenses through Microsoft Enterprise Agreement

A pre-bid conference for RFP related to 'Procurement of Licenses through Microsoft Enterprise Agreement' was conducted on Saturday, 25th July 2020 through Video Conferencing mode and the allowed time for accepting Pre-Bid Queries was extended till 05:00 PM, 27-Jul-2020.

Subsequent to submission of pre-bid queries, responses to all the queries are prepared. Following are some of the important points about the responses published through this corrigendum:

1. With respect to eligibility criteria of the RFP, following modifications have been made:

Existing Clause in Eligibility Criteria	Modified Clause in Eligibility Criteria
Experience of migration of Exchange from on-premise to Microsoft Office 365 in at least 3 public Sector Banks / Govt. Sector organizations/Central or State PSU/Corporate in India with more	Experience of migration of mailboxes from platforms like Exchange on-premise, Gmail, Lotus Notes etc. to Office 365, in which at least one should be from Exchange on-premise to Office 365 in at least 3 public Sector Banks / Govt. Sector organizations/Central or State



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Existing Clause in Eligibility Criteria	Modified Clause in Eligibility Criteria
than 150 Employees on payroll out of which at least one should be completed.	PSU/Corporate in India with more than 150 Employees on payroll out of which at least one should be completed.

2. All the pre-bid queries along with their responses are attached as **Annexure-1**.
3. Every care and due diligence are exercised in answering pre-bid queries. However, if the response to any query got inadvertently missed out, then the tender conditions shall prevail.
4. Critical dates of this are mentioned below:

Last Date and Time of Submission of Bid	07-Aug-2020 04:00 PM
Opening of Technical Bids	07-Aug-2020 04:30 PM

5. All other terms and conditions of the original bidding document shall remain unchanged. This corrigendum shall be considered as an integral part of the bidding document.

Sd/-
Addl. General Manager (TS/IT)



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Annexure-1

Responses to the Pre-Bid Queries
RFP for Procurement of Licenses through Microsoft Enterprise Agreement

S.No	Page No.	Clause/Point No.	Description in the RFP Document	Clarification Sought	IREDA's Responses
1	4	6.3.2	Bid Security/ Earnest Money Deposit (EMD) (Exempted to MSME/Start-ups): INR 10,00,000 by DD/ Banker's Cheque in favour of "Indian Renewable Energy Development Agency limited" payable at New Delhi or by giving a bank guarantee for the same amount or through NEFT/RTGS in IREDA's bank account,	Kindly waive it off	This is a standard clause as per IREDA's purchase manual and World Bank and hence cannot be waived off
2	9	2. Source of Funds	2.1 The Borrower named in the BDS has applied for or received a loan or credit (as identified in the BDS, and called a "loan" in these Bidding Documents) from the International Bank for Reconstruction and Development or the International Development Association (called "the Bank" in these Bidding Documents) equivalent to the amount indicated in the BDS toward the cost of the Project specified in the BDS. The Borrower intends to apply a portion of the proceeds of this loan to eligible payments under the Contract for which these Bidding Documents are issued. 2.2 Payment by the Bank will be made only at the request of the Borrower, or the Borrower's executing agency, and upon approval by the Bank in accordance with the terms and conditions of the Loan Agreement,	This clause does not seem to be relevant to this RFP, please shed more clarity and purpose of this clause	IREDA has signed the loan agreement/grant with The World Bank. Payments to bidders shall be made by IREDA and subsequently IREDA shall take the reimbursement from World Bank. Scope of the bidder shall be as per the RFP. Bidder shall not be considered as borrower in any case.



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			and will be subject in all respects to the terms and conditions of that agreement. The Loan Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import, to the knowledge of the Bank, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan Agreement or have any claim to the loan proceeds.		
3	9	2. Source of Funds	For purposes of the commentary to be furnished pursuant to ITB Clause 16.2 (b), the Bidder shall note that references to brand names or model numbers or national or proprietary standards designated by the Purchaser in its Technical Requirements are intended to be descriptive and not restrictive. Except where explicitly prohibited in the BDS for specific items or standards, the Bidder may substitute alternative brand/model names or standards in its bid, provided that it demonstrates to the Purchaser's satisfaction that the use of the substitute(s) will result in the Information System being able to perform substantially equivalent to or better than that specified in the Technical Requirements.	This clause would not be relevant since the scope is for MS licenses and Services only and there are no alternatives available.	This is a standard World Bank Clause and cannot be removed. However, this clause shall be invoked only when it is applicable in the context of this RFP.



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4	9	2. Source of Funds	18.2 In exceptional circumstances, prior to expiry of the bid validity period, the Purchaser may request that the Bidders extend the period of validity for a specified additional period. The request and the responses to the request shall be made in writing. A Bidder may refuse the request without risking execution of the Bid-Securing Declaration or forfeiting the Bid Security, but in this case, the bid will be out of the competition for the award. Except as provided in ITB Clause 18.3, a Bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to ensure that the bid remains secured for a correspondingly longer period, pursuant to ITB Clause 17.2.	Any agreement by bidder to extend the validity of the bid will be done so only with back-to-back written confirmation of support by the OEM (Microsoft). Else, we will not agree to extend the validity of the bid.	This is a standard World Bank Clause and cannot be modified.
5	27	19. Format and Signing of Bid	19.2 The original and all copies of the bid, each consisting of the documents listed in ITB Clause 13.1, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. The authorization must be in writing and included in the bid pursuant to ITB Clause 13.1 (d). The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the bid, except for unamended printed literature, shall be initialled by the person or persons signing the bid.	Due to current Pandemic situation please clarify whether the Authorized signatory can do a digital signature on the whole document	Yes. Documents can be digitally signed, wherever applicable.



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6	39	37.1	As soon as practically possible, but no more than twenty-eight (28) days following receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security in accordance with the GCC	Kindly waive it off	This is a standard clause as per IREDA's purchase manual and World Bank and hence cannot be waived off.
7	89	25. Inspections and Tests	25.1 The Purchaser or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site. 25.2 The Purchaser or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Purchaser shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses. 25.3 Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Purchaser. 25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs	This may not be a relevant clause since there is no need to travel anywhere and inspect anything. Software is delivered to the customer electronically via e-mail and Microsoft licensing portal.	This is a standard World Bank Clause and cannot be removed. However, this clause shall be invoked only when it is applicable in the context of this RFP.



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			and expenses incurred in the carrying out of such inspection and/or test shall be added to the Contract Price. Further, if such inspection and/or test impedes the progress of work on the System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time 92 Section IV. General Conditions of Contract for Achieving Operational Acceptance and the other obligations so affected. 25.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 6 (Settlement of Disputes), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.		
8	96	29. Defect Liability	29.1 The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance,	This is Microsoft's scope of ownership since they will directly supply the software licenses and subscriptions via their own licensing and cloud services portal.	This is a standard World Bank Clause and cannot be modified.



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			reliability, or extensibility of the System and/or Subsystems. Exceptions and/or limitations, if any, to this warranty with respect to Software (or categories of Software), shall be as specified in the SCC. Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.		
9	96	29. Defect Liability	29.4 The Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for the length of time specified in the SCC.	The warranty period starts and ends as per Microsoft's 3-year Enterprise Agreement and not as per operational acceptance date.	Please see GCC 29.4 at Page-137 of the RFP for the clarification
10	96	29. Defect Liability	29.5 If during the Warranty Period any defect as described in GCC Clause 29.1 should be found in the design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with the Purchaser regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that	This is not relevant clause for software licenses and Services we are going to provide.	This is a standard World Bank Clause and cannot be removed. However, this clause shall be invoked only when it is applicable in the context of this RFP.



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			have been replaced by the Supplier shall remain the property of the Supplier.		
11	99	31. Intellectual Property Rights Warranty	31.1 The Supplier hereby represents and warrants that: (a) the System as supplied, installed, tested, and accepted; (b) use of the System in accordance with the Contract; and (c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.	Since bidder is only a reseller of Microsoft licenses, IP in software is not vested with us, so we cannot indemnify. Moreover, clause also has references to system whereas no hardware is involved here.	This is a software driven project. Therefore, anything written related to hardware stands inapplicable. Similar clauses pertaining to IPR and Indemnity associated shall are covered in Microsoft Enterprise Agreement and shall be as per the Enterprise Agreement to be signed between Microsoft and IREDA.



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12	99	32. Intellectual Property Rights Indemnity	Clauses 32.1 to 32.8	Since bidder is only a reseller of Microsoft licenses, IP in software is not vested with us, so we cannot indemnify. Moreover, clause also has references to system whereas no hardware is involved here.	Similar clauses of IPR and Indemnity associated are covered in Microsoft Enterprise Agreement and shall be as per the Enterprise Agreement to be signed between Microsoft and IREDA.
13	102	33. Limitation of Liability	33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law: (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	Since bidder scope is only a reseller of Microsoft licenses and services, We need to even disclaim liability for loss or corruption of today. Unlimited liability for IP infringement can't be accepted as IP does not vest with us	Similar clauses of Limitation of Liability are covered in Microsoft Enterprise Agreement and shall be as per the Enterprise Agreement to be signed between Microsoft and IREDA.
14	114	41. Termination	All clauses defined under this section	Bidder's scope here is only software and related support	This is a software driven project. Therefore, anything



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				services, the clause is more structured towards supply of equipment and professional/customized services and anything related to equipment needs to be removed	written related to hardware stands inapplicable.
15	131	15. Copyright (GCC Clause 15)	All clauses defined under this section	Since bidder's scope is only a reseller of Microsoft licenses and services, The IP in software is not vested with bidder so cannot commit on this. End-user license terms with Microsoft will apply.	The clauses of copyright in the context of licenses only shall be as per the Enterprise Agreement to be signed between Microsoft and IREDA.
16	131	16. Software License Agreements (GCC Clause 16)	All clauses defined under this section	Since bidder's scope is only a reseller of Microsoft licenses and services, The IP in software is not vested with bidder so can't commit on this. End-user license terms with Microsoft will apply.	Similar clauses of IPR are covered under Microsoft Enterprise Agreement and shall be as per the Enterprise Agreement to be signed between Microsoft and IREDA.
17	142		Experience of migration of Exchange from on-premise to Microsoft Office 365 in at least 3 public Sector Banks / Govt. Sector organizations/Central or State PSU/Corporate in India with more than 150 Employees on payroll out of which at least 1 should be completed.	Can we submit customer references of Corporate Customers	Experience of migration of mailboxes from platforms like Exchange on-premise, Gmail, Lotus Notes etc. to Office 365, in which at least one should



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					be from Exchange on-premise to Office 365 in at least 3 public Sector Banks / Govt. Sector organizations/Central or State PSU/Corporate in India with more than 150 Employees on payroll out of which at least one should be completed.
18	142		Experience of migration of Exchange from on-premise to Microsoft Office 365 in at least 3 public Sector Banks / Govt. Sector organizations/Central or State PSU/Corporate in India with more than 150 Employees on payroll out of which at least 1 should be completed.	Customer Ref PO: Can we mask/erase the INR value of reference PO.	Yes. However, ensure that the remaining content remains legible.
19	144	1.2	Eligibility Criteria: Experience of migration of Exchange from on-premise to Microsoft Office 365 in at least 3 public Sector Banks / Govt. Sector organizations/Central or State PSU/Corporate in India with more than 150 Employees on payroll out of which at least one should be completed.	Can we submit 3 cases of migrating from any platform (Exchange On-premise, Gmail, Notes tec.) to O365?	"Experience of migration of Exchange from on-premise to Microsoft Office 365" to be modified as "Experience of migration of mailboxes from platforms like Exchange on-premise, Gmail, Lotus Notes etc. to Office 365, in which at least one should be from Exchange on-premise to Office 365" and other conditions remain the same.



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20	144		3.3. Deployment of Microsoft 365 Apps and Core Services, p-144	Implementation scope is limited to "Deployment of M365" mentioned in section 3.3. is there any scope of software installation and implementation other than Section 3.3, p-144	Implementation scope shall be as per Point C, Scope of Work of Section-VI Technical Requirements in the RFP (from page 144 to 152 of RFP)
21	144		3.3. Deployment of Microsoft 365 Apps and Core Services, p-144	Please share the inventory details of SCCM, how many servers and end points need to be managed and consider	About 250 endpoints and 30 VM servers (which includes development, testing and production environment), which are domain joined.
22	144		3.3. Deployment of Microsoft 365 Apps and Core Services, p-144	Please share the list of user, location wise for Windows upgrade	250 users (170 in AKB and balance in IHC) in total staggered at two locations in Delhi, whose details are mentioned in RFP.
23	144		3.3. Deployment of Microsoft 365 Apps and Core Services, p-144	What all existing software and subscriptions already installed. What is the scope of integration with M365? Please share the list of software installed like Intune.	Existing software installed in endpoints are Microsoft Office, Windows 7,8,10, Teams, Skype for Business, Axapta 2009 client etc. Scope of integration with M365 is mentioned in RFP. No software like Intune is installed in any endpoints.



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24	144		3.3. Deployment of Microsoft 365 Apps and Core Services, p-144	Please share the details of existing AD. What's the version of AD or AD Connect. Is hybrid setup part of our scope?	2012 R /2016 Datacentre
25	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Exchange Server version and Service Pack information	Window Server 2016 version 1607 /Exchange Enterprise 2016 CU10 15.1 build 1779.2
26	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Number of Mailbox servers, CAS, Hub Transport	290 /Hub transport
27	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Per user mailbox size and average size of mailboxes	2-20 GB
28	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Active Directory forest/domain level	Single Forest and single domain
29	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Is it single forest hierarchy or multi forest hierarchy	Single Forest and single domain
30	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Total number of users to be migrated	250
31	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	if the setup is co-existence, where the MX record would be pointed (on premises or cloud)	It is expected to move all users to Exchange Online, in case of co-existence MX record will be pointed on Exchange online
32	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	3rd party mail filter information	Existing mails are getting filtered at NIC before reaching IREDA through POP.



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33	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Post moving mailboxes to Office 365, will we decommission the 3rd party mail filter or not	We will initially examine the performance of the mailbox and then take the decision of decommissioning
34	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	How many domains needs to be added and verified to O365	ireda.in and sub-domains
35	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Wild card certificate would be required for setting up Hybrid configuration. Will IREDA provide the same	The bidder to share any security Certificate required if not available with IREDA for smooth migration. The bidder has to provision the cost for any additional security certificate, if at all it is required in the course of implementation in the "Lumpsum" one time implementation cost of BOQ.
36	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Current network bandwidth with peak and off peak hours utilization report	1) IHC - PGCIL- 100 Mbps (Internet)/90 Mbps P2P between AKB and IHC 2) IHC - Spectra - 30 Mbps (Internet) / 50 Mbps P2P between AKB and IHC 3) NBCC Office connected with 10 Mbps P2P from IHC Office.



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					There are no specific details available for peak and off peak utilization.
37	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Expected time for completion of O365 Deployment	Please refer Clause GCC 27.2.2 in SCC Section at Page-137 of the RFP. Further, 6 months from the date of signing contract agreement is the expected completion period of O365 deployment.
38	147	3.3.2	Installation and configuration of Microsoft365 Desktop Apps for licensed users	Users are currently using which version of outlook client	Outlook 2013 and 2016
39	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Firewall or proxy if in use, their details	Cisco FRP 2130 in HA
40	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Any mass-mailing solution which is currently being used or needs to be deployed	No mass mailing solution as of now.
41	147	3.3.2	Installation and configuration of Microsoft365 Desktop Apps for licensed users	Current user wise location	IHC - 170 and 80 in AKB and NBCC
42	147	3.3.2	Installation and configuration of Microsoft365 Desktop Apps for licensed users	End user outlook installation profile configuration to be done by bidder or not	Yes. To be done by bidder



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43	147	3.3.1.5	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP	Role based access, mailbox restrictions, transport rules, archive If enabled	Will be discussed with selected bidder during the implementation phase
44	147	3.3.2	Installation and configuration of Microsoft365 Desktop Apps for licensed users	Currently on which protocol mail is configured in Outlook client (POP, IMAP, RPC, MAPI)	MAPI
45	147	3.3.5	Installation and configuration of SCCM	How many machine does SCCM client need to be deploy?	All domain joined machines, roughly around 250 and 30 VMs for servers
46	147	3.3.5	Installation and configuration of SCCM	What will be a single location or multiple location? If multiple location then need to have details number of user and machine. Therefore, we can design accordingly.	IHC - 170 and 80 in AKB and NBCC
47	147	3.3.5	Installation and configuration of SCCM	Is any restriction are there on client machine like Admin\$ access and WMI Services blocked.	Will be discussed with selected bidder during the implementation phase
48	147	3.3.5	Installation and configuration of SCCM	What type software need to deploy? MS office etc.	All the software asked in the Bill of Material - A and E
49	147	3.3.5	Installation and configuration of SCCM	Which application need to be uninstall? List	Existing version of Microsoft Office, Teams, Windows OS etc.



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50	147	3.3.5	Installation and configuration of SCCM	Patch management for the Microsoft window product or other? list	Endpoints running on Windows 7,8 and 10, Windows Server Standard and Datacentre Edition (2012 and 2016)
51	147	3.3.5	Installation and configuration of SCCM	Which OS need to be deploy on bare Metal? windows 8,10	Windows 10 Enterprise E5
52	147	3.3.5	Installation and configuration of SCCM	Has IREDA purchased the SCCM licenses and the hardware licenses required to deploy SCCM, if yes please list out the version	IREDA has purchased the SCCM licenses (Version 2012 and above) in the previous Enterprise Agreement, so IREDA has perpetual rights to use the same. However the SA for the same has not been considered for renewal in this Enterprise Agreement
53	147	3.3.5	Installation and configuration of SCCM	Will IREDA provide hardware for SCCM installation	Yes
54	147	3.3.5	Installation and configuration of SCCM	Bandwidth between the SCCM sites (physical locations) (MPLS, 3G etc.)	MPLS



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55	147	3.3.5	Installation and configuration of SCCM	Total number of Primary sites	There are two office locations in Delhi, which has a total of 250-user count. Bidder need to design the architecture basis the device count which will be finalized with selected bidder during implementation phase
56	147	3.3.5	Installation and configuration of SCCM	Total number of secondary sites	There are two office locations in Delhi, which has a total of 250-user count. Bidder need to design the architecture basis the device count which will be finalized with selected bidder during implementation phase
57	147	3.3.5	Installation and configuration of SCCM	Total number of Distribution points	There are two office locations in Delhi, which has a total of 250-user count. Bidder need to design the architecture basis the device count which will be finalized with selected bidder during implementation phase



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58	147	3.3.1.7	Taking sign-off from the end user (UAT sign-off) for the confirmation that mailboxes have been migrated successfully with no loss of data. Format for the same can be mutually discussed at the time of contract signing.	Taking sign-off from the IT Users (UAT sign-off) for the confirmation that mailboxes have been migrated successfully with no loss of data. Format for the same can be mutually discussed at the time of contract signing. Bidder will share the Checklist and SOP for End Users	Bidder shall also ensure to get the sign-off end user after completing the activities as per the SOP and checklist.
59	147	3.3.1.4	Develop at least 1 Conversational BOT	Are we referring the who bot or default Chabot here	The bidder need to create and configure a conversational BOT using Microsoft Bot Framework utilizing the data available in D365, O365 & publish the same on Teams channel.
60	147	3.3.1.5.	Migrate mailboxes from on-premises Exchange email server to Exchange Online using Microsoft365 IMAP.	Mailbox Sizing, exchange server version, Roll Up version.	Mailbox size between 2-20 GB. Exchange Server Version - 2016 and roll up 10
61	147	3.3.1.6.	The migration shall be in phased manner and only a selected few mailboxes shall be migrated to cloud in the initial phase. After satisfactory performance in cloud for these selected mailboxes, remaining mailboxes shall be migrated to cloud in phased manner or in a single go	Need more clarity. single Domain or different domain in on-premise and o365, iMAP migration type cannot support hybrid model, contact and calendar will not get migrated	The bidder is expected to develop a migration strategy & discuss during implementation so to ensure minimum disruption of email services.



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62	147	3.3.3.2.	Configure Teams policies as per security & privacy policies of IREDA.	Need more clarity. MS Teams Policy can be configured as per MS Teams features availability	Yes.
63	147	3.3.3.4.	Develop at least 1 Conversational BOT	Need more clarity. It is a development part not comes under deployment.	Yes, it is a development part and the bidder has to provision for the same. The bidder need to create and configure a conversational BOT using Microsoft Bot Framework utilizing the data available in D365, O365 & publish the same on Teams channel.
64	148	3.3.4	Upgrade Existing OS to Windows 10 Enterprise E5 for Licensed users	Client OS details	Windows 7, 8 and 10
65	148	3.3.8	Installation and configuration of Microsoft Defender ATP for MDATP users	MDATP is not mentioned in BOM (A)	It is included as a part of Windows Enterprise E5
66	148	3.3.5.1.	Deployment of SCCM clients on all domain joined windows clients	SCCM Server count, Version and roll up patch, Client machine count, and Version.	The SCCM server was previously installed but currently not being utilized. Bidder has to implement the same as a part of Scope of Work



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67	148	3.3.6.5.	Deploy AIP Scanner for classification of files stored in File Servers (Windows based only)	No. of File Server, OS Version, and update rollup	One /OS Version 2012 R2
68	148	3.3.7.4.	Deploy Cloud App Security Policies for MCAS users shadow IT discovery with MDATP, API integration with Office 365 Apps for activity and file monitoring and sessions controls	Need more clarification on API integration with Office 365 Apps. Is it need to develop any tool for monitoring and session control?	The Implementation of MCAS is expected to be as per the best practices of the OEM & detailed scope would on integrations be discussed with selected bidder during implementation phase
69	148	3.3.8.	Installation and configuration of Microsoft Defender ATP for MDATP users	More clarity on License. Under which license it comes as per BOM.	Windows Enterprise E5
70	149	3.3.9.7	Creation of a utility/program for creating and managing users in O365 using Graph API	Kindly elaborate the requirement. As we are using Azure AD connect it will take care of user de-provisioning and provisioning based on the updates on On-premise Active directory	IREDA wants to have an alternative to conventional user management through Active Directory and bidder has to provision the cost of the same in the "Lumpsum" one time implementation cost mentioned in BOQ.
71	149	3.3.9.6.	Configure sign-in and account risk policies with automatic remediation	Under which license this feature will come.	AAD Identity and Access Management



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72	149	3.3.9.7.	Creation of a utility/program for creating and managing users in O365 using Graph API	Need More Clarity. It come under development part.	Yes, it is a development part and the bidder has to provision for the same in the "Lumpsum" one time implementation cost mentioned in BOQ.
73	150	3.5.3	To resolve the day-to-day operational issues and to support the end users of IREDA, Bidder will deploy at least 2 resident manpower at IREDA (to be positioned at two different offices of IREDA in New Delhi) for initial 6 months to manage & handhold users during General Shift (Mon-Sat). Bidder also has to ensure that in case of unavailability of any resident engineer on a particular day or period, necessary backup has to be provisioned as a replacement to that resident engineer. The tenure of deployment of the resident engineers may be extended up to the tenure of Enterprise Agreement at the discretion of IREDA on same terms and conditions.	We recommend IREDA to consider 1 Year support for office 365 as current ask will only cater L1 tasks for 6 Month whereas we feel there is a definite need of L3/L3 level support to take care of portal change management and governance.	The Bidder is expected to provide all the necessary support for entire project duration as per the Scope of Work mentioned in RFP, which may be remote/ On prem. However, in the first 6 months of the project, the support personnel is required onsite to expedite the implementation process and for smooth transition. It is expected that bidder would factor in Premier ticket in case of any escalation beyond the support engineer can handle, only after the first 6 months of the project in



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					which implementation/ deployment will happen.
74	150	3.5.6	The Bidder would provide details of the Project manager for the Implementation & Support Period	We consider this as Project manager during implementation phase and SPOC during Support period.	Yes. The understanding is correct
75	150	3.5.1	Bidder would be responsible for all Support for the On premises & Cloud Products	On-Premise scope is limited to 30 incidents only	Yes. These incidents are over and above what IREDA will get as a part of Enterprise Agreement. However, it is expected that during the first 6 months of implementation/ deployment, if at all any premier level support is required for the implementation/deployment purposes, the same needs to be factored in by bidder in the one-time implementation cost and these 30 incidents would



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					not be utilised for the implementation/deployment tasks.
76	150	3.5.7	The Bidder would provide the Support for Installation, uninstallation, reinstallation, configuring, diagnosis, Ticketing, resolution and closure of tickets and support regarding various components & Services as per BOQ (except D365).	Post deployment, only service request and incidents are addressed for O365/M365 only	IREDA expects comprehensive support from bidder for the entire duration of EA for Installation, uninstallation, reinstallation, configuring, diagnosis, Ticketing, resolution and closure of tickets and support regarding various components & Services as per BOQ (except D365). This shall not be limited only to service request and incidents
77	150	3.5.1.	Bidder would be responsible for all Support for the On premises & Cloud Products	What product need to be support in on premise? Need list of Product.	Windows Operating System (Enterprise – E5), SQL Server, Windows Datacentre and Standard, SCCM, Skype for Business, Antivirus etc.
78	151	4.3 Forfeiture of EMD	The EMD made by the Bidder will be forfeited if: 4.3.1. The Bidder withdraws his Bid before opening of the bids. 4.3.2. The Bidder withdraws his Bid after opening of the	4.3.2 – Bidder should be allowed to withdraw before work order award if they have any exigency.	4.3.2 - No change 4.3.3 - If the inadvertent error happens in the documents, which are historical in nature,



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			bids but before Notification of Award or Work Order. 4.3.3. If a bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or conceals or suppresses material information. 4.3.4. Bidder fails to provide required information during the evaluation process or is found to be non-responsive. 4.3.5. Failure to accept the order by the selected bidder within 7 days from the date of receipt of the Notification of Award / Work Order makes the EMD liable for forfeiture at the discretion of IREDA. However, IREDA reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder. 4.3.6. The selected Bidder withdraws his bid / proposal before furnishing Performance Guarantee. 4.3.7. The Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee. 4.3.8. Failure to submit the Performance Bank Guarantee within the stipulated period makes the EMD liable for forfeiture. In such instance, IREDA at its discretion may cancel the order placed on the selected bidder without giving any notice.	4.3.3 – Inadvertent errors may occur in bid response documents and bidders should not be penalized for such errors, the errors can be corrected over mutual agreement	then the same can be sought again as clarification. However, for any document which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or conceals or suppresses material information, then EMD is liable to be forfeited



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79	151	3.5.9	Helpdesk shall be responsible for handling user logged complaints/incidents, respond to user and to resolve the issues.	Helpdesk referred here is in place with IREDA or IREDA is expecting remote Helpdesk to be provided by the bidder	IREDA is expecting on-premise helpdesk especially during the course of implementation/ deployment in the first 6 months and subsequently the Remote Helpdesk to be provided by the bidder. Also, in case if closure of any ticket is taking substantial time and increasing the SLA, the bidder is expected to deploy its support personnel on-premise to expedite the closure of ticket.
80	151	3.5.11	The Help Desk should be accessible to users as on-site support, online support, Teams BOT, Email and Telephonic Support (All cost incurred for Telephone, Online or email would be borne by bidder)	As support is going to be remote support, can we consider this as "The Help Desk should be accessible to IT users as online support, Email and Telephonic Support 24x7(All cost incurred for Telephone, Online or email would be borne by bidder)	The Help Desk should be accessible to IT users as online support, Email and Telephonic Support 24x7(All cost incurred for Telephone, Online or email would be borne by bidder). Also, please refer answer at S.No. 80.
81	151	3.6.2	The bidder has to ensure compliance of Information Security according to policy of IREDA and mitigate the	Our understanding of this is that IREDA will be taking care of	Any additional tool/application required



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			risk, if any, within the stipulated time without any additional cost to IREDA.	additional tool cost or solution cost beyond the BOQ considered in the RFP. Within the BOM/BOQ services will be provided without additional cost	beyond the BOQ in the first 6 months of deployment/ implementation for successful implementation/migration to Office 365 shall be in the scope of bidder and bidder has to provision the cost for the same in one-time implementation cost.
82	151	3.6.4	Compliance with security best practices may be monitored by periodic computer/information security audit performed by or on behalf of IREDA. The periodicity of these audits will be decided at the discretion of IREDA. These audit plan to include, but are not limited to, a review of: access and authorization procedures, physical security controls, input/output controls, DB controls, backup and recovery procedures, network security controls and program change controls.	Kindly help with the expectation from audit frequency. Is it monthly, bimonthly, quarterly, half yearly or yearly	There is no defined frequency for audit.
83	151	3.5.8	Bidder should provide 24X7 remote support including Saturday, Sunday and public holidays through the Centralized remote helpdesk for entire project duration.	24*7 Remote Support throughout the year/EA tenure	Yes



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84	151	3.5.10	In case of any Critical Issue (which breaches the SLA substantially), the bidder should provide the requisite onsite support for entire BOQ (Non-D365) without any extra cost for the entire project duration.	Critical Issues will be handled remotely during the period of EA	Yes. However, if the closure of the ticket is taking substantial time and the SLA breach is enhancing rapidly, and then bidder might have to deploy a resource onsite to expedite closure of ticket.
85	151	3.5.11.	The Help Desk should be accessible to users as on-site support, online support, Teams BOT, Email and Telephonic for Telephone, Online or email would be borne by bidder) Support (All cost incurred	24*7 Support will be remote through a centralised portal with access to all incidents, tickets and history	Yes
86	151	3.6.2.	The bidder has to ensure compliance of Information Security according to policy of IREDA and mitigate the risk, if any, within the stipulated time without any additional cost to IREDA.	Bidder to be ISO 27001:2013 certified for compliance of Information security policy	Bidder need not be ISO 27001:2013 Certified. However, the bidder must comply with all the clauses of IREDA's Information Security Policy.
87	158	7.4 Service Level Agreements (SLA) and Penalties	All clauses defined under this section	This clause is not relevant to bidder as a bidder and reseller of Microsoft licenses, since the service is provided by Microsoft directly to the end customer.	The Bidder is expected to offer the SLA to IREDA & have relevant backing from OEM
88			BoQ Sheet	There is no item code for 24*7 Remote Support	To be considered under lump sum implementation cost



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89				Functional level of each forest with Exchange installed into that forest:	Single Forest and single domain Functional level :2k12R2
90				What is the OS and service pack of the schema master for each forest where Exchange is installed? Specify the platform (32 or 64 bit)	Exchange Version 15.1 (Build 1779.2) and OS window server 2016 Build version 1607
91				Number of Exchange broken down by type (front-end, mailbox, clustered mailbox, etc.), location, AD forest, and AD domain. Also indicate Exchange service pack(s) in use: • Exchange 2003: • Exchange 2007: • Exchange 2010 with SP • Exchange 2013: • Other version(s):	Two Exchange 2016 with multirole
92				Which Exchange server is currently in use?	Exchange 2016
93				Number and type of other messaging related servers:	Mails are getting filtered at NIC before reaching IREDA
94				• Gateway/Edge Servers	One Edge
95				• Spam and Antivirus Servers	Mails are getting filtered at NIC before reaching IREDA



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96				• Email Archival Servers (indicate type)	Online and PST
97				• Standby Servers (hot or cold)	DAG Configured
98				• Voice mail Servers	No
99				• Fax and or other gateway Servers	No
100				Total Number of mailboxes:	290
101				Total number of shared mailboxes	20
102				Average and highest mailbox sizes:	2-20 GB
103				How many applications running on premise are e-mail enabled	6
104				Are you using Exchange Online Archive mailboxes? If so, what is the archive quota/size limit?	No