

Response against queries raised by bidders against tender for MICROSOFT CLOUD BASED EMAIL SERVICES WITH ENHANCED FEATURES & SECURITY FOR IGL TENDER DOCUMENT NO. IGL/ET2/CP/CW17634					
S. No.	Tender Page No	RFP Clause No.	Description	Query/ Suggestion/ Clarification	IGL Response
1	14	Pre-Qualification Criteria for Bidders.	The Bidder (or JV combined) should have implemented at least Five (5) IT System integration / project including any combination of supply of hardware / cloud services / licenses / software during the last three (3) years preceding bid due date, worth at least INR 1 Cr for any Govt. entity.	We request you to please confirm work order to any of the services mentioned will suffice or we have to submit the PO for all services mentioned	Tender Condition Prevailed (Clause not related to IGL Tender)
2	15	Pre-Qualification Criteria for Bidders.	The bidder (or all members of the JV) shall not have been blacklisted or debarred by any government entity during the last 10 years preceding bid due date.	We request you to please accept the blacklisted declaration from the date of incorporation of company. As 10 years is not mandate.	Tender Condition Prevailed (Clause not related to IGL Tender)
3	NA	NA	Technical Capacity: must have supplied and implemented following modules in India mentioned below: 1. Rendered Door to Door household Survey for minimum 1 Lakh properties. 2. GPS based Vehicle Tracking System 3. Rendered Ground Penetrating Radar survey for underground utilities for minimum 400 Running Km. 4. Integrated Command Control / Emergency Response Solution Fulfillment of criteria: Less than 4 modules: 0 Marks All 4 modules: 15 Marks Note: Multiple projects fulfilling separate criteria may be considered, subject to fulfillment of all criteria by combining such projects.	Request you to please clarify the marks counting will be based on single module based or all experience is compulsory	Tender Condition Prevailed (Clause not related to IGL Tender)
4	8		7.1 Technical BEC: (a) The bidder should be Microsoft authorized LSP/ LAR Partner.	Request to please amend criteria as "The bidder should be Microsoft authorized Partner	Tender Condition Prevailed
5	7	2.0 (3.2)	The deployments of new components should complete within 4 weeks from order.	Timelines are stringent, please let us know if we have feasibility for extended timelines for 10 weeks	Tender Condition Prevailed
6	47	56.0 (56.2)	COMPLETION CERTIFICATE	Completion certification or signoff to be provided post implementation & checking the deliverables from SOW	Clarification: Agree
7	56	8.0 (8.1)	PENALTY	Please clarify if penalty is w.r.t implementation or support services	Clarification: For both
8	64	SOW, Deployment	DEPLOYMENT OF AZURE ACTIVE DIRECTORY P1 (SSPR)	We required AD Connect windows server on 2016 or later	Clarification: We are using AD services on Windows Server 2019

(Handwritten signature and date)
 16/11/2019

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9	64	SOW, Deployment	Publish 3 supported on premise web apps (incl. custom apps) through App Proxy (Securing remote access to on-premises web apps)	please confirm if custom apps & other apps support modern authentication / SAML	Clarification: Yes
10	64	SOW, Deployment	SSO (Integrate all supported apps in Azure AD)	Please confirm on number of applications which need to be integrated with SSO. These applications should support modern authentication / SAML	Clarification: Between 5-7 supportive applications only
11	64	SOW, Deployment	DEPLOYMENT OF MICROSOFT INTUNE Remote push for supported apps	Not available in MAM for Android & iOS but available in MDM	Clarification: Bidder to meet the requirement through any technology MAM / MDM.
12	64	SOW, Deployment	DEPLOYMENT OF MICROSOFT INTUNE Screen capture restrictions	Feature not supported in iOS (MAM). In MDM we can restrict entire device from taking screen capture	Clarification: Bidder to meet the requirement through any technology MAM / MDM.
13	64	SOW, Deployment	DEPLOYMENT OF MICROSOFT INTUNE Windows 8,10 & 11	Compatible for Win 10 & 11 only (1709). Win 8 not compatible	Clarification: As per Microsoft supportive compatible platforms.
14	65	SOW, Deployment	DEPLOYMENT OF Email DLP FOR O365 (EXO, ODB, SPO & Teams) Keyword & regex (to be assisted by customer team)	Please provide more clarity on regex requirement	Clarification: As per Microsoft standard plan & best practices.
15	65	SOW	TRAINING Multiple session for end user adoption/training	Please share number of training IGL is looking for.	Clarification: Product feature usability & awareness training post deployment and minimum 4 trainings (2-3 hours) per years as per users requirements (For BOQ items only , as per the IGL Licenses / subscription) .
16	65	SOW, Support Services	Maximum resolution time 48 hours for critical issues for which OEM support required	Any ticket that we are raising to OEM cannot have any SLA tied as there is no SLA promised by OEM. Hence please put it accordingly	Clarification: Bidder to coordinate and resolve issue ASAP with the help of OEM to minimized impact on customer services.
17	65	SOW, Deployment	DEPLOYMENT OF Email DLP FOR O365 (EXO, ODB, SPO & Teams)	DLP for Teams is not included in the OE1 Plus SKU, request you to kindly delete the same.	Clarification: Bidder to deploy Email DLP solution as per standard plan opted by IGL. DLP for Teams is not part of it.
18	7	DURATION OF CONTRACT	The contract shall be valid for a period of 03 (three) years w.e.f 21-08-2023	Since this is a renewal, the contract start date shall be 01-AUG-23	Clarification: This information has been shared based on the communication received from Microsoft (OEM) team.

Handwritten signatures and initials:
 Vinodh
 Anand

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19	26		Purchaser reserves the right to increase or decrease the quantities specified in the Schedule of Rates during contract period, without any change in unit price or other terms and conditions.	Request you to kindly modify the clause , as this is Enterprise Agreement with special pricing concessions. Addition or Reduction of Licenses. True-Up: In case of any addition of users, the licenses will be provisioned accordingly and shall be invoiced retrospectively from the month in which they were provisioned. Addition of users can be exercised anytime during the period of contract. True-Down: In view of separation of users / Retirement, licensed quantity may be reduced. IGL shall intimate the quantity to be reduced 60 in advance before the Anniversary date to bidder & OEM in writing with reason of decrease.	Clarification: In case of increase or decrease in Qty , IGL will inform in advance as per standard practices and enterprise agreement.
20	65	SOW, Support services	Covered components-- Intune, Azure AD P1, Defender for O365 P1 and DLP for O365	The Support Services should be covered for entire components	Clarification: Bidder to provide support services as per the As per the BOQ / SOR items.
21	66	SOW, Support services	Vendor back to back support with OEM for early resolution of issues	Vendor to have back-to-back support with OEM in IGL name for early resolution of issues & proof of the same to be shared with IGL.	Clarification: IGL requires support from bidder only but for early resolution of issues, it is suggested that bidder should have OEM support also. We expect that bidder is competent enough to handle day to day issues.
22	66	SOW, Support services	SUPPORT SERVICES - Request you to add following clause.	Proactive Support Assistance include Health checks, prescriptive guidance on the best practices around deployments, migrations, and operations in IT environment, O365 Exchange assessment, O365 SharePoint assessment, etc	Tender Condition Prevailed

Approved
Viraj