

Addendum to following Eligibility Criteria:

S No	RFP Clause	Revised Clause
A	General	
1	The Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 3 years (as on RFP date).	<p>The Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 3 years (as on RFP date).</p> <p>In case the bidding company / firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant Novation / Other Relevant Agreement need to be submitted.</p>
B	Financial	
1	The Bidder must have registered an average annual turnover of Rs. 150 Crore or above (MSE / Startups – 40 Crore) from Indian Operations only during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	<p>The Bidder must have registered an average annual turnover of Rs. 125 Crore or above (MSE / Startups – 40 Crore) from Indian Operations only during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).</p> <p>In case the bidding company / firm is hived off from the demerged company, the experience, eligibility etc. as per the requirement of the RFP may be considered as of the demerged company, provided the demerged company doesn't apply in the same RFP process and Novation / Other Relevant Agreement is in place. In that case, Relevant</p>



Request for Proposal for Renewal of Microsoft Products under Enterprise Agreement (EA) and Server & Cloud Enrolment (SCE) for a period of 3 years (2024-27) and procurement of other Microsoft licenses (Bid Number: GEM/2024/B/5032186 dated 10th June 2024)

Addendum – 1 Dated 24th June 2024

		Novation / Other Relevant Agreement need to be submitted.
C	Experience & Support Infrastructure	
2	The bidder should have supplied a minimum 5000 M365 Apps licenses in at least one Commercial Banks / Financial Institutions / PSU Organizations in India in past 3 Years.	The bidder should have supplied a minimum 5000 total licenses of Office 365 E3, Microsoft 365 E3, Microsoft 365 E5 in at least one Commercial Banks / Financial Institutions / PSU Organizations in India in past 3 Years.

All other Terms & Conditions are the same as per our RFP for Renewal of Microsoft Products under Enterprise Agreement (EA) and Server & Cloud Enrolment (SCE) for a period of 3 years (2024-27) and procurement of other Microsoft licenses (Bid Number: GEM/2024/B/5032186 dated 10th June 2024).

S No	Page #	Point / Section #	Clarification point as stated in the tender document	Query from Bidder	Bank's Clarifications to the bidder query
1	60	Annexure 15 – Commercial Bid	Annexure 15	Future pricing for Azure prepayment needs to be removed. True up cannot be done for this SKU	Future pricing for Azure prepayment not be quoted
2	59	Annexure 14 – Masked Commercial Bid	Annexure 14	Future pricing for Azure prepayment needs to be removed. True up cannot be done for this SKU	Future pricing for Azure prepayment not be quoted
3	51	Annexure 14 – Masked Commercial Bid	Annexure 14: Masked commercial bid	This RFP consists of new components and request you to kindly validate if the new components should have validity for 3 years from date of issue of PO.	Yes, validity for new components will starts from date of PO
4	51	Annexure 14 – Masked Commercial Bid	New Licenses	As the renewal RFP of existing SCE and EA which needs to start from 1st May 2024 for 3 years, Kindly note that new added SKUs (mentioned Sr# 2 to 8) will be charged for 10 months as prorated. Online services w they will be "Charged" only for 10 months in Year 1 for the below new online services BoM (encircled in red). Assuming the contract will be signed and accepted by 29th June 2024. Refer to the image attached and highlighted by red line.	Yes, new items on prorata basis from the date of PO
5	53	Annexure 14 – Masked Commercial Bid	New Licenses	The correct Part code for "M365 Copilot Managed Sub Add-on" is 831-00001 instead of 831-00001.	Please quote for correct SKUs as per Microsoft
6	24	Annexure 02 – Evaluation: A.Elibility Bid Evaluation Terms (B-1 Financial)	The Bidder must have registered an average annual turnover of Rs. 150 Crore or above (MSE / Startups – 40 Crore) from Indian Operations only during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	Dear Sir, We request department to please give relaxation to MSME / NSIC bidders for Turnover Or else request you to please change this clause as "The Bidder must have registered an average annual turnover of Rs. 50 Crore or above"	Please refer to addendum
7	24	Annexure 02 – Evaluation: A.Elibility Bid Evaluation Terms (C-2 Experience & Support Infrastructure)	The bidder should have supplied a minimum 5000 M365 Apps licenses in at least one Commercial Banks / Financial Institutions / PSU Organizations in India in past 3 Years.	We request authority to amend given clause as "The bidder should have supplied a minimum 2500 M365 Apps licenses in at least one Commercial Banks / Financial Institutions / PSU Organizations/ Local Bodies/State Government/Central Government Organization India in past 3 Years".	Please refer to addendum
8	24	Annexure 02 – Evaluation: A.Elibility Bid Evaluation Terms (B-1 Financial)	The Bidder must have registered an average annual turnover of Rs. 150 Crore or above (MSE / Startups – 40 Crore) from Indian Operations only during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies).	Our request is to please accept the "Bidder's average annual turnover of Rs. 125 Crore or above (MSE / Startups – 40 Crore) from Indian Operations only during the last three completed financial years – 2020-21, 2021-22 and 2022-23 (Not inclusive of the turnover of associate companies)."	Please refer to addendum

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9	24	Annexure 02 – Evaluation: A.Eligibility Bid Evaluation Terms (C-2 Experience & Support Infrastructure)	The bidder should have supplied a minimum 5000 O365 licenses in at least one Commercial Banks / Financial Institutions / PSU Organizations in India in past 3 Years	M365 Apps for Enterprise is part of Office 365 E3, Microsoft 365 E3, Microsoft 365 E5 and hence request modification to include 5000 qty of either of the SKU's.	Please refer to addendum
10	23	Annexure 02 – Evaluation: A.Eligibility Bid Evaluation Terms (A-1 General)	The Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 3 years (as on RFP date).	We have recently undergone restructuring of our company businesses in Feb 2020, resulting in formation of Wholly owned subsidiaries to focus of specific line of business. Since subsidiary entity shall rely upon its parent company for complying with eligibility clauses on Experience, existence in No. of years etc. We request inclusion of a note as: 1. In-case of corporate restructuring the earlier entity's incorporation certificate, financial statements, Credentials, etc. may be considered. 2. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired business may be considered.	Please refer to addendum
11	24	Annexure 02 – Evaluation: A.Eligibility Bid Evaluation Terms (C-2 Experience & Support Infrastructure)	The bidder should have supplied a minimum 5000 O365 licenses in at least one Commercial Banks / Financial Institutions / PSU Organizations in India in past 3 Years	We have recently undergone restructuring of our company businesses in Feb 2020, resulting in formation of Wholly owned subsidiaries to focus of specific line of business. Since subsidiary entity shall rely upon its parent company for complying with eligibility clauses on Experience, existence in No. of years etc. We request to modify the clause as: 1. The Bidder or Bidder's parent company (Incase bidder is wholly owned subsidiary of its parent company) should have supplied a minimum 5000 M365/Exchange Online Plan 2/ Office365 E1 / Office 365 E3 Apps licenses in at least one Commercial Banks / Financial Institutions / PSU Organizations in India in past 5 Years.	Please refer to addendum

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12	8	Exemption for EMD amount (Point 6)	Bid Security (Earnest Money Deposit): Rs. 1,00,00,000/- (Rs. One Crore Only)	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. Request you please give us exemption on EMD as per above said.	Bidder need not to pay the Bid Security / EMD, if eligible for exemption as per GeM GTC / Government norms specified under the RFP. Bidder shall submit a Bid Security Declaration in case eligible for exemption from EMD.
13	8	Exemption for EMD amount (Point 6)	We are exempted on GeM portal for EMD payment, Please confirm we don't required to pay EMD here	Confirm EMD exemption GeM Portal document need deliver hardcopy or not	Bidder need not to pay the Bid Security / EMD, if eligible for exemption as per GeM GTC / Government norms specified under the RFP. Bidder shall submit a Bid Security Declaration in case eligible for exemption from EMD.
14	26	Annexure 02 – Evaluation Terms: 2. Commercial Bids Terms (Point D)	The prices and other terms offered by bidders must be firm for an acceptance period of 180 days from the opening of the commercial bid.	The prices offered by bidders will be as per Microsoft licensing/pricing policy. Bidder is only a reseller of license.	No Change
15	72	Annexure 20 SLA & NDA	Annexure 20 – SERVICE LEVEL AND NON DISCLOSURE AGREEMENT FORMAT submit on letter head or Stamp paper while bid submission	Annexure 20 SLA & NDA Kindly confirm on letter head or Stamp paper , if stamp paper confirm the	Bidder shall submit "Annexure 20" on their letter head and must be signed by authorized official
16	48	Annexure 13, 1	The Selected vendor has to provide adequate training and operational guideline to designated Bank personal as and when required.	Kindly specify the batches count and mode of training (online/offline), if onsite training required then please confirm the responsibility of infra and bandwidth required and Number of day schedule for training	No change
17	48	Annexure 13, 4	The successful vendor shall deliver complete Bill of Materials (BOM) within 2 weeks as per project scope.	As a cloud service provider, We request authority to amend given clause as "The successful vendor shall deliver complete Bill of Materials (BOM) within 2 to 4 weeks as per project scope"	No change
18	7	3	Contract period: The contract with the selected Service Provider will be valid for a period of 3 years, beginning from the date of purchase order or from the date of agreement done by Bank with OSD, whichever is later.	Agreement start will be the next date to enrolment expiry which is 1st May 2024 for both SCE and EA	As per Microsoft EULA

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19	9	9	SLA: The software licenses/ subscriptions and assurance to be procured under this RFP will be governed as per the end user license agreements (EULA) signed between the Bank and OSD (Microsoft). The support obligations under the agreement will be of OSD.	Support of Microsoft Solutions will be covered as part of Microsoft Unified Support Contract. Renewal support contract proposal is already shared.	As per Microsoft EULA
20	48	3	Support: The software licenses and assurance to be procured under this RFP will be governed as per the end user license agreements (EULA) signed between the Bank and OSD. The support obligations under the agreement will be of OSD.	Support of Microsoft Solutions will be covered as part of Microsoft Unified Support Contract. Renewal support contract proposal is already shared.	As per Microsoft EULA
21	50	6	The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities	Bank is required to maintain the base quantity through out the term of the agreement.	Quantity already mentioned in the RFP, any additional requirement will be asked through trueup rate
22	50	6 (Right to Alter Qty)	The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities.	As per Microsoft Licensing Policy, Minimum quantity of product to be maintained across the contract period. Meanwhile, subscription based license quantity can be altered by giving 60 days intimation before anniversary period. Bank can add any quantity and same will be charged on Pro-rata basis. Bidder's role is license reseller and Microsoft Licensing policy needs to adhered as per agreement.	Quantity already mentioned in the RFP, any additional requirement will be asked through trueup rate
23	48	Annexure 13 – Project Details and Scope of Work	2. General Conditions c) The support shall be on 24*7*365 basis	We understand that this support is expected from OSD since end user license agreements (EULA) signed between the Bank and OSD. Kindly confirm that Bidder is not liable for support of any kind and its scope is limited to only delivery.	OSD support will be required